

## Grieve Home Maintenance Snow Removal Service

### "A" Service

Our staff will clear your front walkway, city sidewalk and driveway every day that it snows and there is an accumulation. (No minimum) Please read "B" Service description for snowfalls over 5 cm.

#### Timing:

Our trucks begin their routes after the snow has stopped falling and we do not expect additional snow to fall within the next 12 hours. This service is only performed during daylight hours (generally 6AM to 6PM) since this accumulation should not prevent clients from entering or leaving their properties. Example: If it stops snowing at 9 PM, our crews will start their routes the following morning at 6AM and all properties should be cleared by noon.

### "B" Service

Our staff will clear your front walkway, city sidewalk and driveway when snow accumulates to 5 cm (2 inches) from one snowfall occurring over a 12-hour time period (or less). In other words, if your area gets 1 – 2 cm of snow every day for 3 days, our crews will not automatically be dispatched to clear your property. It is assumed that "B" clients can and will clear a daily snowfall of less than 5cm themselves.

To avoid possible damage to the surrounding landscape, snow may not be cleared on the outside 6 inches of the driveway.

#### Timing:

In most cases, our crews will begin their routes as soon as the snow has stopped – day or night. The only exception is during a major storm (more than 15 cm expected). In this instance, our crews will go out in the middle of the storm to do a quick plow of driveways only. We do not do a complete clearing; only try to give access to client properties. After the storm is completely finished, crews will return to do a complete cleanup.

Our goal is to have all properties cleared within 12 hours of the end of a storm. In an ideal situation, a snowstorm would stop around midnight, our crews would immediately begin their routes and most clients would wake up to a clear driveway. Unfortunately, this is not usually the case. If a storm does not end until 3 or 4 AM, it is virtually impossible to clear all driveways & walks in time for the morning rush hour. In this circumstance, we aim to have all properties cleared by late afternoon. In all cases, a final visit to clear plow-ins at the end of driveways will be done after city streets have been plowed. This sometimes has to wait until the following day if most streets are not cleared.

#### Notes:

- 1) Our snow removal service includes clearing the driveway and front & city walkways. Any other areas that need to be cleared are considered extra and must be requested by client upon negotiation of contract. An extra charge will apply.
- 2) Clients assume all responsibility for the application of sand and/or salt. We will provide this service on a request basis only and an extra charge will apply.
- 3) If possible, clients who have scheduled appointments on a day we expect significant snowfall are requested to advise the office 24 hours in advance in order that we can try to accommodate their needs.

