



# Leisure News

*Your Source for Landscape News and Information*

## The New look of leisure Hits the Road

### Our NPR trucks say and do it all

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Leisure Landscapes, Inc.  
PO Box 98899  
Raleigh, NC 27624

Ph:(919) 847-1733  
Fx:(919) 847-1743  
leisure@leisurelandscapes.com

*Paul Martin*  
President: and CEO

Publication of Leisure  
Landscapes, Inc.

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### We're rockin' and rollin'.

Our 2007 Complete Care Plan maintenance began weekly service starting this March. And we're now arriving in our **new** fleet of trucks on a **new** schedule to provide better service to you.

Our new vehicles are Isuzu NPR box trucks. That is to say, they're new to us. They are recent year, reconditioned, and ready to roll. We contracted with Clays Power Equipment to outfit each vehicle to ensure that we have all the equipment and tools to do virtually every job that comes up in the routine maintenance activity. Express Signs has covered each truck with our distinctive logo and 'web image' graphics so you'll know that Leisure Landscapes is on the job.

Increased demand for our services led to the decision to expand from two maintenance teams to three. The benefit to you is that the current daily workload per team has been reduced to allow for contingencies and future growth. The new team leader, Jorge Arredondo, is experienced in landscape maintenance and has already proven to be an asset to the organization. All teams now have at least one member who you can talk to [in English] (but if you want to practice your Spanish, that's okay, too.)

For more information on the new schedule, please look at Leisure's Information Station on Page 4.



10% OFF PAVER PATIOS  
thru May 31, 2007



Leisure Landscapes has just purchased a fleet of 3 Isuzu NPR box trucks for the Grounds Maintenance Department. Each truck is wrapped with the iconic Leisure Landscapes logo and web image. Inside, you'll find everything the maintenance team needs to do their job for you: mowers, edgers, blowers, trimmers, pruners, sprayers, ladders and even yard waste disposal.

## Under New Management

**Phillip Martin** has joined Leisure Landscapes as the new Office Manager.



Things are looking up!

Phillip is responsible for Accounts Payable and Receivable, Customer Service and Project Management. He brings financial knowledge through his prior experience with managing the books for the ten LA Weight Loss Centers in Raleigh, NC. He is knowledgeable of the construction industry through his work as a Project Manager for DR Horton in Jacksonville, FL.

Phillip is 27, single, and likely to stay that way for a while until he gets his new job under his belt. And yes, he is related to someone else in the company—he is the son of the President, Paul Martin.

# Customer Service

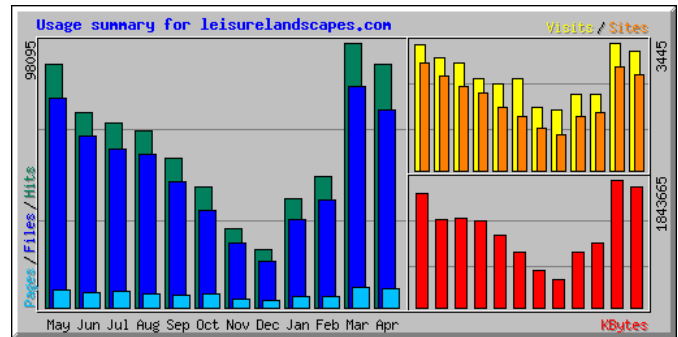
## When is the best time to call?

It can be frustrating. You're excited about getting that new landscape project started, but the lines are busy and you're thrown into voice mail.

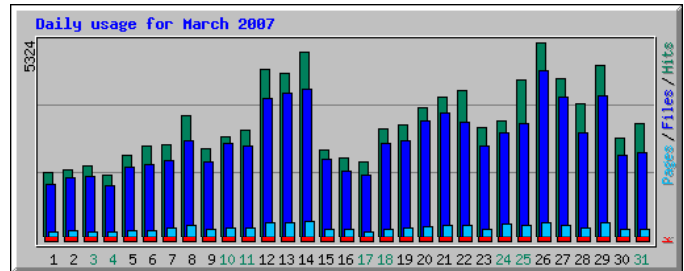
Well, we have good news. We have added another line to handle the increased volume of calls. Now if the first line is busy, it will automatically roll over to our second line. And we are in the process of adding a new service through "On-Hold 32" that will provide information about new services and specials if your call is placed on hold. This service will be available by Fall 2007.

The time when you call has a large part to play on whether your call goes through right away. The graphs at the right illustrate the contact volume we experience by month of the year, day of the week and time of day. While they are actually records of website traffic, they also are indicative of phone call receipts.

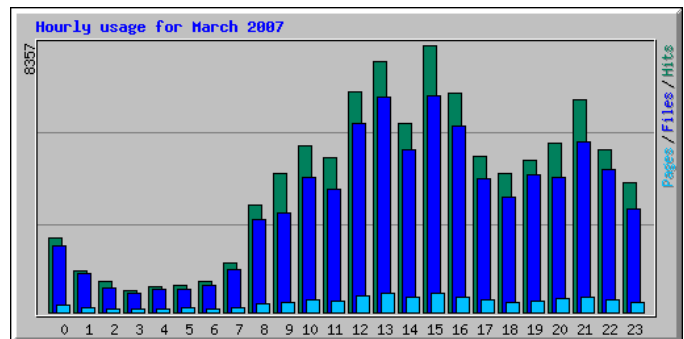
January and February are the best times to begin planning that Spring project, whereas July and August are ideal for planning for Fall. As for time of day, try calling at 10-11 am or 4-5 pm. The best days to reach us are Wednesday and Thursday.



Call volume in March, April and May are nearly double the average. Consider contacting us about projects in July for Fall and January for Spring.



Highest call volumes are generally Monday and Friday (morning). Wednesdays and Thursdays are usually the lightest.



Peak call time is over the lunch hour. Try calling at 10-11 am or 4-5 pm.

## Tired of Dragging Hoses? Try our Irrigation Special... 10% off through Aug 31, 2007.

**T**ired of Dragging Hoses and Wasting Water? Install an **automatic irrigation system** with Leisure Landscapes.

Sprinkler heads and piping are installed underground and connected directly to your water meter. When it is time to water, the nozzles automatically pop up to water the area and retract when done.

Automatic irrigation saves **you**

money and water at the same time. The systems meter the water out exactly. Each head is calibrated to release a certain amount of water (from 1.5 to 2 gal per minute). With our sophisticated **RainBird** controllers, we can put down **exactly** the amount of water required in each area of the landscape. And we can do it on any schedule that meets local requirements: odd even days, or specific days of the

week. We even have sensors that automatically turn the system off in the event of sufficient rain!

Don't leave your hose running all night.

Choose a **water-wise irrigation system** from Leisure Landscapes and save!



# HI NEIGHBOR!

## *New Neighbor Welcome Service Comes to You*

You're new to the area and don't know a soul. One day, there's a knock at the door and as you open it, you're greeted by a friendly smile and a warm hello. It's the 'Basket Lady' of the New Neighbor Welcome Service.

They are called that because of the basket of goodies they carry to share with the new home owner: brochures about different companies and services they might need, discount coupons and gift certificates and even information about schools and doctors and other services.

Says Joy Wilkes, owner and founder of the service, "We provide our newly arriving residents with their first contact with someone from the area and extend that warm greeting that was the once the trademark of the "Welcome Wagon." She goes on to explain that the Welcome Wagon no longer makes home visits, leaving a void that her organization is happy to fill.

Leisure Landscapes has hired New Neighbor to represent us to new arrivals in Holly Springs and Morrisville.

## WELCOME!

*to our new Complete Care Plan customers for Spring 2007:*

**George Abbott**, West Lake; **Academy Plaza**, Cary; **Daniel Bannard**, Lane Ridge; **Rob and Laura Brown**, Anderson Forest; **Wes and Karen Bruce**, Stonehenge; **Dr. George Charon and Soon Kwark**, Traemoor; **Waldron and Betty Cluett**, Thornburg; **HB and Debby Edgerton**, Post Mill Place; **Alan and Julie Edmunds**, Wakefield; **Jeremy and Heather Fischer**, Cameron Pond; **Dede Geary**, Riverside; **Jorge and Katherine Gomez**, Heritage; **Ajaya Gupta and Kristine Lanning**, Olde Raleigh; **Kevin and Jennifer Hurley**, Magnolia Place; **Cathy Innes**, Carriage Hill; **Beth Kiser**, Mordecai; **Margaret Lancaster**, Treverton; **Mark and Mary McDonald**, Wakefield; **Damon Meads**, Wyckford; **Shane and Kerri Page**, Brooks Av; **Cynthia Peppe and Adrian Catalano**, Scott's Mill; **Sam Pickens and Kathy Morris**, Parliament Pointe; **Maria Pucci**, Bedford; **Babu Shanker**, Olde Salem; **Uma Shanker**, Olde Salem; **Silverton HOA**, Norwood; **Paul and Patty Steinke**, North Ridge; **Jeff and Dayle Quarfot**, Sheffield Manor

## In the News

**Peggy Titus** is in the subject of a feature article *Artist's Palette in Gardening* by Mary Ann Bella, freelance writer for the News and Observer. Here's a preview:

A visitor to her woodland garden walks down the driveway toward a stucco fence and through one of two steel gates with a laser-cut, egret design.

Enter the gate on the right, and you're heading down a meandering, tree-lined path, punctuated by dozens of potted flowers in a blue, pink, purple and green color scheme.

Titus contracts with Paul Martin at Leisure Landscapes in Raleigh to build waterfalls, install stonework, irrigation systems and other additions, but is proud to have designed her dream garden herself. She compares arranging plants, colors and pots to working with an artist's palette. "Every time I put a new plant in, I'm adding to the palette," she says.



Peggy was last year's sponsored entry in the Raleigh Little Theatre Garden Tour and will be hosting another tour with the Wood Valley Garden Club this Sunday, May 6, 2007 between 2-5 pm. Maps of gardens on the tour are available at the Wood Valley clubhouse on Boxelder (off of Ray Road near Norwood in North Raleigh). Admission is free.

[See also *Through the Garden Gate*, Leisure News, Spring 2006]

**Bill Zahn**, President of **Triangle Real Estate**, returns to Leisure Landscapes with a new property, Academy Plaza, located at the corner of Academy and Chapel Hill Road near the Cary Town Hall. This new purchase comes on the sale of his office building as Waverly Place.

**Dana Richart** is the new President of the **Silverton Homeowners Association** off of Norwood in North Raleigh. Under Dana's leadership, the Association has just renewed its maintenance contract with Leisure Landscapes.

**Jorge Arredondo** is the leader of the newly formed **Blue Team** for Leisure Landscapes. He is a cousin of installation Team Leader **Carmen Arredondo**. His routes serve 56 maintenance and irrigation customers in Raleigh and Cary.

**Morrisville Marketplace** gets its emblem. Nearing completion, Morrisville Marketplace now has the emblem wall complete reports **Tom Church**, project manager for **Ashland Construction**. Leisure Landscapes is now completing the lighting for it and the Arbor behind it.

[Read more about this in Leisure News, Fall 2006]





## A Note from the President



Paul Martin

Over the years I have enjoyed maintaining a personal relationship with my customers. So we've started a new section "In the News" designed to spotlight milestones for our customers and staff. Peggy Titus is again in the news as she hosts another garden tour and is the subject of an upcoming N&O article.

As you know, I am a supporter of the arts. This year, we are again patrons for the General Assembly Chorus. If you have not experienced A cappella harmony, come see **Experiencing Technical Difficulties**. And you might also see my quartet, *Doppler Effect*. Show time is this Saturday, May 5, 2007.

Finally, we are working hard to improve customer service. We have added a new maintenance team, purchased and outfitted new vehicles, hired a new office manager and contracted with a welcoming service. You'll find we're growing and improving to meet your needs. Learn more about it in this Spring 2007 Edition.



Live the Life of Leisure



### Leisure Landscapes

Is a proud sponsor of  
Experiencing Technical  
Difficulties

The General Assembly Chorus presents its Spring Show at the Progress Energy Center for the Performing Arts Saturday, May 5 at 2:30 & 8 PM.

We have 30 **FREE** tickets available to the first 15 callers: **847-1733**

The General Assembly Chorus  
is proud to present our 2007 Spring Concert

## Experiencing Technical Difficulties

Featuring The  
General Assembly Chorus

With Quartet Guests  
New Release  
And  
Doppler Effect

**Saturday, May 5** \$20 reserved seating  
\$15 general admission

At the Fletcher Opera Theater  
Progress Energy Center for the Performing Arts

Showtimes are 2:30pm and 8pm

Call 833-6775 for Ticket information or visit us online at:  
[www.generalassemblychorus.org](http://www.generalassemblychorus.org)

### Leisure Landscape's Weekly Maintenance Schedule

### LEISURE'S INFORMATION STATION

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>Blue Team Leader: Jorge</b>	<b>Raleigh</b> Hayes Barton, Olde Raleigh, Laurel Hills, Oak Park, Brookhaven West	<b>Cary/Raleigh</b> Wyndfall, Pure Gold, Braeloch, Trinity Woods, Crosswinds, Emerald Chase, Marketech, Parliament Pointe	<b>Raleigh</b> Raleigh - Brier Creek, Wyngate, Durston, Stonehenge, Old Creedmoor, Silverton, Stone Bridge, Ethan's Glen, Creedmoor	<b>North Raleigh</b> Wakefield, Wood Spring, Bedford, Falls River	<b>North Raleigh</b> Stonebridge, North Ridge	<b>Special Request Jobs</b>
<b>Yellow Team Leader: Martin</b>	<b>North Raleigh</b> Durant Trails, Alyson Pond	<b>Durham, Chapel Hill</b> Briardale, Mary Dell, Carriage Hill, Summerset, Northwoods	<b>Chapel Hill/Apex</b> Southern Village, Governor's Village, Boothe Hill, Fearington Village, Scott's Mill, Dogwood Ridge,	<b>Cary</b> Tatton Place, Olde Salem, Bond Lake, Park Village, Preston, Wessex	<b>Raleigh</b> Spring Valley, Country Club Hills, Jackson DDS, Bleinheim	<b>Special Request Jobs</b>
<b>Red Team Leader: Alejandro</b>	<b>Cary</b> Wynstone, Turner Farms V, Jamison Park, Enchanted Oaks, Wyndfall, Lochmere Birkhaven, Edinborough Pointe	<b>Morrisville</b> Cameron Pond, Carpenter Village, Preston, Weston Estates	<b>Rolesville/Wake Forest</b> Thornburg, Villages at Rolesville, Braefield, Shoppes of Heritage, Heritage, Park at Perry Creek, The Ridge at McKinley Mill	<b>Raleigh</b> Riverside, Durant Animal Hospital, Durant Professional Building, Hunters Knoll, Sheffield Manor, Traemoor, Bent Tree	<b>Raleigh</b> Wyckford, VCA Animal Hospital, Thieves Market, Oakwood, Carolantic, Sprint, Marshall&Taylor, Fetzer Stevens, Hillyer Church, Hayes Barton, Mordecai	<b>Special Request Jobs</b>

### The Leisure Landscapes Spring Calendar

MARCH	APRIL	MAY
<ul style="list-style-type: none"> <li>◆ Clean out Winter debris</li> <li>◆ Apply fertilizer to lawn</li> <li>◆ Prune liriop and ornamental grasses</li> </ul>	<ul style="list-style-type: none"> <li>◆ Prune hedges</li> <li>◆ Apply herbicides for crabgrass</li> <li>◆ Restart irrigation systems</li> </ul>	<ul style="list-style-type: none"> <li>◆ Plant summer seasonal flowers</li> <li>◆ Apply round-up on weeds in beds</li> <li>◆ Spray pesticides for lace bugs</li> </ul>