



# G Landscape Division LLC.

HAS EARNED THE PRESTIGIOUS DIAMOND CERTIFIED AWARD

Independently Rated Highest in Quality



**G** Landscape Division LLC. provides a complete range of landscaping services for residential and commercial clients in Marin, Sonoma, and San Francisco Counties. The company has the in-house capabilities to handle everything from routine lawn maintenance to full-scale landscape design/build projects, and it's also qualified to install irrigation systems and custom water features like fountains, ponds, and waterfalls.

Manager Scott Reilly says much of G Landscape Division's success can be credited to its customer-oriented business practices. "Whenever we start a project, the first thing we do is get a sense of what the client wants to achieve. We bring a lot of experience and plant knowledge to the table, so we're able to create landscapes that can be enjoyed during every season of the year."

G Landscape Division is known for its honest, collaborative approach to the landscaping process, which Mr. Reilly says is essential for achieving long-lasting results. "Sometimes a garden will look better on paper than it does in the ground, but we're always straightforward with our clients and we'll tell them if something isn't working. They know we'll take the time to make the finished product look as beautiful as possible, and they really appreciate that."

#### COMPANY PHILOSOPHY

"We understand that every person's landscape palette is different, so we keep an open mind during each job and collaborate with the customer to create something that showcases their unique ideas. By focusing on professionalism, customer service and communication, we've been able to build great relationships with our clients."

#### EXCERPTED SURVEY RESPONSES

"They have good knowledge and follow-through."—Eliza T.

"They really care about the quality of their work. They're diligent and they keep their eyes open all the time for the health of the plants. Their pruning is superb and they do a great job."—Madeleine B.

## G LANDSCAPE DIVISION LLC.

(415) 690-7909

Serving Marin, Sonoma and San Francisco Counties

#### WEBSITE

[www.g-landscape-div.com](http://www.g-landscape-div.com)

#### EMAIL

[scott@g-landscape-div.com](mailto:scott@g-landscape-div.com)

#### MANAGER

David and Jon Grabham, Owners  
Zach Wahle, Owner/Project Manager  
Scott Reilly, Manager

#### SERVICES

Landscape Maintenance  
Landscape Design and Construction  
Irrigation Design and Installation  
Hardscaping  
Water Features

#### HOURS

Mon – Fri: 7am – 4pm

#### EMPLOYEES

30

#### CA LICENSE

1005347

#### DIAMOND CERTIFIED COMPANY REPORT

[www.dccert.org/2724](http://www.dccert.org/2724)

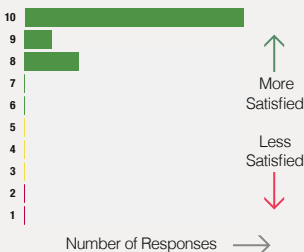


G Landscape Division performs landscape maintenance on this estate.



### DIAMOND CERTIFIED RATINGS DASHBOARD based on 11 random customer surveys since June 2023

#### CUSTOMER SATISFACTION



#### CUSTOMER LOYALTY



"Would you use this company again?"

#### HELPFUL EXPERTISE



"Did the company provide Helpful Expertise if needed?"

#### COMPANY CREDENTIALS

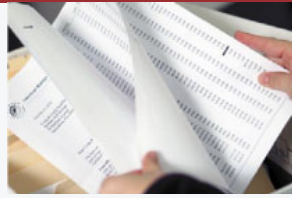
- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ License Verification
- ✓ Business Practices
- ✓ Current Complaint File
- ✓ Legal & Finance

## American Ratings Corporation conducts accurate customer satisfaction research.



### 1. APPLY

The company must apply to begin the rating process.



### 2. SAMPLE

A random sample of typically 400 past customers is collected from all customer files of the applicant company.



### 3. SURVEY

Only real customers are surveyed in confidential telephone research to determine the company's customer satisfaction score based on quality.



### 4. SCORE

To qualify, the company must score Highest in Quality and Helpful Expertise®, with a score of 90 or above on a 100 scale.

## Rigorous standards are enforced.



### 5. CREDENTIALS

We confirm that the company has required insurances and valid state-mandated credentials.



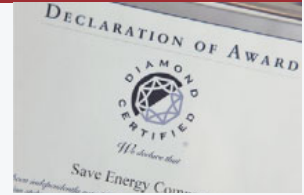
### 6. PRACTICES

The company must perform to contract, have customer-friendly business practices and stand behind its work.



### 7. COMMITMENT

The company agrees to adhere to the Diamond Certified® Customer Satisfaction Principles.



### 8. AWARD

If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

## We require ongoing customer satisfaction and performance.



### 9. MONITOR

We conduct ongoing surveys to ensure the company is maintaining high customer satisfaction and loyalty.



### 10. MEDIATE

The company agrees to participate in Diamond Certified mediation if necessary.



### 11. GUARANTEE

The Diamond Certified Performance Guarantee provides added assurance of the company's commitment to customer satisfaction.



### 12. QUALITY

Companies that are able to qualify for and maintain their Diamond Certified awards are much more likely to deliver quality to their customers.

## American Ratings Corporation Defining Excellence

Our mission is to define excellence and identify for consumers the highest quality local companies. We've served our Greater Bay Area for 20 years. We're dedicated to ensuring you have confidence in the companies you choose.

We are committed to performing all ratings and ongoing certification work with the highest integrity and accuracy.

We believe:

1. You have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at a time.

### Diamond Certified Performance Guarantee

If you use a Diamond Certified® company, are not satisfied and try unsuccessfully to resolve the dispute, contact us within six months of your service. We'll attempt to mediate a solution with the company. If we determine that the company's resolution to correct the problem is unfair, we will refund to you up to the purchase price with a maximum limit of \$1,000. See the details at [www.diamondcertified.org/performance-guarantee](http://www.diamondcertified.org/performance-guarantee)

### American Ratings Corporation

(800) 738-1138  
[www.diamondcertified.org](http://www.diamondcertified.org)  
1304 Southpoint Blvd., Ste. 250  
Petaluma, CA 94954