



1000 south 10th Street Independence, Ks 67301
Garden Center • Landscaping • Irrigation • Lawn Care

Dear Friends,

Getting the opportunity to sit down and draft our spring new letter is such a fulfilling time for me. It marks the beginning of the count down till spring. We all have had some well deserved time with our families during the holidays and we are starting to fill our work days with pre season preparations with equipment, employee evaluations and setting goals for the upcoming season.

With all of this activity there is a buzz of hopefulness and I can't help but feel grateful for the opportunity to be apart of something so special. Fred and I are very fortunate to be able to manage a great group people and to have to opportunity to practice the profession of lawn and landscaping. It may sound odd to compare our operation to that of a doctors clinic but that's really what we are doing. We are practicing the profession of horticulture in the field of turf, trees and shrubs. It takes talent to make the whole system work and extreme focus to make it work well. Whether you're an avid gardener looking for quality vegetables and bedding plants for that show stopping garden, a full service grounds maintenance customer, a person needing help troubleshooting a plant pest or disease or a large facility needing a comprehensive vegetation management plan; our team has built a network of talent and resources to give each customer undivided attention to their respective concerns. That is an amazing feat to do anywhere let alone small town America where we have to dig deep to find enough work to support an operation such as ours. We are very proud of our team and you can be too knowing that we are making a difference in our communities through training and making careers for our employees with good paying jobs and providing goods and services for our customers so they can meet their goals.

None of this is possible without you the client needing our products or our services. In fact, we made over 50,000 service calls last year and most all have been to clients we have been doing work with for almost 20 years. Can you imagine the amount of paperwork that creates! It is our goal to ensure that you get undivided attention to your specific needs each and every time you call in or when we are onsite but we do understand that no one is perfect and that laws of probability sometimes do not work in our favor and we make a mistake. We want to take the time now to reaffirm our commitment to quality work and that if for any reason our work did not meet your expectations we would like the opportunity to discuss it and make a remedy. Your satisfaction is our number 1 goal.

In the coming weeks we are getting ready to start our spring clean ups, first rounds of turf weed control and spring plantings. Over the many years of servicing our customers we have created a routine where many clients just expect us to do what we have always done. However, sometimes customers needs change. If you would like to visit about services for the upcoming season and make and changes to you budget we would love an opportunity to visit about alternatives to meet your goals.

We would also like to remind you about products and services that TLC offers/provides that you may not get elsewhere. These include having a certified arborist on staff, certified backflow certification and testing, certified applicators for turf & ornamentals, industrial and right of way weed control, 5 year warrantees available on our trees and shrubs, aerovation services, and landscape lighting. And we are still offering our free delivery Saturday promotions through spring. We are also very excited about launching an updated version of our website. If you have a free minute please take a look around. www.livetlc.com

Looking forward to seeing you soon!!!
Staff of TLC Nursery and Outdoor Living / TLC Groundskeeping, Inc.

Jack DeGraw and Fred Schultz