

CRAWFORD TREE & LANDSCAPE

2024 GLOSSARY OF SERVICES



Members



We Employ



Members



CRAWFORD TREE & LANDSCAPE SERVICES, INC. 2024 GLOSSARY OF SERVICES

Welcome,

We at Crawford Tree & Landscape would like to thank you for trusting us with your estate care investment for the 2024 season. Our goal is to set and meet accurate expectations for the services you have contracted, while accomplishing those services safely and with integrity. Our hope then, is that this glossary will be a helpful reference for you all season long.

Although we hope to be your trusted advisor regarding all your estate care needs, a minimum of 3 contracted services is required. Our experience has taught us that this baseline level of commitment typically yields the best long-term client/service provider relationship. We encourage all clients to ask their sales representative to further outline this philosophy.

With that said, we are honored to be serving you, and thank you in advance for your partnership this season!

Crawford Tree & Landscape Services, Inc., may hereby be referred to as "CTL" in this glossary.

Service Scheduling:

Please read the two paragraphs below, and the individual description of each service you have contracted, for any general timing or execution guidelines. Please then contact your sales representative for further clarification when needed.

Your approved services—as contracted in your 2024 Seasonal Proposal and defined in this Glossary—will be performed by the field staff of CTL throughout 2024 as natural conditions allow or require. Please communicate in writing, within your Seasonal Proposal, any specific scheduling parameters, or service/site-specific notes you would like us to be aware of during this automated process.

Please also refer to the Proposal Terms and Conditions for additional scheduling information. Be sure to contact your sales representative before approving, adding services, or making changes to your Seasonal Proposal.

The 2024 Glossary of Services and the Proposal Terms and Conditions shall remain in effect until your 2025 Seasonal Proposal is signed.

Pricing Methods:

Per Season: The price you are invoiced for includes all materials, travel, disposal, and labor required to complete the specified work on your property. To best align with your service expectations and budgetary goals, Per Season pricing will be contracted in one of the following two ways:

Budget (B): The price for the service is based on the total individual labor hours (ILH) our staff will have to address your work. Our staff will perform as much as possible within the price you have approved. Additional time (at an additional cost) may be requested to further address your needs and requires your written approval. This option allows you to contract the assistance you need, while maintaining a predictable annual budget.

Results (R): The price for a service to be performed in a detailed and complete manner, as defined by CTL, regardless of the time required. Result service pricing is generally higher than Budget (B) pricing in order to accommodate the hours CTL projects will be needed to provide a satisfactory result, over multiple trips, while taking variances from season to season into account as well.

Per Stop: The cost given assumes all materials, travel, disposal, and labor required to complete the specified work on your property, one time. CTL will meet the contracted requirements during each stop, or complete as much as your pricing allows. You will be invoiced the contracted amount per stop for every service stop made on your property.

****T/M (Time and Materials Basis):** Work performed on a time and material basis includes the contracted amount per Individual Labor Hour,

any and all equipment fees, plus any Materials supplied by CTL for use on Client's property. This may include, but is not limited to, the travel to and from the Work site, time spent preparing prior to the Work, time spent cleaning and organizing after the Work is performed, and debris disposal. "Individual Labor Hour" or "ILH" means the productive effort of one person in one hour.

DBH (Diameter at Breast Height which is 4.5' above grade): You will be invoiced the contracted amount per inch of the tree's DBH unless a fixed price is given. DBH is a measurement of a tree's diameter, which is used to correctly apply Plant Health Care treatments.

Quantity: You will be invoiced the contracted amount per the installed/applied "unit" of the service/material combination you have selected. All labor, along with all materials supplied by CTL, including our time on site, travel time, disposal fees, and any service preparation time, is included in this quantity pricing (e.g., mulch delivered and installed per yard, certain Plant Health Care treatments sold per foot of plant height or per plant).

Landscape Maintenance (LM):

Spring Granular Fertilization (SGF): One granular application done by hand typically in March through May for perennial plants and ornamental shrubs as specified. This is primarily composed of nitrogen, phosphate, potash, iron, and other micronutrients to improve the greening and stress tolerance of your plants. (Priced per Stop or on a T/M basis)

Pre-Emergent Planting Bed Weed Control, stops 1 and/or 2 (PE 1-2): One or two applications (as contracted) of a hand-applied, granular, pre-emergent herbicide throughout your landscaped beds, the first of which is typically made in April and May, the second in June and July. This decreases weed seed germination, and significantly reduces the number of weeds that might appear in your planting beds. (Priced per Stop)

Lawn Fertilization and Weed Control, stops 1-5 (LF 1-5): An annual 5-stop, zero phosphorus program, that when contracted over multiple seasons, will minimize weeds, and provide nutrients for healthy, greener grass. This consists of the following:

- Stop 1 (March to May) - Pre-emergent crab grass preventer with balanced fertilizer.
- Stop 2 (May to July) - Premium broadleaf herbicide weed control.
- Stop 3 (June to August) - Balanced Premium Fertilizer
- Stop 4 (August to September) - Premium broadleaf Herbicide Weed Control
- Stop 5 (October to November) - Late Fall Fertilizer

While applying, technicians will inspect your lawn for insects, fungal issues, and deficiencies, recommending additional treatments as they see fit. These additional treatment stops (not included) may be recommended to eradicate weeds that are difficult to control such as clover, creeping charlie, etc. (Priced per Stop)

Spring Clean-Up (SCU): A one-time stop typically in March through May to pick up trash and storm debris, rake or blow out your planting beds as needed from the previous fall, cut back the perennials left as winter interest, vacuum or blow off your lawn as needed, and rake the lawn as needed to remove deeply embedded debris and/or snow mold. This also includes removing, labeling, and storing of Animal Protection, Winter Protection, and Plow Markers on site. We will start with high profile areas, adhering to the pricing specified in your proposal as B/R. (Priced per Season or on a T/M basis)

Grub Treatment (Grub-P, Grub-C): A granular preventative or liquid curative application to the lawn in May or June which provides season-long control of damaging insect grubs. This treatment controls Asiatic garden beetle, black turfgrass ataenius, European chafer, green June beetle, Japanese beetle, May/June beetle, northern masked chafer, oriental beetle, and southern masked chafer. (Priced per stop)

Lawn Aeration (LA, LA-O): A spring and/or fall stop to core-aerate your lawn which relieves soil compaction and improves oxygen exchange, also allowing water and nutrients to reach the soil. Small “plugs” of soil will be left behind after this service, which will break down after rainfall and subsequent mowing. The option of overseeding is available at an additional cost to thicken the existing turf, partially by introducing new grass varieties. (Priced per stop)

Edging of Beds (E): One stop typically in April through June to re-define the existing planting bed edges on specified planting beds and tree rings using a garden spade and/or machine to provide a neat and uniform appearance. Edging assists in holding back the mulch applied in your beds and inhibits the lawn from growing into them. All debris will be hauled off site unless noted in your Seasonal Proposal. This will be done as your budget allows as (B/R), starting with high profile areas. (Priced per Season or on a T/M basis)

Mulch Installation (M): Provide, deliver, and install the specified amount of a medium brown, double shredded mulch, typically in April through June for maximum longevity, achieving an ideal depth of 2-3 inches total in your planting beds. In addition to its aesthetic value, mulch provides many plant health benefits, such as improved soil moisture retention, reduced weed germination, and lower soil temperatures. Other dyed mulch colors are available upon request. (Priced per Quantity or on a T/M basis)

Garlic Mustard & Buckthorn Control, stops 1-3 (GMBT 1-3): Liquid non-selective herbicide applications made to a specified area or by spot-treating where needed, for post-emergent control of Garlic Mustard and Buckthorn saplings less than three feet tall. Applications are typically made in wooded or natural property borders. Larger buckthorn and invasive plants cannot be treated with this foliar application and must be mechanically removed. The timing of the first application is typically in May or when the Garlic Mustard starts flowering. Follow-up stops will be timed throughout the season by CTL for the most efficient control. (Priced per Stop or on a T/M basis)

Lawn Manicuring (Mow): Stops made as weather and lawn conditions permit, typically from the last week in April to the first week in November. Certain lawn areas may be skipped as determined by our staff to avoid damage (like rutting) during rainy portions of the season, or to avoid browning of the grass due to excessively dry conditions. Line trimming will be done around trees, fence posts, poles, and in areas we cannot access with our wheeled equipment to maintain a neat, uniform appearance. After this is completed, loose grass clippings will be removed as able from hard surfaces with a blower, and large clumps of clippings on the lawn will be dispersed. During the fall, only clients with contracted Fall Clean-Ups will have leaves removed from their lawn during this stop. We traditionally make 20-25 mowing stops per season when cut weekly. (Priced per Stop or on a T/M basis)

Landscape Maintenance (LM): Routine or requested visits for the care of your landscape, including (as your budget allows but not limited to) deadheading flowers, plant staking, perennial dividing and transplanting in spring (see PDT on page 8), weeding, cultivating, fertilizing flowers, blowing off hard surfaces, picking up branches and debris from the lawn and beds, applying deer or animal repellent if requested, stick edging along hard surface edges if requested, and reporting on the watering needs of your landscape. Perennials may be cut back as they expire if your budget for this service allows. Our staff on site will also report to your sales representative any additional improvements that could be made, ensuring you are aware of your property's condition at all times. (Priced on a T/M basis)

Annual Flower Planting (AFP): One stop to plant annual flowers in specified beds and/or pots. This may include an on-site consultation to discuss what beds and pots are to be planted. Prior to planting, the beds and pots may be prepared by mixing compost, peat moss, sand, and a water-soluble fertilizer into the existing soil (as needed) to provide a healthy growing medium. Our annual flower planting is typically done near Memorial Day but will only be scheduled once

overnight frost conditions permit. All plants installed carry NO warranty with them and on the day of planting they will receive only one watering by CTL. Please see our watering guide at www.crawfordtree.com if CTL is not under contract to water these plantings for you. If you have contracted our watering service, please note that this service ends near October 1st. (Priced on a T/M basis)

Post-Emergent Weed Control, stops 1-5 (PWC 1-5): Three or more applications of a liquid non-selective herbicide during the growing season to control small undesirable weeds throughout the property's landscape beds and hard surfaces. Weeds in proximity to your desired plants must be removed by hand and are NOT included in this program. This program is most effective when used in coordination with Pre-Emergent Weed Control, Mulch Installation, and our Landscape Maintenance services. (Priced per Stop or on a T/M basis)

Ornamental Tree & Shrub Pruning (OTS, OTS-DSP): One stop in the growing season and one stop in the dormant season to maintain your shrubs and ornamental trees, as your budget allows (B/R). During the growing season stop(s), we will remove excess seasonal growth using power shears or a hand pruner. The dormant season stop will provide detailed structural or renewal pruning to improve the health, size, and appearance of shrubs and ornamental trees. Clients with one growing season stop will typically be serviced from June into August, and the dormant season stop will be serviced between December 15th and March 31st. Care shall be given to maintain the desired plant form and to minimize pruning flowering buds during the growing season. Pruning shall be limited to shrubs and ornamental trees that can be reached from the ground or by using an orchard ladder. (Priced per Season or on a T/M basis)

Perennial Divide & Transplant (PDT): One stop in the fall to divide and either remove or transplant your perennials in an effort to reduce overcrowding and fill in areas that display less vegetation. This promotes their sustainability, improves aesthetics, and encourages healthier overall growth. You may be contacted in advance to accommodate specific requests. (Priced on a T/M basis)

Animal Protection (AP): Installation of applicable fencing products to protect young deciduous trees, arborvitae, yews, and edible shrubs against damage from small rodents and deer, typically in late September (pre-fall) and/or December. Unprotected tree trunks and foliage can be chewed by rodents and harmed by buck antler rubs, which can damage, if not kill, these young trees and shrubs. This service is a wise step in ensuring the investments you have made are protected. Animal protection will only be removed in the spring of 2025 as a part of your 2025 Spring Clean-Up. (Priced on a T/M basis)

Fall Clean-Up (FCU): Includes one or more stops (as indicated in your service notes) to remove leaves from planting beds, hard surfaces, and lawn areas as your budget allows (B/R). Perennials will also be cut back unless otherwise noted. Leaves and debris will be disposed of off-site, on the road in front of your property at the time of year your municipality dictates, or in wooded borders with your permission. Stops may begin in late October and continue through to the end of December as weather and lawn conditions permit. Clients that contract Lawn Manicuring through CTL will see the best results regarding their fall clean-ups. Any additional time needed (not included) to remove leaves from late dropping trees or leaves that have blown onto your property from neighbors, will be invoiced on a T/M basis in addition to this service. Please also keep in mind that by design your 2025 Spring Clean-Up may sufficiently address this for you. (Priced per Season or on a T/M basis)

Gutter Cleaning (GC): Inspection of your roof's gutters, valleys, gutter guards (CTL will NOT remove gutter guards to clean gutters), and the downspouts attached to your home and/or garage to remove leaves and debris at the time(s) specified in your Seasonal Proposal. This will be done by hand or with a leaf blower, along with step and extension ladders for access. Surface drain tile lines and accessible ground level catch basins can also be cleaned to maintain proper water flow upon your request. Gutter or drain tile repairs must be contracted separately. Second story gutters or gutters that cannot be accessed safely with a ladder may require the use of an aerial lift. Aerial lift rates are given separately. (Priced on a T/M basis)

Field Mowing (FM): One or more stops (as contracted) will be made in specified areas, done in an effort to keep the less desired undergrowth such as buckthorn saplings and tall grasses from establishing, but also to maintain your property's desired views. This may be done using a mower along with brush cutters or power shears, as determined by the crew when on site. (Priced on a T/M basis)

Winter Protection (WP): The installation of protective materials (burlap, plastic fencing, or similar) to shield plants from winter burn and from foliar salt damage along walks, roads, and drives. Winter protection may be removed in the spring of 2025 as a part of your 2025 Spring Clean-Up. (Priced on a T/M basis)

Anti-desiccant (AD): A liquid application for plants that can assist in reducing the loss of moisture from leaf tissue due to wind, lack of absorbable ground moisture, and extreme winter temperatures (WP is still recommended). Two applications are necessary as it photo-degrades in time. (Priced on a T/M basis)

Holiday Decorating (HD): Multiple stops to decorate your property for the arrival of spring (at Easter, pending frost conditions), the fall harvest season (during the first week of Oct), and the winter season (immediately following Thanksgiving). Decorations will be removed upon your request. Please see your notes section for what will be decorated along with the location(s) and style, including any additional decorative items you would like included. It is important that you communicate exactly what you will be providing and what you would like CTL to provide regarding your decor. (Priced on a T/M basis)

Bough Installation and Pickup (B): One stop to install evergreen boughs in specified planting beds to primarily protect perennials and bulbs from extreme winter conditions. Boughs increase the ground temperature and improve moisture retention which helps to protect these plants until spring. An added benefit, however, is the beautification you will enjoy during the winter months from the installed evergreen boughs combined with the winter snow. During a second stop, boughs will be picked up in the spring of 2025 by CTL as part of this approved Seasonal Proposal. (Priced on a T/M basis and subject to the seasonal costs of evergreen boughs)

Plant Health Care (PHC):

Plant Health Monitoring & Treatment, stops 1-6 (PMT 1-6): A comprehensive program consisting of three or more routine stops to monitor the health of the plants specified in your proposal by identifying pest and disease concerns, then effectively managing them through proper foliar application(s). This program, along with watering, defines what we call “the cornerstone of plant health care”. The focus of this service is on plant health and not perfection. Also, be aware that some plant health issues may require additional treatments for best control. Some treatments are preventative in nature and others are done as needed based on pest populations and seasonal conditions. Additional PMT stops may be contracted separately (above and beyond our 6 stops) but are typically not needed in most growing seasons. The timing of these applications is based upon growing degree days for maximum effectiveness when treating a particular pest or disease.

Please note that large trees may not be able to be treated in full due to the responsibility we have in managing, if not eliminating, our products’ drift potential. Our arborists must be mindful of these concerns, only performing applications on relatively calm days. To address days where there is a workable level of moisture present, our applications always contain a bonding agent to adhere the product to plant foliage.

Some of the insect and disease issues we commonly monitor and treat for are listed below:

-Dothistroma needle blight on Pines	-Cedar Apple Rust on Crabapples, Cedars, and Junipers	-Birch Leafminer
-Rhizosphaera needle cast - Spruce	-Anthracnose	-Spongy Moth
-Diplodia tip blight on Pines	-Guignardia leaf blotch	-Eastern Tent Caterpillar
-Lophodermium needle blight on Pines	-Bacterial Blight	-Bagworms
-Apple scab on Apples and Crabapples	-Volutella blight on Pachysandra and Boxwood	-Pine Sawfly
-Powdery mildew	-Phytophthora	-Pine Sawyer Beetle
-Rose Blackspot	-Pythium blight	-Japanese Beetle
-Cedar Hawthorn Rust on Hawthorns, Cedars, and Junipers	-Viburnum Borer	-Viburnum leaf beetle
-Aphids	-Boxwood Leafminer	-Spruce Spider Mite
	-Hawthorn Leafminer	-Arborvitae Spider Mite
		-Boxwood psyllids

The following insect and disease issues we monitor for, but will require different treatment methods/timing than our PMT program provides:

-Cytospora Canker on Spruce	-Pine Root Collar Weevil	-Magnolia Scale
-Phyllostica leaf spot	-Black Vine Weevil	-Cottony Maple Scale
-Fire blight on Cherries, Plums, and Pears	-Spring Cankerworm	-Pine Needle Scale
-Pine Wilt Nematode	-Zimmerman Pine Moth	-Spruce Gall adelgids
	-Euonymus Scale	-White Pine Woolly adelgids

There are other types of plant ailments, not mentioned above, which may affect a plant's overall health, as well as site conditions that also affect their vitality. Due to this, our arborists will provide written treatment recommendations to address any deficiencies observed while on site that cannot be treated as part of the PMT program. Plant sample submission and testing is included for clients who contract our PMT program annually. (Priced per stop or on a T/M basis)

Horticultural Oil (HO): A horticultural oil treatment applied to the trunk and/or branches of trees and shrubs to control insect, scale, mites, and other pests such as Viburnum leaf beetle, spruce gall adelgid, and hemlock woolly adelgid. Horticultural oil controls these pests by smothering the inhabited egg masses, or galls. This control application is typically made in either the spring or fall, as your Seasonal Proposal indicates, and may be contracted in addition to systemic or foliar treatments. (Priced per stop or on a T/M basis)

Macro-Injections (MI): A preventative macro-injection of fungicide, effective up to two years on Oaks, or three years for Elm trees under 25" DBH and two years for Elm trees over 25" DBH. Small holes are drilled into the trunk at the base of the tree and a high volume of water and fungicide mixture is then injected. The liquid is absorbed into the tree's vascular system providing coverage of the fungicide within the tree. Arborists making these applications need to remain on site while the tree uptakes all the material. (Priced by DBH or per stop)

Please note: Individual tree health contributes to the effectiveness of this treatment. Trees with heavy crown dieback, flaking bark, mechanical damage, and animal/insect damage are less likely to fully uptake the product..

Dutch Elm Disease has devastated millions of American Elms in the 20th and 21st century and is spread by the Elm bark beetle, root grafts, and by human activity such as pruning during the growing season. During summer, Elm bark beetles fly from tree to tree and bore underneath the bark in the union of branches high in the crown. These beetles lay their larvae under the bark, which feed and destroy the cambium of the tree, while the fungus blocks the vascular system of the tree, causing rapid tree decline and death. Once the tree is infected, the disease cannot be effectively treated.

Oak Wilt is a disease affecting Oak trees caused by the fungus *Bretziella fagacearum*. Symptoms vary by tree species but generally consist of leaf discoloration, wilt, defoliation, and death.

Systemic Pest Control (SPC-S, SPC-F, SPC-FL): A soil injection of insecticide made in either the spring or fall, as your Seasonal Proposal indicates. This is injected along with slow-release nitrogen, potash, and potassium liquid fertilizer, and often with chelated iron so it is absorbed faster to protect and encourage new growth. This can produce long term results, increasing the vitality and seasonal growth of existing trees, shrubs, and new plantings. (Priced per DBH or per stop)

Non-flowering woody plants: This treatment provides one-year residual control against specified major ornamental insect pests, which can include flat headed borer, Bronze Birch borer, Boxwood Leafminer, Two-Lined Chestnut borer, Asian Longhorned beetle, Aphids, Japanese beetle, Lace bug, Leaf beetle, and Leaf Hoppers (among others).

Flowering woody plants: This treatment provides season-long control against specified major ornamental insect pests, which can include lace bugs, aphids, Japanese beetle, and bagworms. The product used is not harmful to pollinator insects such as bees.

Emerald Ash Borer Protection (EAB): A preventative trunk injection of emamectin benzoate insecticide that protects Ash trees from Emerald Ash borer for two years. Small holes are drilled into the trunk where the material is machine-injected, then taken up into the tree. It is uniquely formulated to move through the xylem of trees without adversely impacting the normal cell function of the vascular tissue. Emamectin benzoate has demonstrated excellent control and long residual activity when applied in late summer. This treatment is said to be up to 99% effective at preventing tree loss from Emerald Ash borer when done preventatively. (Priced per DBH or per stop)

Please note: Individual tree health contributes to the effectiveness of this treatment. Trees with heavy crown dieback, flaking bark, mechanical damage, and animal/insect damage are less likely to fully uptake the product.

Emerald Ash borer has killed hundreds of millions of Ash trees across the United States. The insect flies from tree to tree and bores underneath the bark. These borers lay their larvae under the bark, which feed on and destroy the vascular tissue of the tree, causing tree decline and death. This process takes 3-4 years, and upon infestation it cannot be effectively treated.

BioPak PLUS (BPP): A soil injection designed to correct organic and mineral deficiencies in the root zone of plants which includes beneficial rhizosphere bacteria and 3-0-20 NPK fertilizer. This micronutrient treatment is excellent for new plantings, plants undergoing or recovering from stress, and for plants expressing symptoms of mineral deficiencies such as chlorosis (pale leaf color) and necrosis (localized tissue death). This product contains various minerals, macro and micronutrients, along with iron, sulfur, magnesium, manganese, boron, and zinc, all in a soluble form to improve acidic, neutral, and alkaline soils. (Priced per DBH, or per stop, or by quantity)

Cambistat (Camb): A plant growth regulator applied to the soil around the base of the plant that can slow plant growth by as much as 40-60% over a three-year period. Additional benefits may include increased root development and improved tree defenses. This is an excellent treatment for trees in proximity to buildings, driveways, and other plantings as it slows the outward growth of the crown and redirects the tree's energy into denser, greener foliage, while stimulating fibrous root growth. Cambistat has also proven to be effective at improving the health of trees under stress or that have sustained damage to their root system. (Priced per DBH, or per stop, or by quantity)

Fall Fertilization (FF): A soil injection of slow-release nitrogen, potash, and potassium liquid fertilizer with chelated iron, providing nutrients for your trees and ornamental shrubs before they enter the dormant season in the fall. Because most trees in the urban forest do not benefit from the decomposition of organic matter such as leaves and twigs, this treatment supplements the trees' required nutrients. (Priced per DBH, or per stop, or by quantity)

Soil Enrichment (SE): A micro-nutrient soil injection into the root zones of trees and shrubs which contains a combination of essential trace elements and enzymes derived from seaweed and microbial fermentation. In southeastern Wisconsin's heavy clay soils, many important nutrients are localized throughout, inaccessible to plants which then interrupts their metabolic processes and can stress them, causing chlorosis (pale leaf color), branch dieback, then overall decline. This treatment can greatly improve the soil condition around your trees and shrubs, improving their chances of long-term health and vitality. This treatment does not contain any nitrogen and is beneficial for any tree or shrub. (Priced per DBH, or per stop, or by quantity)

Available One-Time Services:

- ◆ **Tree Risk Assessments and Consulting Services**
- ◆ **Tree Pruning for Safety, Clearance, and Tree Health**
- ◆ **Structural and Young Tree Pruning**
- ◆ **Supplemental Support Systems for Trees and Shrubs**
- ◆ **Air Spade Excavation and Root Collar Remediation**
- ◆ **Tree Removal and Stump Grinding**
- ◆ **Cut Stump Herbicide Treatments**
- ◆ **Tree, Shrub, and Perennial Planting**
- ◆ **Landscape Design and Installation**
- ◆ **Grading**
- ◆ **Drainage and Ground Saturation Solutions**
- ◆ **Hardscape Installation and Repair**
- ◆ **Lawn Installation (Seed or Sod)**
- ◆ **Residential Snow and Ice Management Services**
(offered when 3 or more services are contracted)
- ◆ **Commercial and Industrial Snow and Ice Management Services**

Client's Notes:

A faded background image of two men in work clothes. The man on the left is holding a long level, and the man on the right is holding a shovel. The text "since 1969" is overlaid in large, bold, black letters across the middle of the image.

since 1969

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