



February 5, 2021

John and Christine Popp
842 Manistee Ave
Scherville IN 46375

Dear Home Owner,

This letter is intended to clarify Briar Cove's snow plowing contract and concerns of some of our home owners. Included is the communication from Resource Management that was emailed regarding the most recent heavy snowfall. We have had one more snow event afterwards. It's winter. It's snowing.

We are aware that not everyone has email so a mailed letter is necessary.

It was decided some time ago as per owners' concerns regarding damage to their driveways with snow plowing that the blade used on the plows would be changed to a rubberized blade to prevent damage. However, sometimes there is snow/ice that cannot be removed completely as a result.

The recent snowfall was the most we've had in 5 years and our contractor plowed the driveways twice to remove as much as they could. We understand that this creates a problem for many, but replacing driveways more frequently is not cost effective. Putting down salt is not recommended, as that has other consequences.

Please keep in mind that your Association is a volunteer organization that works very hard to provide good service in this community. It is difficult to be all things to all people, so we appreciate your concerns and do the best we can to resolve any issues. Also, our new management company, Resource Management, should be treated with respect as well. Addressing the Board with kindness and patience is very much appreciated.

Respectfully submitted,
Briar Cove Association Board

** The email from Resource Management is on the back of this page**

Mon, Feb 1, 10:47 AM

Dear Owner,

This email is to address the snow event this weekend.

Your Board of Directors hires an independent snow plow company each year for the season. Resource does not control the schedule of this company. In times of heavy snowfall, no plow company can keep up with the rate of snow.

Your Association's contract calls for the snow to be plowed starting at 2 inches, the depth is determined by the plow company. Medical offices, fast food restaurants, coffee shops, etc. pay approximately 3 times the amount of your contract for the "zero tolerance" service. No association, that we are aware of, is willing to increase their monthly assessment for this increase in service. If you wish to have next year's budget increase to receive a "zero tolerance" contract, please contact us and we will present your request to the Board.

The general rule of thumb plow companies use when the snowfall rate exceeds the normal rate are as follows:

- 1) plow and continue to "circle back" to "zero tolerance" places of business, 2) plow large customers main roads/ access fire lanes, 3) plow parking areas, 4) get some sleep (most drivers worked over 24 hours this weekend), 5) come back and "clean up" the roads/parking areas, 6) shovel sidewalks.

They do not plow driveways if a car is parked in it, they do not shovel between cars or shovel cars out of the snow.

All weather and news outlets reported to not leave your house unless you absolutely have to during this event. Schools are on e-learning today and a lot of businesses are working from home.

All snow plow vendors are out and working at 100% to clear the snow.

Thank you,

Resource Management

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