



FAQ - Frequently Asked Questions

I want to take this opportunity to go over a few items about the service and to address some **Frequently Asked Questions** about **Full Service Snow Removal**.

Q: How do I measure snow fall to know if you are coming?

A: Full Service Contract means if there is 1inch/2.5cm of snow on the ground (enough to be shoveled) with temperatures remaining below 0°C for the day, we will be coming to clear your driveway. If there is less than 2 inches/5cm and we are expecting significant rain or the temperatures are expected to rise to the point it will melt within the day, we will not be coming.

Q: When will you be here?

A: It depends on the amount of snow and when it falls.

If we are to have less than 6 inches or 15cm of snow accumulation, we will wait until the snow fall is over before we start the routes. You should be cleared within 8-12 hours, after we start the route. Anything under 6 in/15cm is easy to walk through and your car should drive through it without any issues.

If we are to have 6in/15cm or more, we will start our routes when the plows begin to clear the secondary roads (bus routes). This is usually when there is 4in/10cm on the ground. We should be able to clear everyone within 8-12 hrs once. We will then return to clear the snow drift left by the snow plow and to tidy the driveway again (if necessary).

Q: What do I do if I would like an early clearing?

A: I have no guarantee that I can complete your driveway for a certain time, but we will make our best efforts to accommodate you. Please let us know 24 hours in advance of the snowfall. It is very difficult to adjust the route after we have started and we plan this the day before.

Note: Please consider if you can not drive/navigate your car out of your driveway, you will not be able to get up your street either! If you think you will have to drive through the snow, plan to back your car in the night before the snowfall: Just In Case.



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snow removal

Many times in past seasons we cleared someone out only to find them stranded halfway up the street moments later. If the snowfall is considerable, it's usually advised by the OPP to stay off the roads unless it's absolutely necessary.

We do not attempt to clear anyone early for snow accumulations less than 6in/15cm. You can walk through this and all vehicles are able to get through.

Q: Should I call you to see if you are coming?

A: I will email a notice out when it snows to let you know what our plan for the clearing is. I will also leave a recording on my voicemail when we have snow to let you know if you have had enough accumulation to warrant a clearing that day. You may call to hear this or send me an email and I can respond very quickly. **I will not reply to phone calls while I am out** clearing as it hinders my efficiency, my timely service will suffer and I don't like to drive in snow and talk on the phone as it's just not safe!

Q: What do I do when the snow plow blocks my driveway?

A: **Please call or email me** to let us know so we can come and clear you out in a timely manner. This is especially important if the snow drift (windrow) is impassable. **You must leave a message** when you call as I will be checking them from the road.

Q: What other Winter Services do you provide?

A: We offer salting service as well for the season. If you require salting, please ask for pricing and we can add it to your contract.

Please be aware, for snow accumulations under 2cm, it is your responsibility to ensure your driveway has been shoveled/salted as needed. If light snowfalls are not cleared, they may freeze and become a hazard for people to walk on. It is important for your own home liability to keep the driveway and walkway clear in the winter for safety.

Thank you for your time to review this information. If you have any further questions, feel free to email me and I will answer them as quickly as I can.

Sincerely,

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