

# Google Reviews Analysis: Starfielder Lawn Care

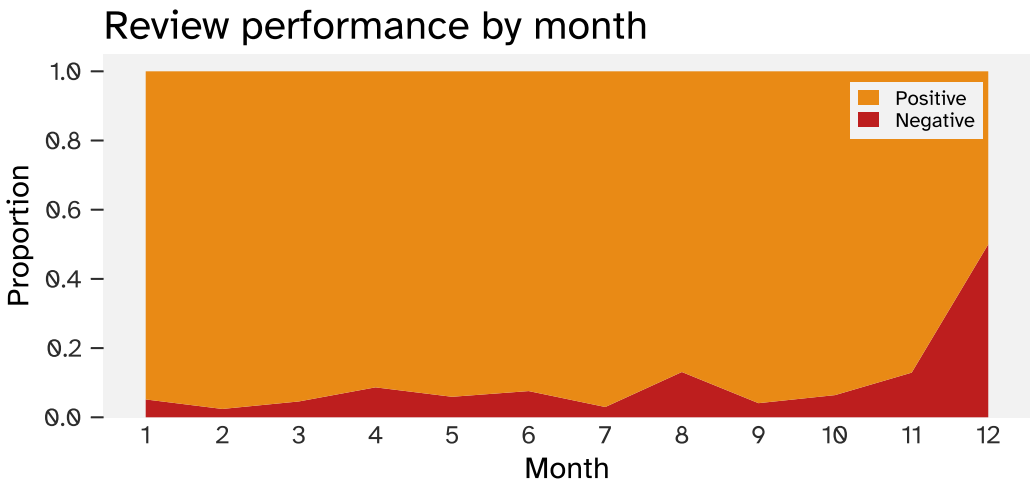
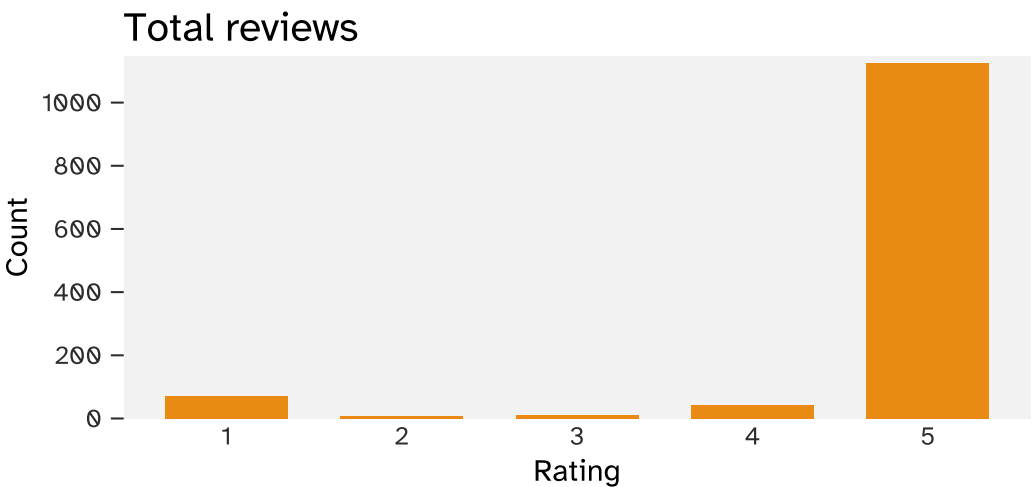
Report date: 2025-06-21

Category: Lawn care service

## 1. Reviews distribution

Stars	Count	Proportion
5	1125	89.6%
4	42	3.3%
3	10	0.8%
2	7	0.6%
1	72	5.7%

Sentiment	Count	Proportion
Positive (4-5)	1167	92.9%
Neutral (3)	10	0.8%
Negative (1-2)	79	6.3%



Your business has 1256 reviews total, and 939 of them included text beyond just a star rating. These 939 reviews are used for the following text analysis.

## 2. Keywords

### Positive reviews

Service, lawn, weed, great, very, yard, professional, job, customer service, highly recommend, lawn care, great job

### Negative reviews

Service, not, weed, time, lawn, company, customer, call, called, year, customer service, first service, not recommend, service not

## 3. Topics

### Positive reviews

Topic	Description	Count	Proportion
Professional technicians	Friendly, polite, knowledgeable field staff	573	66.9%
Greener lawn	Lawn turns thick, green and healthy	231	27.0%
Weed control	Weeds eliminated quickly and stay away	215	25.1%
Clear communication	Calls, texts and detailed service explanations	185	21.6%
Responsive service	Quick re-treats and concerns handled promptly	104	12.1%
Reliable scheduling	On-time, consistent visit dates kept	79	9.2%
Good value	Pricing fair versus effort and results	39	4.6%
Convenience	Homeowner only waters and mows	21	2.5%

### Representative reviews

#### Topic: Professional technicians

★★★★★

"Javier is the best. Very professional and polite. I am really happy for your service. You are the best. Thank you and am proud customer because of you. God bless you Happy customer 🙏🙏🙏"

★★★★★

"I wanted to give a shoutout to Grayson for such an awesome job, being very nice and being a professional! Not only did he called to let me know in detail of what was all done, also gave me a few recommendations and extra informative information. Thank you again Grayson you deserve a raise!!!"

**Topic: Greener lawn**

★★★★★

*"We've had an excellent experience with Starfielder Lawn Care. Our yard looks healthier and greener than it has in years. Our technician that came out today, Grayson, did a fantastic job, he was very professional and knowledgeable. Special thanks to Grayson."*

★★★★★

*"In 5 months time, my lawn has gone from the worst in the neighborhood to the one people turn their heads to as they drive by. It's thick, green, weed free, and a pleasure to walk in. All thanks to the magic Starfielder has treated my lawn with. I recommend them to everyone."*

**Topic: Weed control**

★★★★★

*"My lawn was out of control with weeds. I thought I could take care of it myself but I couldn't. Using Starfielder and after 1 application it looks great. My neighbor says my lawn looks like AstroTurf! Love the customer service and all employees are knowledgeable, respectful and friendly. Highly recommend Starfielder "*

★★★★★

*"Our weeds are gone. We switched this season as we consistently had weeds with our previous company. Very pleased we are now using them."*

**Topic: Clear communication**

★★★★★

*"I like to make sure my yard is clean, gate is unlocked, and the dogs are in before they arrive and I appreciate that the technician calls me before he arrives."*

**Topic: Responsive service**

★★★★★

*"Starfielder exceeded my service expectations. Grayson and Anthony were both knowledgeable and professional during their visit. They carefully surveyed my yard and addressed the issues they observed. Since I was not satisfied with the results of the initial service application, Starfielder offered a reapplication treatment free of charge. Grayson provided me with an update on the status of my lawn and outlined the next steps for effective weed control. I recommend giving Starfielder a try for your weed control needs. Be sure to request Grayson and Anthony as your service technicians."*

★★★★★

*"We have been using Starfielder for a few years now. Any concerns I have are always addressed promptly. They let you know once the service is complete and offer good suggestions, not your usual up sales."*

**Topic: Reliable scheduling**

★★★★★

*"Great service with friendly technicians. They show up when they say they will and do a great job!"*

★★★★★

*"Always on time and always doing a thorough job!"*

### Topic: Good value

★★★★★

*"Getting excellent results and they work fast. I highly recommend if you want a green lawn. It can look expensive annually, but for the hours to do it all yourself, the equipment and supplies it's a better deal if you want more time for your family."*

★★★★★

*"Starfielder associate was very knowledgeable and gave great advise on how to take care of my yard. Did a great job treating my yard."*

### Topic: Convenience

★★★★★

*"These guys are great and know their business. All i have to do is mow it and water it and they take care of the rest. Highly recommended."*

★★★★★

*"Great "set it and forget it" service. I'm a big lawn care guy, and this takes away all the fertilization, weed killing, and weed preventative scheduling a homeowner needs to do to help keep a good looking lawn. As long as you water and mow as you should, this service will exceed your expectations."*

## Negative reviews

Topic	Description	Count	Proportion
Customer service	Slow, rude, or nonexistent responses to problems	49	67.1%
Poor results	Treatments kill grass or never kill weeds	38	52.1%
Missed appointments	Repeated delays, no-shows, long gaps between visits	22	30.1%
Pushy sales	Aggressive calls, door-knocking, ignoring no-solicit signs	15	20.5%
Billing issues	Unauthorized charges, auto-renewals, bait-and-switch pricing	13	17.8%
Technician dishonesty	Techs rush, lie, falsify reports, skip locked areas	2	2.7%

## Representative reviews

### Topic: Customer service

★

*"Over the past two weeks, I've made multiple attempts to reach your team—including calls and messages—with no meaningful response. I was told upper management would follow up, Brandon did reach out since I personally called him. He claimed he would reschedule services and reimburse our account for our troubles. Yet that has not happened. I even tried calling again recently along with emails and still no repsonse. At this point, the lack of basic communication is unacceptable. Talent means nothing when it's paired with poor service and unresponsiveness."*

★

*"The customer service representative is very rude and unhelpful. They refuse to provide any service until we follow up with them repeatedly. We have to make multiple calls for each issue that needs to be*

resolved."

#### **Topic: Poor results**

★

*"(Update review) I do not fully understand why the bug is living only in my lawn where our both side yard is just green. Also this happened right after the first treatment was done. The technician offered additional treatment with additional charge. (Then why am I doing other treatment?)*

*----- The service killed my grass.. The grass where the treatment was done turned yellow (around the fences) and from there the grass died throughout the yard. I really regret taking the treatment.."*

★

*"I had an extremely disappointing experience with this company. Instead of controlling the weeds, my lawn started dying and turned yellow from green. They left my lawn in a messy condition, and if I could, I would give them a rating of -10."*

#### **Topic: Missed appointments**

★

*"Just canceled!! They showed up for the first service then didn't show back up for 14 weeks! I had to call them to make them show up, although contract said they automatically come 6-8 weeks. Then after the last service they said they be back in 10 days to catch up, they didn't. Stay away if in the round rock area!"*

★

*"I signed up almost a month ago and was supposed to receive my first treatment within 7-10 business days. After 10 days went by and no one had contacted me to schedule treatment, I called them and they recognized their error and rescheduled me. The day I was supposed to get treatment again, the technician called at the end of the day to say his machine had broken down and they needed to reschedule me again. At the third rescheduled attempt, I just got a text saying that they needed to reschedule me a fourth time, that's when I canceled. Customer service is nice but it is completely unacceptable that I haven't been able to receive my first treatment in a whole month. They also don't give you a window of time, so you're just at their mercy. Very upset with this company."*

#### **Topic: Pushy sales**

★

*"Knocking on the holidays, gross comany"*

★

*"Zero stars if I could. Your field door to door people are morons who can't read and are rude when I ask them to leave. DONT PROMOTE BUSINESSES THAT BOTHER PEOPLE AT HOME. I mean if they can't read a no soliciting sign, doubt they will treat you proper as a customer when they are already so disrespectful to others."*

#### **Topic: Billing issues**

★

*"DO NOT USE THIS COMPANY. There are far better options out there. The field techs were friendly but this about the only good thing I can say about Starfielder. I PRE PAID for 6 site visits. I gave them money in Feb to visit my home for the rest of the year. End of transaction. However, without even having my card on file, AUTO-RENEWED a prepaid bundle and came to my home a 7th time. I informed them*

*of this mistake and was told it would be cleared. 3 months later I get a letter from a debt collector saying I owe. THIS COMPANY is crooked and has aggressive tactics to get your money. If you buy a package with a specific number of site visits (on purpose because you are moving) WHY THE HELL ARE YOU AUTOREnewed. If I wanted a subscription I would have signed up for subscription. Why even offer a bundle option if your just going to secretly put your clients on a subscription. BBB reviews are next"*

★

*"I just hung up from canceling my service with Starfielder. I agreed to the fee to assess my lawn and a technician came and made a recommendation. I was given a quote for 5 applications. I agreed to the quote I was given which included applying the assessment fee to the service as well as the last service was free when you prepaid. After the first application, I saw a charge on my credit card for double what I was quoted. I called and asked questions about the charges and was told that no weed service would charge what I was quoted and that I must have misunderstood. There was no attempt on their part to rectify my concerns and dissatisfaction. Beware!"*

#### **Topic: Technician dishonesty**

★

*"All they did was put down some liquid from time to time. No soil test. No ability to talk about fertilizer adjustments. Techs would lie aim the reports and say the lawn was healthy when my lawn had dead spots and obviously needed help with weeds. It's an expensive service for someone to put down fertilizer for you and that's about it."*

★

*"This company is a scam - I have to constantly call in to request service and they don't show up. Call again, great we'll send someone, doesn't come - over and over and over. Backyard is FULL of weeds - even when they do come. Don't book with this company."*

## 4. Staff mentions

Specific team members are mentioned by name in 28% of all positive reviews.

