



P.O. Box 22 Sharpsburg GA 30277 (770) 301-6416

info@arborvalley.com – www.arborvalleyga.com

Arbor Valley seeks to provide excellent customer service to the citizens of the Town of Sharpsburg. In order to improve our service delivery, we are instituting the following procedure:

If you have a concern, please email:

jeanna@arborvalleyga.com; jim@arborvalleyga.com

CC: sharpsburg@townofsharpsburg.com

Please include the following information:

Date:

Location:

Issue:

We will respond and "reply all" to your concern(s) within 48 business hours.

Please keep in mind the following items:

- **Timeliness:** Due to scheduling, we may not cut all the town in one day. Please allow us 2-3 days to complete.
- **Safety:** Our mowers may not be able to cut on slopes greater than 20 degrees, or where obstructions are located. We will attempt to identify and report these areas to the council and add to the map.
- **Weather:** Please understand our business is very dependent on the weather. Multiple days of rain will make the grass grow and keep us from cutting.

Thank you,

Arbor Valley, LLC.