

As a valued customer, we at Landscapes by Design strive to meet your snow removal expectations. Your comments and concerns regarding our performance are very important to us and will help us better serve your snow removal needs in the future. Please complete and return the enclosed survey by mail or fax at your earliest convenience.

Please answer the questions below to let us know how we're doing:

1. Are you pleased with our snow removal services and how can we continue to improve to serve you better? *Pleased*
2. Have you been pleased with the level of communication to determine when to clear snow? *Yes*
3. Is there any specific needs we have not addressed that you would like to have addressed in the future? *None at this time*
4. Have your invoices been sent to you in a timely manner and the charges detailed in an easy way to understand? *Yes*
5. Have you been able to reach the office or crew leaders in a snow event to address any concerns? *Yes*
6. Have our response times to snow events been timely? *Yes*
7. Are you interested in receiving quotes for our other services such as: mowing, lawn care, or landscaping? *You already provide them.*
8. Other comments, questions, feedback? *Keep up the good work.*

Thank you for your comments, they are very much appreciated.

