

## B2B SUCCESS STORY



# Peak Grounds Management

With April fast approaching *Peak Grounds Management* urges discerning new grounds care clients to contact them soon. Here's why...

by **Bill Yurgen**

If you get around Northeast Ohio at all, you're bound to have noticed a large number of area businesses now sporting eye-catching color and landscaping. Recently I interviewed Nick Stevens, CEO of *Peak Grounds Management*, about the company's ever-growing popularity.



Peak does commercial landscape and grounds maintenance as well as snow removal. This is the team responsible for much of the added beauty you're noticing. The company maintains landscapes year-round for quality-conscious organizations that include large commercial properties like corporate headquarters, strip plazas, hotels, hospitals, factories, apartment complexes, condo associations and homeowners' associations.

Peak's clientele is like a who's who of area businesses large and small. It's an impressive local success story.

Nick informed me that calls are already coming in to book Peak for seasonal grounds maintenance. He noted that it's a good idea to call soon in order to be certain of getting on the 2016 schedule, since spring is the most common times to change service providers.

#### Communications are a Priority

"It's all about keeping open lines of communication with our clients. That's why we pride ourselves on saying, 'we are the contractor who calls you back.'" Nick

stated. "That may sound cliché, but the number one reason our customers left their previous maintenance company was due to poor communication. The client asks for one thing and gets something else, or the repair requested in the spring is still not addressed in the fall. Most of the people charged with supervising property grounds maintenance are super busy juggling other responsibilities. We value their time and work hard to ensure we are meeting our clients' expectations."

That's a serious commitment to customer service. In fact, Nick was confident that if I could pick any two of his customers to speak with, I'd have a better appreciation for what Peak is all about.

#### BurtonCarol Management, LLC

Joy Anzalone is COO for BurtonCarol, a multi-state property management company with 17 large apartment properties in our area.

"Peak has been doing most of our warm season grounds management and winter plowing for some years now," Joy explained. "They consistently find ways to exceed our expectations."

"In addition to manicuring our grounds weekly, they provide fertilization, weed control, seasonal pruning and they plant annuals for seasonal color so our properties always have the kind of eye appeal our residents love to come home to," she added. "Peak is also a full-service design-build landscape company."

#### Award Winning Work

"We chose Peak as our landscape partner on a recent \$7 million improvement at our Great Northern Village Apartments in N. Olmsted. They have transformed the front of the property and will be doing the balance



The Peak Grounds Management team



Commercial ground care



Expert snow and ice removal



Servicing condos and HOAs

The Crossings campus has a resort vibe that is continuously being improved. Peak has built numerous beautiful additions to our recreation areas, including an outdoor kitchen and fire pit area, and most recently a Zen garden in our pool area. I would highly recommend their services to any business."

#### Grand Bay Condominium Association

Joanne Zak is charged with handling the grounds maintenance for her condo association at Grand Bay in Brecksville. "Peak Grounds Management does all of our mowing and lawn care in addition to mulching and snow plowing," Joanne informed me. "I have been doing this job for 16 years and this company is by far the best I have worked with. They have our property looking its best in all of those years as well. My contact is Marcus and he is available 24/7/365, making it very easy to discuss any issues."

#### Snow Removal

Coincidentally, one thing both Joy and Joanne were emphatic about was the importance of having the company that does your summer grounds maintenance also do your winter plowing. They said, "The snow removal people at Peak are extra careful to keep any plow damage to a minimum. That way in the spring, you'll never know winter happened."

Peak's two locations allow them to serve all of NE Ohio.

To contact *Peak Grounds Management* for a free consultation, you may call Peak's business developer, Rich Smith, on his cell at 440-310-6666 or reach him at the office at 440-235-2234. For more information, visit [PeakGM.com](http://PeakGM.com).

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in phases over the next two years," she continued. "At Crossings Village in Westlake, their work earned us a first place award in the 'Westlake in Bloom' competition.