

In September 2009, my husband, Andrew, and I started looking for landscaping estimates to level our yard. We bought an above ground pool for our young 4 children in the summer, and didn't realize how unlevel our yard was until we filled it. After looking through the Sherwood Park Newspaper and Kijiji for landscape advertisements we had 13 different contractors come by and look. Maybe 4-5 actually gave us a written quote.

The contractor we chose seemed to understand our concerns and made us believe he knew what we needed and realized our budget. Since this was going to be a large job, he asked for money up front. My family ordered a large cheque and handed it over to the landscaper. After only working a few days and destroying our yard, he started making excuses for why he wasn't able to show up for work. At this point we were begging for his return as our yard was a complete mud pile and completely unsafe. He eventually stopped returning our calls, and his phone was disconnected. This man had abandoned the job along with his tools. Fortunately he had 11 pallets of stones delivered to our house, so we at least had something in value to show for our large amount of money. Before winter we had to purchase about \$600 in black heavy duty tarps to cover our yard and hold the dirt into place, as we need to prevent the spring thaw from flooding our neighbours.

Frustrated, in November we contacted Service Alberta and found out that to accept money up front you have to be a prepaid contractor. We also discovered that there was an existing claim prior to us. Our contractor was doing the same scam to another family.

Our backyard was completely inaccessible for the entire fall and winter. It was completely unsafe. We had no where for our 4 young boys to play outside. Not wanting any other families to suffer like us, in March 2010 we contacted Julie Matthews at Global Trouble Shooters. Recognizing our horrible situation, she agreed to feature our story during one of her Trouble Shooter segments. Our Landscaping Disaster story aired early April 2010. We were surprised at the amount of help that was offered us after our situation broadcasted. Quite a few contractors wanted to help make the backyard liveable again.

Darren from Three Seasons Landscaping came out to see us and listened to our horror story. He was ever sympathetic and understood the situation we were in. Grant from Burnco (South Side) came forward and wanted to help, he contacted CCI Industries (the manufacturer of the stones that had been living on our driveway since the previous fall) and ALS Transport . On May 10, 2010 reconstruction of our backyard began. Three Seasons Landscaping donated all of their construction, in which 8-10 staff members worked 12 hours a day hauling, digging and cleaning our mess up. Burnco donated truck loads of road crush, sand, dirt and all new sod. CCI Industries donated the rest of the stones that we were short on. ALS Transport donated their truck services to deliver all the truck loads. After airing the start of the construction on May 12, 2010 on Global News, Les from Edmonton Custom Decks came forward and donated fixing and upgrading our existing deck.

Global Trouble Shooters has been playing our success story frequently on their news. This can be found on www.globaltvedmonton.com. Scroll down and click on Trouble Shooter. On left hand side click on See more Stories. Look through Trouble Shooters stories for the Landscaping. The success of our story came to a finale on Saturday May 16, 2010, in which Three Seasons Landscaping came to lay the sod for our yard.

This is an amazing story for my family. Words cannot describe how much gratitude these companies deserve. Watching my boys be able to play outside once again, brings tears to my eyes.

From my family to all of the companies and individuals that were able to give a safe yard back to our children....a big thank you. And we can only hope that our story will touch and help others out in the future.

To these companies and their amazing staff, a thank you from the bottom of our hearts.

Three Seasons Landscaping, Burnco Rock Products, CCI Industries / EXPOCRETE Concrete Products LTD, ALS Transport, Edmonton Custom Decks

We will always be grateful for your hearts and generosity. This story will be told for many years to come.

Andrew, Heather, Tallin, Dahlton, Paiden & Clendyn Holben