



2010-2011 Residential Snow Removal Contract



Massey Landscaping 2010-2011 Snow Removal Policy

● **We agree to plow all snowfalls over 1.0 inch.**

To be determined by the local weather channel and Ken Massey.

● **Sidewalk service is optional.** Thank you in advance for your patience. (The city allows 24 hours for city street sidewalk clearing.) Separate crews clear driveways and sidewalks. Crews are dispatched as snow fall tapers off. If you have a special event planned, please notify the office in advance and you will be moved up on the schedule.

● **Oversights/mistakes can happen.** If it looks as though your drive or walk has been inadvertently missed, please call 833-2559, leave specifics, and we will respond on a timely basis, in the order calls are received.

● **Client is responsible for all damage caused to and/or by objects hidden in the snow.**

● **The severity and length of each snowstorm directly affects the starting and completion times on our routes.** Windswept areas can often fill in minutes after being cleared. All accounts will be cleared as early as physically possible so commutes are not interrupted. A second pass will be made to widen and clean up after city plows (this will include your mailbox, etc.). Your driveway may be cleared several times during a 1-3 inch snow event.

● **We strongly encourage everyone to use driveway reflectors.** They not only help guide the snow plows, but they also help reduce the plow damage to your lawn. Grass disturbed by snow plows will be repaired at no charge in spring (usually April) after the last threat of snow fall. Turned sod looks unsightly but grows back quickly.

● **Please note: If reflectors are not placed by the home owner,** Massey's will not assume responsibility for damage to outdoor lighting, curbs, drives, lawn ornaments, benches and shrubs planted too close to the pavement. Rust spots which may occur on pavement, are a result of friction rub-off between plow blade and pavement. This is unavoidable, and Massey's will not assume responsibility.

● **Please note: Each snow event is unique.** For example, during a two-day snow event, commercial/large client driveways accounts will be cleared numerous times to be reflected against prepaids/invoices. **Blizzards will be counted each time the driveway is cleared.** Trying to remove excessive amounts of snow (over 3"s) can cause damage to the equipment, double/triple labor costs and time required to clear snow event. To stay ahead of the storm, plows are dispatched 24/7 throughout the season. Your safety is our number one concern!