

To new and valued customers.

Re: Residential Snow Removal Contracts, Policies and basic Questions.

Grass Chopper Lawn Care receives many inquiries regarding contracts, policies, and common snow related questions. So GCLC will do its best to answer them in the FAQ below.

Is GCLC's residential contract my only option? No - NEW for JAN 2016, GCLC is working on a new system designed for vacationers, or people who want short term services. The new idea is targeted to put people on an automatic scheduled route - for a flat amount of time, for a flat amount of services, for a flat value price. *(Please call for specific details)*

What's the benefit of a contract with GCLC? It's a small town contract, which protects both parties with a set of parameters & guidelines to avoid misconduct. It prevents confusion, and resolves questions fast and easy. There's a flat monthly fee which gives you a known budget based on your pad size, pad substrate, and whether you're prone to blow-ins. GCLC provides unlimited services per month, but not unlimited services per day. Automatic service *(no calls required)* happens when snow accumulations hit a 1 inch mark. Service typically occurs 1-2 hours after the snow stops, and an annual maximum snow threshold of 2.5 meter. Of course there's more so please contact GCLC for specifics.

Does GCLC have a snow threshold or cap-out? Yes – The maximum seasonal snow amount is 2.5 meters.

What are snow thresholds or cap-outs for? Cap-outs are designed so extreme losses don't occur within snow removal companies. After a specific amount of snow & services occur additional fees will kick in, thus alleviating large company losses for heavy snow years. Clients will be notified when these situations occur, and a secondary billing takes place. These prices will fluctuate from city to city, and may range from an extra \$20.00 - \$50.00 plus per month more. It's another way service providers limit risky situations if/when it happens, and stated within a contract.

Why are contracts used? Contracts are designed to keep everyone from doing misconduct. Contracts evolved from mistreatments, listening to clients needs, and learning from others mistakes. They are essential for good quality service, respect and equality.

What areas will I get cleaned off? GCLC services one main drive pad, and one main walk way. Additional areas of work have additional costs.

Does GCLC keep service records? Yes - The service is dated and entered as a shovel, snow blow, or blow-in. This gives GCLC and clients a complete scope of services rendered for individuals throughout the winter season.

Is there discounts...etc for providing self-service? No – If you provide your own self-service you will not get refunds, discounts, or credited for that visit.

Why do you only provide service after 1 inch of snow? After researching and calling around companies clarified the mistreatments & confusions for both parties regarding snow volumes. Some people wanted service for a skiff of snow - some wanted service after 1cm - and some after 1 inch. The imbalances made some clients happy while others were troubled. Consequently it becomes a no win condition. GCLC found 1 inch parameters have a stable amount of monthly services, and suites the local area well.

Does GCLC do one time services? Unfortunately No – Due to high risk and low reward, GCLC does not provide this alternative anymore for subsequent reason. Not all customers - but some - took advantage of the company's leniency. Some customers allowed multiple accumulations to build up over time, then expected quadruple the labour at the same value. Another was the high amount of unknowns on unfamiliar properties. This lead to damaged equipment, broken belongings, reduction in promptness, and increased expenses. Service providers have no idea of the hidden burdens which lay beneath your snow. Accidentally we hit it all - rocks, extension cords, fallen shovels, hockey sticks, pucks, balls, tree branches, rope, ice chunks, frozen garbage, flower pots, boxes, towels, mats, toys, and tipped over x-mass décor. So to continue with this approach is illogical, and regrettably removed as an option. Many companies all over Canada providing residential snow removal, abandoned this approach also...longstanding clients only.

How do you minimize damage? There's many variables to consider. It depends on the surroundings, wind direction, substrates, hidden burdens, and removing 1 time services. Also worth noting, blowing snow into the wind highly impairs ones vision. The lack of vision from snow whitewashing your face is blinding at times. This can easily result in damages to passing vehicles, parked cars, windows, and refill previously cleared areas causing more work – common sense basically.

Can GCLC or I pile snow on the road? A sensible pile of snow which cars can pass through - is likely not a problem. However, blocking traffic with ginormous piles of snow from your pad is a town violation. Due to high priority road clearing, providers with heavy equipment may not open a passage for many hours. On heavy snow falls, it's safer to pile along pad margins so complaints & problems are minimal. Call your local town office for inquiries on snow bylaws.

When will my drive pad be cleaned? Removal is based on the Weather Network and discretion. Clients are put on a scheduled route and serviced in an orderly method. Automatic service happens when snow accumulation hits a 1 inch mark. Service typically occurs 1-2 hours after the snow stops, and 1 service per 24 hours (*additional fees will apply if extra services are requested in that 24 hour period*).

Why do residential service providers have one service per 24 hours? Typically there's not enough time in one day to get everyone done twice, and the loss of profit margin increases. Hand held equipment like snow blowers and shovels are extremely labour intensive tools. To give people an idea, just 1 foot of heavy wet snow on a small 2 car pad of 400 square feet = 8400Lbs of snow. If you multiply this by several different pad sizes, and your total clients - the workload becomes monstrous. The pounds of snow per cubic foot is extremely intense work by hand, and 4 hours by hand is equivalent to 4 hours at the gym. Another reason is - service providers need rest and recovery, as well as attending their lives and obligations just like everyone else.

Thanks for your time, business and respect, its greatly appreciated. Have a wonderful winter folks.

GCLC.