

## TURF MASTERS LAWN MAINTENANCE

### Questions and Answers

1. **Why do your crews move so fast on the mowers?**

Our commercial mowers are built for efficiency and speed while maintaining a high-quality cut. All crew members are trained to operate them safely and effectively to cover large areas without sacrificing results.

2. **Why don't you bag all the grass?**

We bag the grass only when it's necessary—such as during heavy growth or in high-visibility areas. In most cases, we mulch the grass, which is environmentally friendly and beneficial to the lawn, as it returns nutrients to the soil.

3. **Is there a supervisor overseeing the crews in our community?**

Yes. Each crew is managed by a supervisor who wears an orange shirt for easy identification. Supervisors ensure quality standards are met and are available to address any on-site concerns.

4. **How often is the grass cut?**

We mow approximately every 10 days, depending on weather conditions. The full maintenance schedule, including mowing and leaf removal, is shared with community management. Start dates may shift slightly due to rain or other factors.

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Please note: **Trimming is done by Turf Masters** after the grass has been cut but the same day, weather permitting. **The LVW Grounds Department is responsible for all edging branch pickup prior to cutting** however due to several storms and high winds, branches continue to fall.

For grass-mowing concerns only, you may email [grasscuttingonlyhotline@lvwa.net](mailto:grasscuttingonlyhotline@lvwa.net).

May 13, 2025