



January 18, 2022

To: Cottage Residents

From: Angela Hogan, Executive Director and Marc Ekberg, Maintenance Director

Re: Springwood Retirement campus snow removal for Cottage's residents.

There were some questions and concerns regarding snow removal. Marc Ekberg and I met with the contracted snow removal company to walk the property and clarify services provided. Below is the description of service.

Snow plowing is primarily done during the night hours after 12 am to 7 am in the morning the night after the snow starts. Our contract is for 2 inches of snow or more, so our trigger is 2 inches or 1 3/4 inch and snowing when we check the site. This is measured on the northside of the property on the pavement, not the grass areas. If there is not enough snow, we may check the sight, but they will not plow it. If the snow starts in the late morning hours, any time after midnight but before 7am, we will come out as soon as we have our trigger amount of snow accumulation. Often this happens very late in the morning hours between 3 and 5 am. We will still dispatch and plow your job, but it will run late due to when the snow accumulated. If it starts snowing any time after 8 am we would not typically come out until that night after 12am. During an ongoing snowstorm where we have plowed your site, but the snow continues to fall covering up the site with more snow the contractor will automatically come out the following night to do clean up and re-plow as necessary. The driveways at the Cottages will be back dragged with our snow plows the width of the garage doors and as close to the garage doors as possible leaving 1 to 2 feet from garage doors. Leaving room to not upset the landscape or damage the garage doors. A snowplow only moves loose snow it does not have downward pressure to remove pack snow or ice. The contractor will only de-ice on the marked areas of the map unless instructed otherwise in writing.

Maintenance will remove snow, single path width, from the garage to the mailbox. We do not clear driveways, patios, or front entrances. They will work hard to remove ice buildup. If there is an unsafe area, please call the main bldg. to place a work order and maintenance will assess to determine if it is within the scope of work for ice and snow removal.

Attached is a map of the marked areas for plowing and de-icing.

Thank you,

A handwritten signature in cursive script that reads "Angela Hogan".

Angela Hogan
Executive Director

Marc Ekberg
Maintenance Director



Springwood

Legend
6550 Yank Way

Plow
De-Ice
Pile

6550 Yank Way

400 ft



Google Earth
Imagery: Historical / Copernicus