

Description of Service

We encourage our customers to read the following information carefully. While we pride ourselves in offering, what we believe to be a great service, we recognize that we are not a perfect fit for everybody and thus want to be extremely transparent in outlining the terms of our service.

Length of Season

Coverage is provided Nov. 1, 2024 – March 31, 2025 for all snowfalls that accumulate 1 inch of snow or more. Because April snowfalls do not always occur, they are not budgeted into our pricing for seasonal service. If we do receive measurable snowfall in April, we can still provide service, but there will be an additional charge of \$35.00 for driveway service and \$25.00 for sidewalk service. Our service is structured this way so that we can keep our seasonal rates as low as possible. *Please note on your contract if you would like April coverage or not.*

Driveway Service

We utilize tractors with snowblowers that are designed specifically for doing driveways. Snow is blown into the front yard, rather than piled at driveway corners. Our snowblowers make contact with driveways with both a metal and a plastic cutting edge. The metal edge is capable of leaving rust marks on driveways, as well as scratches, under certain conditions. In the event that this occurs, contractor assumes no responsibility to provide removal or repair. Certain weather conditions prevent our equipment from removing 100% of the snow and/or ice from driveways. Contractor assumes no responsibility for slips/falls due to ice or compacted snow. These conditions typically occur when we have warmer weather snowfalls and/or periods of rain prior to or during snowfall. If ice or compacted snow become an issue, salt and/or sand may be provided, but is done upon request and at an additional charge.

When do we begin clearing driveways and when do we have them completed?

Our response time is based on 2 factors - How much it snows and when the snow stops. For most snowfalls, we begin service as soon as the snowfall has ended. We watch the weather very carefully so that we can make informed decisions based on current and forecasted conditions, choosing a start time that is logical, both in regard to our operations, but also the needs of our customers. Because of these factors, our start time will vary snowfall to snowfall, resulting in our completion time varying snowfall to snowfall. We typically have all of our driveways done within 8 hours of cessation of snowfall. We do not guarantee driveways to be finished by a specific time of day I.E., 7 am or 5 pm. Our completion time is a window based on when accumulating snow ends within a given snowfall. We make every attempt to keep our service prompt and convenient, but ultimately our work is dictated by weather conditions. We encourage customers to take consideration of the fact that we make our decisions based on predictions. Occasionally we delay service if more than one small snowfall is predicted within a 24 period. I.E., an inch of snow falls by 8 am and another inch is predicted by 10 pm of the same day, we will wait until the 2nd snowfall has finished before we start our work. Contractor reserves the right to suspend service during weather conditions that threaten the safety of our staff. This is only done during periods of severe accumulation and low visibility.

Sidewalk Service

Sidewalk service refers to areas that are hand shoveled. Service is provided based on the same conditions as driveways, with the exception that sidewalks are completed within a 12-hour window of cessation of snowfall. During periods of blizzard conditions (any snowfall 8" or greater) our shoveling completion window extends to 24 hours. Due to the wide variation in property layout, we have restricted our shoveling to front sidewalks only. Our shoveling staff will clear the front or side entrance and 24" out from the garage door.

Communication

We encourage customers to utilize email in contacting our staff with questions or concerns. For the safety of our staff and in compliance with traffic laws we are unable to answer all phone calls during a snowfall. Our email is constantly monitored and is a reliable way to reach us.

service@twincitylawncare.com

Frequently Asked Questions

How do I know when my driveway will be done?

Receive a text message when our tractors are dispatched. Simply provide us with a cellular phone number and we will notify you with our schedule. Please fill out the form included and return it with your contract.

Can I have just the driveway cleared and do my own sidewalk?

You sure can! Driveway and Sidewalk services are priced separately to allow this.

The tractor was just in my driveway but the driver didn't do the sidewalk.

Our driveway and sidewalk services are provided separately. In an effort to keep our tractors moving, allowing faster response times, we have our operators do only the driveway and then move on. A separate crew comes to do the sidewalk shoveling, which may occur either before or after the driveway is serviced.

What should I do if all or portions of my driveway or sidewalk were missed?

We make every effort to prevent this from becoming an issue, however sometimes our operators or office staff do make a mistake. We encourage customers to alert us by email. We will send someone from our staff to fix the problem immediately and take whatever measures necessary to prevent the issue from re-occurring.

Why is there a small strip of snow left in front of the garage door?

We allow ourselves a 18-24" buffer between the tractor and garage doors and/or parked cars. If you have sidewalk service contracted with us as well, the strip in front of the garage door is cleared by the shoveling crew.

What about the city plow ridge?

Driveway service includes free return service for city plow ridges and is provided automatically. The timing of this service is at the contractor's discretion. City ridge removal begins when all side roads have been plowed by the city.

Can you work around parked cars?

Generally, it is not an issue for us to clear next to and behind parked cars, however we allow our drivers the final say as to whether they can safely clear next to a vehicle. We are not able to wait for customers to move their car upon our arrival as it slows down our completion times considerably. Customers are encouraged to have cars moved prior to our arrival, however we understand that this is not always possible. If our clearing of the driveway is impeded by a parked car customers may call the office and request a return visit. The timing of this return visit is at the contractor's discretion.

Can you clear around my mailbox?

We can provide this service, but it is done upon request and is subject to an additional charge. Our tractors are unable to clear directly next to and beneath mailboxes. This service requires a truck to be sent the day after a snowfall when requested.

Can your tractor scrape the compacted snow and ice off of my driveway?

Unfortunately, certain weather conditions can make compacted snow and ice difficult to be removed completely from a driveway. Usually this is caused by warmer weather snowfalls and snowfalls that are mixed with rain. If this becomes a problem, we recommend contacting our office and requesting salt and/or sand applications, as there is usually nothing that the tractor or our operator can do differently to prevent this or fix it once it has occurred.

How can I contact you during a snowfall?

During snowfalls we are unable to answer phone calls, we focus all our attention on our snow removal operations. We encourage customers to email us at service@twincitylawncare.com or leave us a voicemail at **(651) 289-4242**. We monitor our email and voicemail inbox closely and will respond to service requests even if we are not able to immediately return a phone call or reply to an email.