
Performance Management Company, Inc.

September 2020

Dear Villa Homeowner,

In anticipation of the winter months ahead, we have outlined what snow removal services you should anticipate. **Please keep this letter handy as you may wish to reference it during the winter months.**

- Snow accumulation of two inches or less will result in no service. Snow removal is provided for villa communities when the **majority of the units** have two inches or more of accumulation. There are times when drifting may occur, partially covering the driveway, walkway, or porch of just a few units. If this is the case for your unit, you should not anticipate service.
- Villa snow removal contractors have multiple accounts to tend to following snow accumulation. Contractors for the villas have an **eight to twelve-hour time frame** to be onsite in your community **following the snow accumulation**. It will often take time for them to reach your unit depending on where they start. If this time frame is not satisfactory to you, other arrangements should be made at your own expense.
- Driveways, walkways, stoops, and sidewalks are often done following the completion of all resident driveways. **The goal of each snow contractor is to remove most of the snow from your driveway so that you can exit and enter your garage.** You should not expect it to appear as if it never snowed.
- No additional visits to the site will be made to remove drifting or snow that may accumulate at the end of your driveway due to the county plow trucks.
- Residents with automobiles in the driveway during the snow removal process can expect minimal service, as the equipment on site is not intended to work around your vehicle.
- Ice melt will not be used.

Various forms of snow removal take place depending on the contractor. Some contractors may use snow blowers, skid loaders or a pickup truck with a front plow. All of these are acceptable forms of snow removal. It is not feasible for PMC to provide you with an E.T.A of when to expect the contractor, however you are welcome to email us to request an E.T.A, as we periodically reach out to contractors for updates. Requesting numerous updates on the contractor's location only slows down the process, so we do not check in continuously. Once we know something, we will respond to your inquiry. If you believe your driveway has been missed completely, we want you to text or call the contractor directly. This would be the only time we would suggest you contact them.

In addition, if the County Public Works Department has not cleared the roads leading into your community, and specifically to the villa section, do not anticipate the arrival of the landscape contractor. The snow removal contractor is only expected to enter the subdivision if the streets have been plowed.

If you require service other than what is outlined above, you may want to consider making additional arrangements of your own. The services we contract for are within the budget of your HOA.

Sincerely, Performance Management Company, Inc.