

Hello Sandycovers,

Well that wasn't much fun, was it? Our first snowstorm of the year ended up being large and turned into quite the issue with our new snow removal company (The Grounds Guys). Stakes were missing, the wrong driveways were cleared, boulders were left at the end of driveways, salt not applied correctly, and it took forever. The list goes on. We took every single one of your emails, phoned in concerns, and pictures to our meeting with The Grounds Guys, had a very long discussion about the issues and how to correct them.

They would like to send their sincere apologies for all the issues caused. They will be better in the future. It will be a slow road getting there, but they are determined to be the best snow removal company Sandycove Acres has ever had by the end of the winter. They are confident that by the end of the 3rd snowstorm this winter they will have hit their groove.

With a new company comes new challenges and it is a learning process for everyone. If there are problems, please continue to address them to the office or by email. DO NOT approach the plow, this is extremely dangerous as they might not see you. The Grounds Guys will be using a salt/sand mixture to control ice on the main roads and walkways. They do not clear the sidewalks. The main entrances and pathways around the Recreational Halls will be cleared and ice controlled as well.

The Grounds Guys move into action after a snow event as long as there has been a minimum accumulation of 5cm (Centimeters).

The Snow Removal Process:

Wait for the snowstorm to finish. If it is getting out of hand, they will send plows out during the storm to make sure emergency vehicles can still access the roads. Driveways will not be done until the snowstorm has finished.

Within the first 16 hours after event:

Step One- Plow of main roads (Driveways cannot be done until this is clear).

Step Two – Salt/Sand Main Roads

Step Three – Priority Driveway clearing

Step Four – Driveway Clearing

Step Five – Pathway Clearing

Step Six – Fire Hydrants, Bus Stops, Mailboxes

Those steps will all be done in the same day moving forward.

Day 2: Clean up of edges of streets and pathways

Day 3: Large snow pile removal and continued cleaning.

Please note that moving forward they will try to avoid creating large boulders in front of your driveways, and be more courteous of the amount of snow accumulated at the end of driveways. Please know that this is not always possible.

Let's work together and tackle every problem with respect and understanding. If you have additional questions please don't hesitate to contact us.

We look forward to seeing everyone out at the Tree Lighting Ceremony on Wednesday December 1st!

Stephen Parsons
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