



Frequently Asked Questions Your Property Repairs and How to Care for Them

Driveways and Sidewalks (Hard Surfaces)

Q. How long do I need to stay off my concrete sidewalk or driveway?

A. Stay off new concrete for 48 hours and do not drive or park on your new driveway for seven days.

Q. What happens to the wood forms around the concrete and the damaged grass around them?

A. We will return within seven days to remove the forms and repair your grass.

Q. Crews left a bollard on my property. What should I do?

A. Call **313.270.9240** during the hours listed below.

Lawns (Soft Surfaces)

Q. How will you repair my grass?

A. First, we will prep the area and spread 2" of topsoil. On top of the soil, we will spread a grass seed mix that blends with many types of common grasses. Then we add Penn Mulch.

Q: What is Penn Mulch?

A: It is a brownish green protective cover that promotes growth, retains water and provides the moisture your grass seed needs to take root.

Q: How do I care for my grass?

A. Grass needs constant moisture to grow. Water it daily to help it take root and grow strong and healthy.

Q. Will DTE water, too?

A. We monitor for dry spells and will water seed if necessary. You'll see "No Parking" signs 48 hours before watering trucks arrive.

Q: When can I mow the area?

A: Do not cut your grass until it is at least 4" high.

Q. When can I walk on my new grass?

A. Do not walk or drive on new grass until after you mow it for the first time.

Q: My sprinkler heads were damaged. How do I get them repaired?

A. We automatically repair sprinklers that we know are damaged—after concrete repairs, but before grass seed is laid. If we missed any sprinkler damage, let us know and we'll return and fix it. Call us at: **313.270.9240**, Monday – Friday, 8 a.m. to 4 p.m. Please leave a message if you call after hours, and we will return your call within two business days.

Q: What if my grass doesn't grow?

A. We monitor your grass' growth for several weeks after we plant it and throughout the following year to make sure it thrives. If we spot an issue, we'll do whatever touch ups are needed.

Q: What if you miss something and I need to contact you?

A. Call the number below and we'll come out to assess the problem and address your issues.

Other Questions?

Call: **313.270.9240**

Monday – Friday

8 a.m. to 4 p.m.

Please leave a message if you call after hours, and we will return your call within two business days.