



Spring 2020

Clocks have been adjusted and the spring equinox set for March 19! Winter weather, or lack thereof, has allowed our teams to begin the cleanup process to set the stage for the warmer months ahead.

Although the mild winter was welcomed by most, mother nature continues to wreak havoc along the lakeshore at an alarming rate. The last 12 months are in the books as the “wettest” since recordings began in the state 120 years ago, and Lake Michigan levels have increased an astounding 5 ½ ft. since 2013 alone. As erosion issues inch toward an “emergency” declaration, homeowners and Kramer J. Services are beginning to take action. We are actively involved in both the planning and execution of erosion control efforts. Understanding the severity of the problem for years to come, it’s important for us to be able to offer solutions to all of our lakeshore clients.

With that said, we would like to remind you that we are a full service, complete property management company offering solutions in all of the following areas:

*Lawn Maintenance *Fertilizing Programs *Irrigation Install/Maintenance *Landscape Installation
*Patios/Retaining Walls *Mulch/Woodchips *Snow Removal *Tree Work *Soft Washing/Power
Washing *Driveway Installation/Repair *Concrete Work *Low Voltage Lighting
*Dumpster Rentals *Mosquito Control *Fence Installation/Repair *Demo Work

In addition to our recent involvement regarding the lakeshore, there are a few new items to highlight in an effort to keep you in the know.

- **Key personnel addition** – We are pleased to announce the recent hiring of Joe Aernouts to the position of General Manager. Joe grew up in Hopkins and has been in the Saugatuck area for the past six years. He comes to us from Lakeshore Lodging, as General Manager, where he led in developing the management team/functions with emphasis on quality control and homeowner relations. Customer relationship management, as well as identifying and overseeing value added services, will be Joe’s key focus for the 2020 season. He urges you to contact him with any questions, especially those regarding service changes/additions.
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- **New operating software** – Service Autopilot is a platform that fully automates all of our business activities thus improving communication, efficiency, and processes. For the client, it automatically generates and sends invoices on a monthly basis. Timely billing is paired with a client-based web portal allowing users to quickly and conveniently make payments online, save cardholder data, view account history, ask questions, review and adjust quotes, etc. Please note that there will be a 1.5% fee assessed to invoices for every 30 days past due. If you would like to go paperless to utilize the new system, let us know!
- **Irrigation programs** – Mid-season visits will be implemented to adjust timers and recheck systems for leaks and breaks. This preventative measure will deter any browning, over watering, and lawn repairs. Ask us about Wi-Fi controllers that increase personal control of your system ultimately reducing monthly water bills!
- **Fertilizer and broadleaf applications** – We are introducing a (5) app package to all properties unless otherwise specified. 1. Pre-emergent + fertilizer 2. Fertilizer 3. Fertilizer + insecticide for grub control (New) 4. Fertilizer 5. Winterizing fertilizer. All apps include broadleaf weed control.
We also offer an organic option! Contact us for more information if interested.

From everyone at Kramer J. Services, we would like to thank you for your business and continued support. Here’s to the most relaxing and enjoyable summer in West Michigan yet!

Remember to visit our
Landscape Supply Yard on
the corner of
Bluestar/M89 for all of
your material needs!!
(269) 251-4943
kramerservices.com

