



K & R Landscaping, Inc will be providing snow removal services for your community for the upcoming season. We would like to take this opportunity to outline our snow removal operating procedures.

During each snow event, our goal is to make the ingress and egress of your community a safe experience and do so in a timely fashion. As you can imagine, it is impossible to service every driveway and walkway at the same time. However, we will have ample equipment and labor on site to ensure completion of snow removal operations. As always, your cooperation and understanding is much appreciated.

- **Under 2"** - No snow removal will be done at this time. If the snow that has fallen is under 2" our crews will not be dispatched. Snow that has drifted over 2" does not qualify but can be serviced on a time/material basis.
- **2-4" accumulation** – Crews will be dispatched near the end of snowfall and operations will be completed 6-8 hours after snow fall has ended.
- **4-8" of accumulation** - Crews will be dispatched at approximately 4" of accumulation with operations to be completed within 8-10 hours.
- **Snowfall in excess of 8"** - Crews will be dispatched at approximately 4-6" of accumulation. Blizzard and extreme icing conditions will be handled to the best capabilities of the personnel and equipment.

**Please Note:** All sidewalk operations will not begin until after snow has stopped falling.

- Deicing compound applications can be applied, upon request of authorized management personnel. We will alert the Property Management of conditions that might warrant the need for such applications.
- Personal items such as holiday displays, landscape lighting and outdoor ornaments must be placed at an adequate distance from sidewalks and driveways. Contractor will not be responsible for the replacement and/or repair of these items if they interfere with the snow removal process.
- For your safety, we ask that you do not approach the equipment operators at any time. Equipment operators are instructed to only communicate with a designated area supervisor. Please direct all inquiries to your Property Management Company. We will promptly respond to any questions or concerns from the Management Company.
- During significant snow events, in excess of 8 inches, the walks may be covered over at times. At the completion of the service, the walks will be cleared to allow for safe passage.

We look forward to servicing your property.

Sincerely,

Ryan Manning, President  
K & R Landscaping, Inc