



# Welcome Pack

Melbourne's **most trusted** gardening services provider



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# Why us?

Founded in 2018, Must Have Maintenance was designed to provide residents with the opportunity to sign up to a trusted, professional and reliable lawn and garden maintenance provider. From the day we started, we have remained focused on delivering a high-quality offering that meets the needs and requirements of our valued customer base. This commitment to quality has allowed us to become one of Melbourne's leading lawn and garden maintenance companies.

We know that many people have busy lives and that is why Must Have Maintenance was founded. We aim to take the headache out of property maintenance by delivering regular and ongoing services on your lawn and gardens so that they look in perfect condition all year round.

We understand that word-of-mouth referrals play a big part in the growth and sustainability of our business and that positive referrals only occur if our customers are completely satisfied. For that reason, we are dedicated to providing a high-quality service that fits in with your needs and lifestyle.

We also want our customers to be confident with all aspects of our service. For that reason, we only employ highly-qualified and experienced staff who can uphold our exceptionally high standards.

Our rapid growth has been a true testament to our commitment to quality. We are proud of the work we do and the strong reputation we have garnered as a result. We have successfully transformed the lawn and gardens of many properties around Melbourne.

Let our friendly team of highly experienced professionals make your lawn and gardens the talking point of your street!

- > Trusted, professional & reliable
- > Trained & experienced
- > High-quality standards
- > Fully insured
- > Approved WorkSafe and TAC Services Provider
- > NDIS Home Help Services Provider





# 5 steps to a beautiful garden



**1.**

You give us a call - we will have a chat about your property, our services, and how we can help you.



**2.**

Our team will attend your property for a trial visit - this visit will usually last 90 minutes. Feel free to have a chat with us as we begin work on your garden.



**3.**

We will touch base with you - following the initial visit, we will propose a maintenance strategy that works best for you and your garden.





4.

*Enjoy your beautiful garden - we will attend your premises based on the agreed schedule. All payments will be aligned with that schedule.*



5.

*Keeping in contact - we are here to help you. Feel free to contact us at any time should you ever need anything.*





# Our services

Keeping your lawn and gardens maintained throughout the year can often seem like a daunting task... and this is why we are here!

To achieve that alluring landscape you have always been dreaming of, two members of our highly experienced team will attend your property either every 2 or 4 weeks and deliver the following range of services:

## Lawn mowing

A well-maintained lawn is the cornerstone of your property's curb appeal, and our comprehensive lawn mowing service ensures it stays pristine year-round. Our experienced team uses professional-grade equipment and proven techniques to achieve the ideal cut height, promoting healthy grass growth and preventing issues like scalping or uneven patches.

We understand that proper mowing is essential for your lawn's health. Our approach includes adjusting cutting heights seasonally and alternating mowing patterns to prevent soil compaction. We also carefully edge walkways, garden beds, and obstacles, creating crisp, defined borders that enhance your landscape's appearance.

Beyond mowing, we take pride in our thorough cleanup process, removing all clippings and debris. Whether you have a small urban yard or a large suburban lawn, we deliver consistent, high-quality results each season.

## Edge trimming

Precision edge trimming transforms your lawn into a professionally manicured landscape. At Must Have Maintenance, we carefully maintain your lawn's borders, creating clean, distinct lines that frame your property. Our service covers walkways, driveways, garden beds, and other landscape features, ensuring a uniform, polished look throughout your outdoor space.

We use advanced equipment to achieve sharp, clean cuts that define your landscape's boundaries. This detail enhances your property's appeal and prevents grass from encroaching on pavements or garden beds. Regular trimming also keeps pathways clear.

Our skilled technicians focus on both horizontal and vertical edges, ensuring a neat, manicured appearance. The result is a pristine, well-defined landscape that showcases your property's best features.



### Pruning of trees, bushes and shrubs

Proper pruning is vital for the health, beauty, and longevity of your landscape's trees, bushes, and shrubs. At Must Have Maintenance, we implement a year-round pruning schedule tailored to each plant's needs, promoting growth while maintaining their ideal shape. Our experienced team monitors growth patterns, removing dead, damaged, or overcrowded branches to encourage optimal health.

Beyond aesthetics, our pruning service improves plant health by promoting stronger stems, better air circulation, and enhanced flowering or fruiting potential. We time pruning according to each species' needs, whether it's for dormant-season cuts or post-flowering trimming.

After every session, we clean and remove all debris, leaving your property pristine. Our approach prevents disease and pests, ensuring your landscape remains healthy and beautiful throughout the seasons.

### Hedge trimming

Precisely maintained hedges are key to enhancing your property's character. At Must Have Maintenance, we specialise in transforming your hedges into beautiful landscape features through expert trimming and shaping. Our skilled technicians use specific techniques for each hedge variety, whether you prefer formal, geometric shapes or natural, flowing forms.

We employ professional-grade equipment and precise cutting methods to ensure consistent, even results. Regular trimming promotes healthy, dense growth, preventing woody patches. Our service includes attention to both the tops and sides of hedges, creating clean lines and uniform surfaces that complement your overall landscape design.

After each session, we clean up thoroughly, removing all clippings and debris to maintain your property's pristine appearance.



# Our services

## Weed removal

A weed-free property is key to maintaining the health and beauty of your landscape. At Must Have Maintenance, we implement a comprehensive weed management strategy, focusing on proactive identification and thorough removal. Our experienced team inspects your property regularly, especially problem areas like walkways, garden beds, and lawn edges.

Using proven manual removal techniques, we eliminate weeds and their root systems, preventing regrowth. Our approach addresses seasonal weed variations, ensuring year-round control. By removing weeds promptly, we stop them from competing with your plants for nutrients, water, and sunlight.

Our team keeps detailed records of problem areas, allowing us to anticipate and prevent future infestations, ensuring your landscape stays pristine and healthy throughout the seasons.

## Aerating of garden beds and lawn areas

Proper soil aeration is essential for healthy lawns and garden beds. At Must Have Maintenance, we implement a strategic aeration program that improves soil structure and promotes strong root growth. Our service reduces soil compaction, allowing oxygen, water, and nutrients to penetrate deeply into the root zone.

We time our aeration for peak growing seasons, using specialised equipment to create optimal core depth and spacing. This helps break up thatch, alleviate soil compression, and encourage beneficial microorganisms. For garden beds, we use careful hand aeration to protect delicate root systems while improving soil conditions.

The result is a lusher, more resilient lawn and productive garden beds. Our post-aeration care ensures your landscape thrives throughout the growing season.



## Laying of mulch

Laying mulch is essential for maintaining both the health and appearance of your garden beds. It helps retain moisture, regulate soil temperature, and suppress weed growth, ensuring your plants thrive year-round. As mulch breaks down, it enriches the soil, promoting the long-term vitality of your garden. Beyond the practical benefits, mulch enhances your property's aesthetic, giving your garden a polished, well-maintained look.

At Must Have Maintenance, we prioritise laying mulch throughout the year, based on your garden's needs. This proactive approach ensures your garden stays vibrant and healthy in every season. While additional fees may apply, the results are worth the investment, boosting both your property's beauty and its overall health for the long term.

## Fertilising

At Must Have Maintenance, we understand that fertilising is crucial for the health and vibrancy of your lawn and garden beds. A well-fertilised garden leads to lush, thriving plants and a healthy lawn. We take a careful, expert approach to fertilising by first assessing the condition of your soil, lawn, and plants to determine their specific nutrient needs.

With this information, we create a tailored fertilising plan, using the right fertilisers and techniques to achieve optimal results. After applying the fertiliser, we monitor your garden's response closely, adjusting as necessary to ensure continued success. Our thorough approach guarantees that your lawn and garden beds receive the nutrients required to flourish, improving soil health, encouraging strong root growth, and enhancing plant vitality. Trust us to keep your garden in peak condition with our professional fertilising services.

# Our services



## Pest and disease control

At Must Have Maintenance, we are dedicated to keeping your property free from pests and diseases, ensuring your garden stays healthy and vibrant. Our experienced team is highly trained to identify early signs of pest infestations and plant diseases, enabling us to take swift, effective action to prevent further damage.

We use non-toxic, natural pesticides and fungicides that are safe for your garden, the environment, and beneficial insects. This ensures the health of your plants while protecting the overall integrity of your landscape.

Our approach not only addresses current pest and disease problems but also focuses on long-term garden health. With proactive care and attention to detail, we help maintain the resilience of your plants, ensuring your garden continues to thrive sustainably throughout the seasons. Trust us to keep your garden pest-free and flourishing all year long.

## Removal of all grass and garden trimmings

At Must Have Maintenance, we ensure your property is spotless after every visit by collecting and removing all grass and garden trimmings. Our team diligently handles the cleanup, leaving your outdoor spaces neat and well-maintained.

We are committed to sustainability, disposing of green waste in an eco-friendly manner, with an emphasis on recycling and composting. This reduces our environmental impact and helps promote a healthier planet.

For properties with larger amounts of green waste, additional fees may apply, but we handle everything responsibly and efficiently. You can count on us to keep your property pristine while prioritising environmental care.



### Hand watering

Hand watering is essential for maintaining the health and vibrancy of your plants, particularly during the drier months when rainfall is scarce. At Must Have Maintenance, we recognise that each garden is unique, with plants requiring specific water needs. That's why we take the time to carefully hand water your garden beds and lawn, ensuring every area receives the proper attention.

This method allows us to closely monitor your plants' condition, adjusting our watering technique to suit their changing requirements. By focusing on precision, we help prevent overwatering or underwatering, both of which can negatively affect your garden's health.

Our goal is to keep your garden lush, vibrant, and thriving throughout the year. With our attentive hand watering service, your outdoor spaces will stay in prime condition, even during the driest seasons.

### Leaf blowing and vacuuming

At Must Have Maintenance, we believe a neat and tidy garden isn't complete without clean walkways, driveways, and outdoor spaces. That's why we prioritise removing all unwanted grass cuttings, leaves, twigs, and debris at the end of every visit.

Using professional-grade leaf blowers and vacuums, our team ensures your property looks immaculate, leaving no mess behind. This process not only boosts the visual appeal of your garden but also prevents debris from accumulating, which can create hazards or attract pests.

We focus on even the smallest areas, from pathways to corners where debris often collects. Our attention to detail means we deliver a thorough clean-up every time, leaving your outdoor areas spotless and inviting. Trust us to provide the finishing touch that enhances the look of your property after every visit.

# Landscaping

At Must Have Maintenance, we believe that your outdoor space should be a reflection of your personal style and a sanctuary where you can relax and enjoy. We have a team of landscapers that possess many years of experience in landscaping design and practices. We have transformed countless properties, making us well-versed in delivering exceptional results tailored to your vision.

Must Have Maintenance listens to your ideas, needs and preferences when crafting a customised landscape design to meet your specific needs and enhance the beauty and functionality of your outdoor space. Whether you desire a modern, minimalistic look or a lush, or a traditional garden, we bring your ideas to life.

Quality is the cornerstone of our work. We are committed to using only the highest-quality materials and plants, ensuring that your landscape thrives and looks stunning the whole year round. Our meticulous attention to detail guarantees that every aspect of your project is executed to perfection and to your liking.

Our clients are our top priority, we pride ourselves in building relationships through clear communication, reliability and commitment. From the initial consultation right through to the final walk through, we are with you every step of the way. Our satisfied clients are our greatest advocates. We invite you to read their

testimonials and review our portfolio of completed projects on our website, Instagram and Google business profile. These real life examples showcase our commitment to excellence and our ability to deliver stunning results.

Choosing Must Have Maintenance means you are entrusting your landscape to a dedicated team of professionals who are passionate about creating beautiful, functional and sustainable outdoor spaces. Let us bring your outdoor dreams to life!





# Additional services



## Soft landscaping

At Must Have Maintenance, we believe a stunning outdoor space begins with well-executed soft landscaping — the art of enhancing your yard with living elements like plants, grass, and natural materials to create a harmonious, inviting environment. This includes laying crushed rock, applying nutrient-rich topsoil, re-mulching garden beds, and preparing the ground for healthy plant growth.

Soft landscaping often works alongside hardscaping features such as paving, retaining walls, and decorative elements to define outdoor spaces and add structure. The balance between greenery and hardscape accents creates striking contrasts and focal points. Services like stump removal also ensure areas are ready for new plantings and design elements.

At Must Have Maintenance, we take the time to understand your ideas and preferences, crafting a customised landscape design that reflects your vision — whether you imagine a sleek modern garden, a lush green oasis, or a timeless, elegant space.

Our skilled team blends expertise and creativity to ensure your landscape is beautiful, functional, and sustainable. From boosting curb appeal to creating relaxing retreats, soft landscaping enhances both the enjoyment and long-term value of your property. Let Must Have Maintenance bring your outdoor vision to life.

## Turf installation

Are there bare or thinning patches in your lawn? It may be time to install new turf. Whether you want to refresh specific areas or lay a completely new lawn, trust Melbourne's leading turf experts to get it done right.

A professionally installed lawn transforms your outdoor space into a lush, green area, enhancing curb appeal and adding value to your property. A healthy lawn also offers practical benefits like improved soil stability, erosion control, and better air quality by filtering pollutants.

At Must Have Maintenance, we specialise in installing beautiful, durable lawns. Our skilled team ensures careful preparation and uses premium-quality turf suited to your yard's needs. With our expertise, you'll enjoy a thriving lawn that complements your property and provides a space for relaxation and play.



### Synthetic turf installation

At Must Have Maintenance, we specialise in creating stunning synthetic lawns that offer beauty, durability, and convenience. Our expert team will work with you to design and install a synthetic lawn that enhances your outdoor space while catering to your needs and lifestyle.

Using high-quality materials and precise installation techniques, we ensure your synthetic lawn looks and feels like natural grass, remaining flawless throughout the year, no matter the weather.

The biggest advantage of a synthetic lawn is its low-maintenance nature. Forget about mowing, watering, and fertilising, and enjoy a hassle-free yard that stays green and inviting year-round. Whether you need a family-friendly play area or a modern retreat, our synthetic lawn service provides a beautiful, practical solution. Enjoy more relaxation time and less upkeep!

### Lawn rejuvenation and seeding

At Must Have Maintenance, our lawn rejuvenation and seeding services are designed to revitalize your yard, turning it into a lush, vibrant oasis. Whether your lawn is showing signs of wear or you want to improve its overall appearance, our expert team will restore its health and beauty. Imagine a yard with perfectly manicured grass, rich green hues, and a healthy, thriving landscape.

Through careful rejuvenation techniques, including aeration, fertilisation, and targeted seeding, we repair thinning or damaged areas and promote new growth. This process enhances your lawn's visual appeal and boosts its resilience to environmental stresses like drought and foot traffic.

By trusting us with your lawn care, you'll elevate the aesthetic of your property, creating an inviting atmosphere that makes your home stand out in the neighbourhood.

# Additional services



## Pressure washing

Pressure washing is a powerful service provided by our landscaping team to restore and enhance your outdoor spaces. Using high-pressure water, we effectively remove dirt, grime, mold, mildew, and other build-ups from surfaces like driveways, decks, siding, and fences. This process improves the visual appeal of your property, ensuring your outdoor areas look fresh and well-maintained.

In addition to aesthetic benefits, pressure washing helps extend the lifespan of surfaces by preventing the accumulation of harmful contaminants. Our expert technicians use advanced equipment and eco-friendly solutions for thorough, safe results.

Regular pressure washing not only boosts curb appeal but also maintains your property's value. Whether preparing surfaces for further treatments or enhancing their appearance, pressure washing is an essential part of your property maintenance.

## Irrigation installation

Irrigation installation is key to maintaining a healthy, thriving garden all year round. It ensures your plants receive consistent, adequate water, promoting strong growth and vibrant blooms. By distributing water evenly, it prevents both overwatering and underwatering, which can harm plants or lead to water waste.

In addition to its practical benefits, an irrigation system saves you time and effort. Instead of spending hours watering, you can relax while the system efficiently handles it for you. Whether you have a large lawn or a small garden, our team at Must Have Maintenance will design and install a customised solution that meets your needs.

Enhance your garden's health, beauty, and efficiency with a top-tier irrigation system from Must Have Maintenance today. Your plants will thrive!



### Steel/timber edging

At Must Have Maintenance, we take pride in incorporating steel edging into our landscape designs.

Steel edging provides clean, defined boundaries between garden beds, lawns, and walkways, enhancing both the structure and appearance of any outdoor space. It serves as an effective barrier to prevent grass and weeds from encroaching into designated areas, making maintenance simpler and more efficient.

In addition, steel edging helps contain mulch, gravel, and other loose materials, keeping them neatly in place and preventing them from spilling onto lawns or paths.

Its durability makes steel an ideal, long-lasting option for garden edging—especially weathering steel, which forms a protective rust layer over time. Versatile and flexible, steel edging can also be shaped to suit a wide range of garden layouts.

### Raised garden beds and retaining walls

Want to grow your own fresh veggies, herbs, or flowers—without the hassle? Raised garden beds make it simple! With improved drainage, minimal weeds, and easy access, you'll enjoy healthier plants and a more enjoyable gardening experience.

Whether you're just starting out or a seasoned green thumb, Must Have Maintenance can build and install the perfect raised garden bed for your space. Tailored to suit your yard. Built with durable, quality materials. Ideal for gardens of all sizes

# Common gardening questions

## Lawn mowing

### How often should your lawn be mowed?

Most people cut their lawn too short and too infrequently, however, keeping your lawn lush, healthy and in perfect condition requires ongoing care. Frequently mowing your lawn not only enhances the direct visual appeal of your lawn areas, but it also prevents further weed growth within your lawn by cutting weeds down before they are able to grow more seed heads or reproduce.

### What is the correct mowing technique?

Simple techniques should be applied when mowing your lawn. For example, try to avoid mowing in the same direction as this will cause the soil to become compacted and result in uneven grass lean – instead, break up your cutting pattern by mowing left to right, up and down, anti-clockwise and clockwise. As well, try to avoid ‘shocking’ your grass by only trimming one-third of the blade at any given time.

### How often should you water your lawn?

Just like other parts of your garden, it is important that your lawn be watered. In saying that, we recommend less frequent deep watering as it will promote a stronger root system.

### How often should you feed your lawn?

Feeding your lawn the appropriate fertilizer will ensure that it remains in peak condition throughout the year. We recommend feeding your lawn in the warmer months of the year; when it is actively growing.

## Edge trimming

### Why is edge trimming important?

Edge trimming is essential for keeping your lawn neat, healthy, and attractive. Clean edges prevent grass from spreading into garden beds and walkways, while also protecting hardscapes from root damage. Defined boundaries make mowing easier, reduce weeds, and keep mulch or stones in place. Beyond function, sharp lines give your landscape a manicured, professional appearance that instantly boosts curb appeal. Regular edging is a simple, cost-effective step that delivers lasting beauty and order to your outdoor space.

### What is the correct technique for trimming edges?

Walking forward while trimming for straighter, safer cuts, and use short sweeps to protect the grass. Hand shears work well in tight spots—cut parallel, make two passes on tall grass, and kneel for precision. Powered or manual edgers give the cleanest lines when the blade is just below soil level; guide carefully and remove debris afterward for a neat, professional finish.

## Weed removal

### Why is weed removal important?

Weed growth has the potential to negatively impact on the health and visual appeal of your lawn and garden beds. If left untreated, weeds can rapidly expand and multiply, leaving your beautiful plants and shrubs struggling to survive amongst a growth network of weed roots.

### How should weeds be managed?

Weed control is essential for keeping your lawn and garden in top condition. Larger weeds should be pulled out by hand, ensuring the roots are completely removed. Using a manual hand tool is another effective way to break root systems and limit regrowth. For tougher weeds, a broad-leaf herbicide can be applied to target clover, bindi, and other common types without harming your lawn. Acting quickly ensures your outdoor spaces remain tidy, healthy, and visually appealing throughout the year.

## Pruning of trees, bushes, and shrubs

### Why is pruning important?

Correct and frequent pruning not only keeps plants in great shape, but also helps to promote strong growth. Pruning has many benefits including:

- > Allows dead, damaged, and diseased plant growth to be removed
- > Reduces the risks associated with falling branches or debris
- > It encourages new growth, helps maintain a strong and balanced shape, and allows more sunlight and air to reach the inner branches, improving overall plant vigor.
- > It helps control size and shape, keeping plants tidy and suitable for their space
- > For fruiting and flowering plants, pruning can increase yield and improve the quality of flowers and fruit.

### When should pruning be undertaken?

For summer-blooming trees and shrubs it is suggested that you prune them in late winter/early spring, while they are dormant and about to push out their new growth. For spring-flowering trees and shrubs, it is suggested that you prune them in late spring/early summer, soon after their flowers fade.

### What are correct pruning techniques?

When pruning, it is important to cut just above the bud, sloping down and away from it, as this will encourage new growth in a desirable direction. Cutting too close or too steep may cause the bud to die. When pruning above a node with one or more buds, remove the inward-facing ones. Thin cuts should be made just above the parent or side branches and roughly parallel to them.

## Hedge trimming

### Why is hedge trimming important?

Regular hedge trimming promotes dense and even foliage – this is great for the visual appeal of your gardens, not to mention the added health benefits.

### When should hedges be trimmed?

Generally speaking, hedges are best trimmed right before they break dormancy in late winter/early spring. Privet (a common type of hedge) should be trimmed at least twice a year between May and August.

### What is the correct hedge trimming technique?

The vertical sides of a hedge should be trimmed first, followed by the top of the hedge. When trimming the sides of the hedge, an upward and downward sweeping motion should be adopted. When trimming the top of the hedge, the blade should be angled at around 10 degrees to the horizontal and a horizontal scything motion should be adopted to sweep cut material off the hedge.

# Common gardening questions

## Aerating of garden beds and lawn areas

### Why is aerating important?

Aeration helps to improve the health and integrity of your lawn and garden beds by allowing water and fertiliser to enter the soil, improving oxygen circulation, and preventing weeds from establishing in the compacted ground. Moreover, and on that latter point, compacted soils have too many solid particles in a certain volume or space, which prevents proper circulation of air, water and nutrients within the soil. Excess lawn thatch or heavy organic debris buried under the grass surface can also starve the roots from these essential elements.

### When should aerating be done?

It is recommended that aerating be done throughout the growing season. That way, your lawn and gardens have an opportunity to heal and fill in any open areas that are left behind during the aeration process.

## Removal of all grass and garden trimmings

### Why is it important to remove all grass and garden trimmings?

A pile of unsightly green waste has the potential to distract from a beautiful garden, and also gives the impression that any garden work is incomplete. Moreover, leaving excess garden debris on lawn and garden areas has the potential to suffocate growth.

## Fertilising

### Why is fertilising important?

You have probably heard of the saying, 'the key to a good garden is good soil'...and yes, that couldn't be more correct. Essential nutrients such as nitrogen, phosphorus, and potassium are needed for plants to thrive. Unless you are returning all waste matter back to the soil (such as leaves, twigs, and clippings), the soil will need to be fertilised to replace lost nutrients. Applying organic material and natural fertilisers to the soil not only promotes plant growth, but it also helps to improve soil quality and texture; thereby increasing the soil's ability to hold water, reducing erosion, and raising the soil's pH.

### When should you fertilise your lawn and gardens?

It is important to realise that different plants require different fertilisers, and at different times of the year. As a rule of thumb, it is best to apply fertiliser to lawn and plants when they are actively growing, such as in Spring. Feeding plants at the wrong time of the year may render the fertiliser ineffective, for example, feeding plants when rain is expected can result in run-off, whereby the fertiliser does not have the opportunity to be absorbed by the soil and root system but rather goes into your drains.

### Can you over-fertilise?

Yes, it is possible to over-fertilise your lawn and gardens. Over time, various nutrients can build up in the soil, and therefore, should additional (unneeded) nutrients be added to the soil, it can disrupt pH levels and lead to toxic accumulations of harmful elements. Overfeeding plants can also make the leaves of plants softer and more susceptible to disease – for example, soft-leaved plants are commonly affected by grey mould.

## Pest and disease control

### Why is pest and disease control important?

Plants, like humans, are subject to disease and illness. Left untreated, the consequences can get serious. In saying that, healthy and vigorous plants are much more resistant to disease, so it is important to keep on top of pests and diseases should they present, and also be proactive when it comes to promoting a healthy growing environment.

### What to be mindful of when treating pests and diseases?

All gardens are teeming with insect life. Yet, very few of the species you see in your backyard are damaging, so it is important to assess the situation before spraying all kinds of harmful chemicals to eradicate the problem – broad-spectrum insecticides kill all insects, both good and bad.

## Hand watering

### Why is hand watering important?

Hand watering prevents over-watering by allowing you to target specific plants that are in need of additional water, and in doing so this reduces the risk of runoff that has the potential to remove topsoil. Although many parts of Australia are susceptible to water restriction, hand watering is generally permitted, provided it is with a handheld hose fitted with a trigger nozzle.

### How often should you water your lawn and gardens?

Water is a necessary factor behind a healthy garden, but in saying that, over-watering should be avoided. Likewise, under-watering can have severe and negative consequences. Generally speaking, gardens should be watered intermittently and, in the morning, so as to promote strong root growth.

## Leaf blowing and vacuuming

### Why is leaf blowing and vacuuming important?

Nothing beats a neat and tidy garden, and this can only occur if all unwanted leaves and garden debris are removed. Handheld leaf blowers and vacuums allow for large areas to be cleaned up in an efficient manner by easily removing debris and mulching them into tiny pieces, which can then be disposed of in an eco-friendly manner.

## Laying of mulch

### Why is it important to lay mulch?

Covering soil with mulch helps to conserve moisture and improve soil health, which in turn leads to healthier gardens. Mulch also helps to prevent root competition by suppressing weed growth and preventing weed germination.

### When should you lay mulch?

Mulch is best applied after planting to give your garden beds the protection they need. Spread a 2–3 inch layer evenly over the soil surface, taking care not to pile it against stems or trunks. Proper application prevents excess moisture, fungus, and insects, while ensuring oxygen reaches the root system. When laid correctly, mulch locks in water, keeps soil temperatures stable, suppresses weeds, and enriches the soil over time, creating healthier, more resilient plants.

### What is the best mulch?

Shredded bark is among the best mulch options because it breaks down slowly, offering long-lasting benefits. It helps retain soil moisture, regulate temperature, and suppress weeds. Over time, it enriches the soil as it decomposes, making it ideal for both garden beds and landscaped areas seeking a natural look.

# Pricing structure

We have a fixed pricing structure that is based on the time we allocate to your site. This eliminates any cost uncertainty that is often associated with lawn and garden maintenance services. Therefore, with our service, you will not be surprised by any hidden or unexpected costs, but rather your property will look in excellent condition for a price that is agreed to before we start.

We can cater to properties of all sizes, in saying that, the ideal allocation of time required at your site will depend on its size and the scope of services required. As part of our garden maintenance offering, we provide a comprehensive range of services that are designed to address the most common aspects of lawn and garden upkeep.

Despite the ongoing nature of our services, we do not lock you into a contract. Therefore, if you are not completely satisfied with our services then you can discontinue at any time.

For customers who opt to prepay for our services, we provide them with a 5% discount (6 month prepayment) and a 10% discount (12 month prepayment).

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## One-off gardening

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<b>Hourly rate per gardener</b>	<b>\$110</b> (inc GST)
<b>One-off gardening fee (for services less than 6 billable hours)</b>	<b>\$49</b> (inc GST)
<b>Travel fee (applicable to locations that fall outside of our key service area)</b>	<b>TBC</b>
<b>Green waste tip fee (per large box trailer)</b>	<b>\$150</b> (inc GST)

### Payment options

To make things simple and easy for our customers we offer a direct debit payment facility. For customers who opt to prepay for our service we also accept direct bank transfer, cheques, money orders, and cash.

Our services may be tax deductible, however, we recommend that you consult with an accountant regarding your unique set of circumstances.

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## Ongoing gardening (visit every 2 weeks)

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Two gardeners for 1 hour (2 hours total labour)

**\$250**  
inc GST/visit

Two gardeners for 1.5 hours (3 hours total labour)

**\$330**  
inc GST/visit

Two gardeners for 2 hours (4 hours total labour)  
Most popular

**\$440**  
inc GST/visit

Two gardeners for 2.5 hours (5 hours total labour)

**\$550**  
inc GST/visit

Two gardeners for 3 hours (6 hours total labour)

**\$660**  
inc GST/visit

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## Ongoing gardening (visit every 4 weeks)

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Two gardeners for 1.5 hours (3 hours total labour)

**\$330**  
inc GST/visit

Two gardeners for 2 hours (4 hours total labour)

**\$440**  
inc GST/visit

Two gardeners for 2.5 hours (5 hours total labour)  
Most popular

**\$550**  
inc GST/visit

Two gardeners for 3 hours (6 hours total labour)

**\$660**  
inc GST/visit

Two gardeners for 3.5 hours (7 hours total labour)

**\$770**  
inc GST/visit

# What they say

"I cannot speak more highly of these guys. Professional from the word go. First appointment turned up exactly on time & did an amazing job. Have been so impressed with the service and company. Thanks guys."

Google Review - Madeleine H (Malvern East)

"We would certainly recommend MHM. The very efficient team visits fortnightly and we are always amazed at what they achieve in the time they have. It means we don't have to worry about our garden ending up overgrown any more while we are traveling. The guys are friendly and very knowledgeable about plants. It always looks neat and tidy after their visit. Money well spent!"

Google Review - Maureen R (Camberwell)

"Friendly and punctual service. If looking for a reasonably priced, no fuss garden maintenance solution, give Must Have Maintenance a try!"

Google Review - Danny T (Hawthorn)

"The team at Must Have Maintenance are fantastic. We initially engaged MHM for a large clean-up and have had them come round once a month since then for upkeep and maintenance. The teams are all polite, professional and very good at what they do, offering advice when needed and simply getting the job done well. All of our visitors comment on how good our gardens look and it's all down to the work by MHM (gardening is not my thing!). I can't recommend this business highly enough!!"

Google Review - Paul T (Glen Waverley)

"I am writing to express my sincere appreciation for the outstanding gardening work you recently completed for me. The transformation of my garden is truly remarkable. Your team's attention to detail, professionalism, and dedication to achieving a beautiful result is truly commendable. Thank you for exceeding my expectations. I will definitely recommend your services to friends and family."

Google Review - Sam W (Glen Iris)

"I highly recommend Must Have Maintenance! The team is incredible, so fast working, and such great results. They are also some of the nicest people I have met which is the cherry on top!"

Google Review - Helaina D (Parkdale)

"We have been very impressed with the service from the start so much that we referred them to our elderly members of the family. Fast, efficient, and reliable. The ones to pick if you need regular maintenance."

Google Review - Tony W (Mont Albert North)

"Wonderful service and communication, the team at Must Have Maintenance keep our beautiful landscape garden tip-top and we always receive positive feedback."

Google Review - Colin D (Ringwood)

"Easy to contact, friendly, flexible, and punctual. Great for routine garden and lawn maintenance."

Google Review - Kat L (Camberwell)

"The guys were there on time and it was a very wet day and finished the job again on time -well done as the conditions were difficult. They did a good job and cleaned up after themselves - top marks."

Google Review - Geoff S (Middle Park)

"Must Have Maintenance are fantastic for your gardening needs! Very prompt and did a fantastic job with our garden that was in desperate need of some TLC. Highly recommended."

Google Review - Brooke G (North Melbourne)

"What a fantastic crew MHM have! Michael and Beau were punctual, friendly, professional and knowledgeable. They were very hard-working and went above and beyond to transform my back area that was overgrown with weeds, by planting large bamboo. It now looks fantastic. So much so - that I'm getting them to do regular maintenance for my garden. I HIGHLY recommend them. Thanks so much."

Google Review - Brigitte S (Hawthorn East)



# Terms of service

**Please read the following Terms of Service carefully. In accepting services provided by Must Have Maintenance you accept the following Terms of Service.**

## **Customer Satisfaction**

Our business is built around our customers, and for that reason, if you are not completely satisfied with any part of our service, it is vital that you contact us immediately so that we can rectify the issue promptly.

## **Confidentiality of Information**

All information collected by Must Have Maintenance is stored in a secure manner and not distributed to a third party without your consent.

## **Insurance**

To give our customers peace of mind, we hold a comprehensive insurance policy through Zurich Insurance Group. This policy covers third party property damage of up to \$20 million.

## **Our Services**

Under our set price package, we will attend your property either every 2 or 4 weeks and complete a range of services on your lawn and gardens. These services include; lawn mowing, edge trimming, pruning of trees, bushes, and shrubs, hedge trimming, weed removal, aeration of garden beds and lawn areas, laying of mulch, fertilising, pest and disease control, hand watering, leaf blowing and vacuuming, removal of all grass and garden trimmings.

## **Additional Services**

We will periodically review your property and provide you with suggestions that could further enhance the visual appeal of your gardens and also increase the value of your property. This may include additional planting and/ or incorporating visual structures/ornaments into your property. Although these additional services are not directly included in our comprehensive offering, we will search for the best price so that you get maximum results at the right price.

## **Service Days**

You may nominate a specific day of the week that you would like us to attend your property, however, we recommend that this be a standing arrangement. If you have a specific event that you would like us to complete the service before, please advise us as early as possible to allow us adequate time to accommodate your needs.

## **Property Access**

If you lock your gate, we recommend that you provide us with a key or the combination so that we can gain easy access to your lawn and gardens. In saying that, we will securely store your key and combination.

## **Pets**

We love pets but unfortunately, they don't love lawn mowers. For that reason, we recommend that your pets be secured during our visit. Please let us know if you have pets and if you would like us to secure them during our visit.

## **Lawn Debris**

We ask that our customers remove all debris and items from their lawn areas prior to our visit, including toys, pet droppings, rocks or any other foreign object. These items may cause damage and/or serious injury to a person if they are struck by the blades of a lawn mower.

## **Weather and Other Contingencies**

We may still attend your property even if it is wet or raining, and we generally mow in light rain. In the event that we are unable to attend your property due to significant wet weather or other contingencies, we will either cancel the visit at no charge or reschedule the visit to the next available day.

## **Public Holidays**

Unfortunately, we do not work on public holidays; we encourage our staff to enjoy these days with friends and family. In the event that your scheduled service day falls on a public holiday then we will re-schedule the visit for the next available day or cancel the visit without charge.

### **Service Fee**

We have a fixed pricing structure that is based on the time we allocate to your site. This eliminates any cost uncertainty that is often associated with lawn and garden maintenance services. Therefore, with our service, you will not be surprised by any hidden or unexpected costs, but rather your property will look in excellent condition for a price that is agreed to before we start.

In the event that we need to increase our service fee, we will advise you 4 weeks prior to the change and also provide a full explanation as to why we need to make the change.

Our service fee includes GST.

### **Payment Methods and Terms**

As standard, we offer our customers a direct debit payment facility, which takes the hassle out of needing to make individual manual payments.

We automatically charge the nominated card the service fee following our visit. We do not charge additional fees for payments made through reward credit cards such as American Express.

Direct bank transfer, cheques, money orders, and cash are only accepted for prepayments.

### **Late Payments**

As standard, we provide our customers with 5 day payment terms. In the event that an invoice falls due by more than 3 business days then it may incur a 10% administration charge.

### **Service Fee Discounts**

For customers who opt to prepay for our service, we provide them with a 5% discount if they prepay for 6 months, and a 10% discount if they prepay for 12 months.

### **Tax Deductibility of Our Services**

Our services may be tax deductible; however, we recommend that you consult with an accountant regarding your own set of circumstances.

### **Rescheduling / Cancelling Visits**

In the event that you need to reschedule or cancel a visit we ask that you provide us with 2 business days notice so that we have the opportunity to fill the calendar gap created. Late cancellations (within 2 business days of the scheduled visit) may incur a 50% late cancellation fee.

### **Service Cancellation**

Despite the ongoing nature of our services, we do not lock you into a contract. Therefore, if you are not completely satisfied with our services then you can discontinue at any time. Once we are advised that you wish to cancel our service, we will immediately cease payments.

### **Property Damage**

Our team are highly skilled in the work they do and undertake services with due care and diligence to avoid potential accidents. However, in the event that damage does occur as a result of our services we will notify you immediately. Alternatively, if you notice any damage that may have resulted from our services we ask that you contact us immediately, prior to cleaning it up or interfering with the area – that way, we will be able to conduct a thorough investigation of the damage and make the appropriate claim through our insurance policy if need be.

**Effective:** October 2025



# Payment form

Must Have Maintenance Pty Ltd

PO Box 5106, South Melbourne VIC 3205 [www.musthm.com](http://www.musthm.com) | 1300 687 846 |

[info@musthm.com](mailto:info@musthm.com) | ABN: 23 628 585 017



MUST HAVE  
MAINTENANCE

## Step 1

### My details

First Name

Surname

Company Name (optional)

Address

Suburb

Daytime Telephone ( )

Mobile

Email

## Step 2

### Payment option (please tick)

- I would like to pay per visit, \$ \_\_\_\_\_ per visit
- I would like to prepay for 6 months and receive a 5% discount
- I would like to prepay for 12 months and receive a 10% discount

## Step 3

### Payment method

- Visa
- MasterCard
- American Express

Card Number

Cardholder's Name

Expiry Date

CVV (back of card)

#### For prepayments only

#### Please transfer funds to:

Must Have Maintenance / BSB: 063124 / Account Number: 10786459

#### Please make cheques / money orders payable to:

Must Have Maintenance Pty Ltd (ABN: 23 628 585 017)





**“The perfect service for homeowners  
and landlords - professional, reliable and  
trustworthy!”**

**Real Estate Agent, Camberwell**

Must Have Maintenance Pty Ltd  
PO Box 5106, South Melbourne VIC 3205

**[www.musthm.com](http://www.musthm.com) | 1300 687 846 | [info@musthm.com](mailto:info@musthm.com) | ABN: 23 628 585 017**