

# WASHINGTON CONSUMERS' CHECKBOOK

We regularly survey area CHECKBOOK and Consumer Reports subscribers for their feedback on services they have used. On our surveys, we ask consumers to rate their experience with companies they had most recently used on several aspects of service. We give checkmarks to companies that score highest on a scoring system that we devise for each service field.

LAWN CARE SERVICES	Areas company serves*	Percent of surveyed customers who rated company "superior" for...					Percent rating company "adequate" or "superior" for "overall performance"	Number of complaints at government consumer offices and (complaint rate)	Number of complaints at Better Business Bureau and (complaint rate)	CHECKBOOK's top rating for quality (✓)
		Doing work properly and (number of ratings)	Starting and completing work properly	Letting you know cost early	Advice on service options and costs	Overall performance				
<b>AVERAGES</b>										
Agro Lawn	HC-MC (38)	53%	58%	58%	46%	53%	89%	0	0	
Emerald Landscaping	AA-HC PG	37% (19)	42%	84%	44%	53%	95%	2 (0.13)	1 (0.07)	
Lawn Doctor	AA-HC PG	54% (243)	64%	74%	52%	54%	92%	___4	___4	
<b>LAWNSCAPES ETC., INC.</b>	AA-HC PG	73% (41)	85%	95%	73%	78%	100%	0	0	✓
NaturaLawn of America	AA-HC PG	63% (261)	71%	73%	57%	63%	93%	___4	___4	
Scotts LawnService	AA-HC PG	33% (312)	47%	50%	35%	32%	76%	___4	___4	
TruGreen	AA-HC PG	31% (738)	45%	51%	31%	31%	85%	___4	___4 54	
TruGreen	PG (93)	20%	33%	48%	25%	20%	84%	0	(___4)	
Turf Center Lawn	AA-HC PG	61% (64)	55%	70%	64%	59%	88%	0	0	

Areas: AA = Anne Arundel County; HC = Howard County; PG = Prince George's County; \_\_\_4 = Insufficient Data

Information included in this report is from the most recent *Washington Consumers' Checkbook* which usually rates lawn care services every 4-5 years. Only companies that provide service to the same areas and provide similar services as **Lawnscapes Etc., Inc.** are included in the report.