

SAMPLE RESPONSE LETTER FOR JUDGES

**Kentucky Extension Service
232 Pineview Road
Louisville, KY 40201
(502) 343-6201**

October 29, 2015

Mr. Frank Smith
501 Azalea Drive
Louisville, KY 40201

Dear Mr. Smith:

Thank you for your recent letter regarding the problem with your lawn. The Extension Service is always willing to assist with any problem that we can.

I will need to take a look at your lawn at some point, but the first thing to do is to take a soil sample from your lawn as this is of utmost importance. Our office has soil sample containers available and an Agent will be happy to explain to you how to take the samples. The test results will inform you about the nutrients needed for your lawn. The soil testing service will be provided by the State of Kentucky at a cost of \$7.00 per sample, and the results should be available within two weeks via email. Wait until the test results are back before applying any fertilizer.

While you are in our office, I will be happy to discuss a time when I could come by and look at your lawn after the soil test results have been received. A site visit is needed in order to make a better recommendation on the methods to be used to re-establish your lawn. The soil test will indicate only the nutrients needed. We can also discuss the advantages of using Kentucky Blue Grass during this visit.

If I happen to be out of the office when you come, just call the number listed below and we will schedule a time that is convenient for both of us. The Extension Service looks forward to working with you in the near future.

Sincerely,

(Mrs.) Pamela Phelps
Horticulture Specialist
502-343-6201

CHECK LIST FOR JUDGES OF ITEMS THAT SHOULD BE INCLUDED IN RESPONSE LETTER

- Is there a thank you for the inquiry?
- Was it stated that a soil test was necessary?
- Were soil sample containers offered?
- Was location information provided for picking up containers?
- Was the cost of the soil test service mentioned?
- Was it stated that results would be emailed?
- Was it suggested that Kentucky Blue Grass was the best grass for the lawn?
- Was a home visit offered?
- Was the phone number of the Extension Agent provided?
- Was client told fertilizer would be applied only after soil test?