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4.4

## Weed Man



4.4

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Category :

[Lawn Maintenance](#)

Address:

11 Grand Marshall Drive Scarborough , ON M1B 5N6

Owner/Manager:

Steve Stronge



## Weed Man

[telephone](#) [message](#) [Website](#)**Company Profile**

Let us AMAZE you. Weed Man is a network of locally owned and operated lawn care professionals providing environmentally responsible lawn care programs that help create the thick, healthy, beautiful and weed free lawn you have always imagined. For over 40 years, Weed Man's promise has always been the same: "We treat your lawn as if it were our own and provide you with honest and open communication".

What's new for 2012? We are offering our new and improved Natures Touch line of products such as...

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## Reviews for Weed Man

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All 170 Reviews  Only The 5 Reviews With Photos  Sort Reviews by Photos First

### [weed removal](#)



[jeremy in Thornhill](#)<sup>2</sup> | Mar 04, 2012

Weed Man on more than one occasion had to be called back to re-spray the weeds. It seemed like they were more interested in pushing additional services than actually fulfilling the job they were assigned to do.

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
 4 \$300.00

## lawncare



[Michelle Groleau in Pickering](#)<sup>1</sup> | Feb 21, 2012

Can't beleive this company! Leaving aside the fact that they destroyed my lawn they do not take no for an answer. I cancelled my service by phone twice and still I receive mail from them . Finally sent a registered letter cancelling services in which I wrote in bold letters, underlined and highlighted in flourescent yellow " I do not want your services for 2012 nor any year thereafter". Guess what ? They received the registered letter but now customer service wants to speak to me because they... [read more](#)

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
 Companies Response:

I am sorry you feel this way. The account was cancelled as soon as you made contact with my customer service department which was by registered mailed on Feb 21 2012. The concern was the statement of us destroying your lawn that was not clear and a supervisor in my office was calling to address this concern and get clarity. The services we provide for our customers does not damage lawns unless we spill fertilizer by accident and we would repair the damage immediately. The damage in June was from Chinch Bugs, a surface insect. I know that on June 30 an inspection was completed by a manager who determined that your lawn had chinch bugs and they had damaged parts of your lawn, we applied a service to control this concern at no charge. There is no preventative treatment for this insect and compounded by the severe drought for the entire month of July this would of made their damage appear even worst. If there is anything I can do please do not hesitate to contact me. Steve Stronge Customer Service Manager 416-269-8333

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## Lawn care



[Maria in Markham](#)<sup>1</sup> | Feb 17, 2012

Worst Experience of a life time!! Dont ever go to Weedman for any services!!! I had to explained my situation to multiple customer service representatives and was really unhappy as a customer for the bad service that I received from Weed Man.Finally I gave up and wrote a letter to Weedman head office hoping that with the letter, one of the management personnel would be able to help me out, but was I mistaken!!! Management

office is a face for all the rip-offs that happen!!! Here is my story,

I am sharing it so that you can learn from my mistake and never go to Weedman!! In May 2011, I called and spoke to one of their customer service representatives and asked her to advise me of a service for my lawn. I explained to her that the soil is dead and needs to be revived through aeration and cultivation. I asked her if Weed Man would be able to help. The representative told me that Weed Man does everything related to the lawn and would definitely be able to aerate and cultivate and then fertilize the lawn. She offered me a package for that and I agreed. A few days later, my mom told me that she saw a guy in the back yard who was throwing seeds on the dead lawn. When my mom went out to ask who he was and why he didn't ring the doorbell, he very rudely told her that "we don't ring doorbells" and handed her a bag of seeds and told her to put them on the lawn later on in the day. My mom of course got confused and called me. When I heard what had happened from my mom, I called Weed Man right away and asked them about what was going on and why we did not get the service we requested. The customer service rep was extremely rude and told me that "Weed Man is not a plough company and I should have known that going in". I asked her to cancel my contract and put me through to her supervisor. She never put me through to her supervisor. Ever since then, I have received thousands of phone calls from Weed Man asking for payment of the contract. For the first one month I used to explain what happened to their customer service representative and after listening to my story they would promise with me to get management attention but when I would receive the next phone call, the next customer service representative would start from scratch, demanding that I pay the \$x invoice. Eventually I stopped taking their calls because I got extremely frustrated with this entire process. I did not know that their customer service was at a level this low that all it cares for is a \$X invoice that needs to be paid and has no concern what so ever about how unhappy your customer is. Regardless of what happened with that invoice was inconsequential as they had not only lost me as their customer for the rest of my life but I will make sure to pass the word around to everybody that I know. I will not want my friends and family members to go through the same level of stress and frustration I went through over the last 6 months where I received a call from them every single day and I literally mean EVERY SINGLE FREAKING DAY!! I would also like you to note that they probably spent more money on hiring employees to call me all the time than the total value of my invoice. To summarize, - I was misguided by their customer service rep about the services that Weed Man provides - My mother was dealt rudely with by their staff who came out to our home and he did not take the time to explain the procedure to my mom at all - I have been harassed for the last 6 months every single day of my life to make this payment of \$x without paying any attention to why I am not making the payment, even when I have explained it multiple times - I am being asked to pay for a service that I never got - I have been dealt with in a disrespectful manner by their staff at different occasions who were trying to collect money from me I expected that somebody at Weed Man would have the courtesy to take a look into this matter for me and stop harassing me any further after I had sent them the letter. Instead, their calls became more violent. They did receive my letter because they called me to tell me that they received my letter but they disagree with my comments. Of course, they disagreed with my comments because truth is always harsh!! Bottom line, DON'T EVER GO TO WEEDMAN!!! [read less](#)

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)

[Price & Advice](#)

Approximate cost of services:

Company Response:

Any ad would like the opportunity to do some work on your lawn? I am very dissapointed that you feel this way about Weedman and the way you suggested some of the employees in my office spoke to you. Please contact me at your earliest convenience please. Please when calling refer to your Home Stars account. Steve Stronge Customer Service Manager 416-269-8333

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## [Lawn care 2011](#)



[Mel in Thornhill](#) | Feb 03, 2012

Very disappointed with this company and will never use them again. Ever. My lawn never looked good the whole summer but the icing on the cake was when they showed up and put two applications on my lawn at the same time and then billed me for two visits. But, that's not all. My husband watched them from our front window and timed them. 58 seconds. I kid you not. And two bills for \$50.00 each. So \$100 for 58 seconds! When I contacted their so called customer service they said they'd give... [read more](#)

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)

[Price & Advice](#)

Approximate cost of services:

Company Response:

I am sorry to hear about your displeasure with our service and results from 2011. Our service cost is not based on the amount of time it takes to apply a product but on the amount of product and type of product that we are applying. Even the smallest size property takes longer to apply our service than the time you suggested and I apologies if this did happen. If there is ever a problem with our service or results of our service please contact my office. An immediate resolution will always be given; either a manager to inspect the lawn or a reapplication of the service at no charge will be offered. Please contact me at your earliest convenience Steve Stronge, Customer Service Manager at 416-269-8333.

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## Lawn care service



[Alex in Whitby](#)<sup>1</sup> | Dec 28, 2011

After using them for a number of years, we found that they would constantly try to add services. We asked them to not call or offer us any other promotions. (we are even on the National Do Not Call List) This company continued to call us and tried to get us to take extra service we did not want. For this reason we stopped all contact with them. We would not recommend them to anyone. This spring we will look for a small mom & pop type business to take care of our lawn. After reading all the... [read more](#)

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
Company Response:

Our number one goal is to listen to our customers and follow their instructions. I am sorry if your request was not followed and this is our error. We only call during the season about additional services if it was recommended by one of our technicians or senior advisors. I can fix our error by blocking any customer service calls to your household. The product and services we provide overall is unmatched by our competitors and I would like the opportunity to fix our previous error and keep you as a valued customer of ours. If there is anything I can do please do not hesitate to call me. Please ask for Steve Stronge, Customer Service Manager. 416-269-8333.

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## Lawn maintenance and Weed Control



[Matt Axelson in Georgetown](#)<sup>4</sup> | Dec 17, 2011

Service for front and back yard. They did not come when they said they would. If I was not at home they did not do backyard and had to everytime let them know service was not completed. Costantly called to offer more sevices and to charge more. Was annoying to have so many telemaketing calls from them. My yard does not look any better than my neighbours that had no treatment. Too expensive for the service they performed.

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
1 \$300.00

## Lawn weed removal and maintenance



[Brenda Brown in Whitby](#)<sup>8</sup> | Nov 30, 2011

Now that lawn care companies cannot use pesticides, my lawn along with my neighbours have rapidly become weed havens! Although I did not find the non pesticide treatments as efficient at removing and deterring weeds, I will say that the Weed Man was willing to come as many times as I wanted and offered to manually remove the weeds if the treatments didn't work.

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
8 \$150.00

## Weedman lawn care



[Irosenland in Scarborough](#)<sup>1</sup> | Nov 30, 2011

I have been a very happy customer for 4 years and would like to say Thank you to Weedman Scarborough for the great service! I always find the technicians to be very professional, courteous and helpful and the actual applications have always provided wonderful results. I have referred Weedman to many friends and family members who are also now happy with their lawn results and as an added bonus we both got a \$ 25.00 bonus. Keep up the great work Weedman !

0 of 1 people found this review helpful. Helpful? [Yes](#) [No](#)

[Price & Advice](#)

Approximate cost of services:

Company response:

I would like to thank you for your kind words and for being a customer of mine now and in the future. Thank you Steve Stronge, Customer Service Manager.

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## weed removal



[Imran Vance in Concord](#)<sup>5</sup> | Nov 28, 2011

I have called many lawn services about getting the weed removed from my lawn but none of them ended up doing the job. Ended up calling Weedman and was impressed how professional they were. They took care of everything as if it was their own lawn. Will recommend them to any of my friends.

0 of 1 people found this review helpful. Helpful? [Yes](#) [No](#)

[Price & Advice](#)

Approximate cost of services:

10 \$300.00

## Weed control



[Mango in Ajax](#)<sup>3</sup> | Nov 21, 2011

Have been using Weedman for 3 years now. Have not been impressed with their services so far. The first 2 years, I was told my their customer service reps that it takes a few years before seeing results. It is now the end of my 3rd year with them and I am still not happy with the results. When I ask them why I am not seeing improvements, they simply try selling me more services. I've told them that once I start seeing changes in my lawn, that I would then consider more services with them.... [read more](#)

1 of 1 people found this review helpful. Helpful? [Yes](#) [No](#)

[Price & Advice](#)

Approximate cost of services:

Company response:

You should always notice a difference with each and every service that we complete on your property. It make take extra applications, at no charge to resolve weed issues, as an example. We offer the highest quality product and the best price but if for any reason you feel that you are not receiving this type of service call my office. Some times it might be necessary to add an additional service such as aeration too allow more air, fertilizer and oxygen to reach the root structure. The basic essential services that we sell is normally all you need to make your lawn look good, that an of course a partnership with our customer when it comes to, watering, cutting and seeding thin or bare areas of their lawn. Please contact me, Steve Stronge Customer Service Manager 416-269-8333

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## Service Area

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## Company Profile

Let us AMAZE you. Weed Man is a network of locally owned and operated lawn care professionals providing environmentally responsible lawn care programs that help create the thick, healthy, beautiful and weed free lawn you have always imagined. For over 40 years, Weed Man's promise has always been the same: "We treat your lawn as if it were our own and provide you with honest and open communication".

What's new for 2012? We are offering our new and improved Natures Touch line of products such as Polyon Technology Fertilizer (exclusive only to WeedMan) and Fiesta weed control with free unlimited re-applications. We are so confident in our service we are also including a money back guarantee – if you're not satisfied with the results, just give us a call and we'll be out to resolve the problem. If we don't resolve it to your satisfaction, we will refund your money for that treatment.

If you are one of our many happy customers, why not take advantage of our customer referral program. Refer a friend for a Weed Man program and both you and your friends will receive \$25 toward your seasonal program.

## Products & Services

### Products

Polygon Fertilizer (exclusive to Weed Man), Fiesta Weed Control

### Services

Lawn Care services that include Fertilizer, weed control, aeration, grub control, insect control, seed and feed and over seed.

### Brands

Fiesta Weed Control. All brands are Government approved and environmentally friendly products are used.

## Credentials & Financial Information

### YEAR ESTABLISHED

1970

### NUMBER OF EMPLOYEES

40

### RETURN POLICY

We provide unlimited reapplications – as well as a money back guarantee.

### PAYMENT METHOD

Visa, Mastercard, Cheque, Cash, Online banking.

### LICENSES

Landscape Ontario Member PLANET (Professional LandCare Network) Pesticide Operator License - Minis

### MEMBERSHIPS

Members of Landscape Ontario and IPM accredited

### LIABILITY INSURANCE

Yes

### WORKERS COMPENSATION

Yes

### PROJECT MINIMUM

There are no projects too small for Weed Man.

### BONDED

Yes

WRITTEN CONTRACT PROVIDED

Yes

WARRANTY TERMS

Government approved and environmentally friendly products are used.

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