

Correspondence on **November 30** Regarding Snow Removal

| Address Time | Email Content (If you have information to add to this, please complete write it on a Index Card that will be collected at the meeting. If you are attending on-line, please send your comment to Lori at LJKGRHOA@GMAIL.COM) |
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| Tuesday 3:09 pm | My driveway didn't get plowed in the last days since we got more snow. My driveway was done pretty crappy the first time so now I'm stuck with a lot of ice. Who am I supposed to contact about this? |
| Tuesday 1:56 | I know the most recent snow fall was only 3" but I have at least 5" of snow and ice at the bottom of my driveway due to the Villages snow plows. I've already had to shovel my driveway and sidewalk. Could you have Seasonal come out again to clear the bottoms of the driveways? More room please. |
| Tuesday 1:52pm | <p>I know the most recent snow fall was only 3" but I have at least 5" of snow and ice at the bottom of my driveway due to the Villages snow plows. I've already had to shovel my driveway and sidewalk. Could you have Seasonal come out again to clear the bottoms of the driveways?</p> <p>You're probably going to say the contract does not cover this or the latest round of snow was below the minimum, but that is on the board for negotiating a bare bones contract as opposed to one that covers what the residents need. The driveways are slippery and someone is going to fall getting the mail, walking their pets, or taking out their garbage.</p> |
| Monday 5:20pm | <p>I know we had a good old fashion storm last week but I have a complaint about driveway plowing. Our driveway had a lot of snow left after the guys plowed. I've had our driveway at our old house plowed for years. So I have something to compare.</p> <p>I do t know if they were rushing or what but I thought I would mention this. It's only 1 day so we will keep monitoring as we go through winter.Our neighbor next door was worse.I'm not one to complain but again I wanted to bring to your attention as others might have had same problem.</p> |
| Monday 4:55pm | We came home after a week away and drove down Eineke Blvd. We were surprised to see how poorly the driveways were plowed. Some even appeared icy. At our house, the driveway was not completely clear and the sidewalk was cleared irregularly. We had to go through snow to enter the drive. |
| Monday 2:22pm | <p>I have a question about snow removal and who we should contact.</p> <p>The top of our driveway (where we shoveled the ice and snow left by Seasonal) is clear. The rest of the hill down to the street has 2-4 inches of ice and snow. Are you the correct person to contact?</p> |
| Sunday 8:45pm | The entire width of the driveway was not cleared. ALL driveway snow pulled to street & pushed west of driveway, where street plow pushes ALL of it directly back onto the driveway parkway, making it impossible to drive in or out. Public sidewalk left with mounds pedestrians must step over. |
| Sunday 12:22 pm | I have the top of the driveway cleared. But I still have at least 3 more inches of wet snow. They plowed the neighbor to my south and I don't know where they went(10:30 ish). I watched them drive off and they didn't come back. |
| Sunday 8:33 pm | they did come back and I know they did mine and finally Marlon's (910 Savannah Ln). I'm not sure about the rest of the |

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| | block. |
| Sunday 6:12pm | they plowed duplexes at 1:30pm yesterday, 5:30 this morning. It looks like they did single family homes on Eineke but no duplexes. Many owners hand did their own driveway. |
| Sunday 2:54 pm | Are they finished plowing? If they are, we have to hand shovel the additional snow. (not from blowing or drifting) 2:54pm |
| Sunday 2:48pm | We would like to discuss snow removal from this past weekend at our meeting on Thursday |
| Sunday 8:20 pm | Seasonal came about 2:30 am to shovel driveways. Sun morning it was still snowing and blowing. Our driveway was full of snow from wind blowing. There was a 2 ft pile from street cleaning. To make matters worse, seasonal showed about 9 to clean off sidewalks. They walked their snowblower across our driveway leaving two piles of snow and ice about a ft each across our driveway. Our driveway needed to be plowed. We had been told at an HOA meeting 2 years ago we could call Tony at Seasonal to ask to come back. We were told we would be charged extra for this service. We were okay with this. I tried calling the seasonal number this morning and got no response. Our driveway does not melt on our side of the street. We waited until 11 then went out to shovel since we wanted to get out. My husband is 77 with a pacemaker. I am 75 with severe osteoporosis. We should not be shoveling. We should not have to shovel our own driveway when the HOA has a contract with Seasonal. At 7:00 tonight Seasonal showed up again to plow driveways. Too late to help us. What led to this?! We would like to know who to call when this occurs in the future. As I mentioned we are happy to pay for a second plow. I cannot believe we are the only home owners with a shoveling issue. Please help |
| Sunday 4:02 pm | Still waiting to have my driveway plowed or shoveled. What time are they coming. |
| Sunday 5:12pm | That is ridiculous, they did the sidewalk and push all that snow in front of my driveway at the bottom and then I have the snow from the street on the bottom of the driveway. Then it snowed again and added more snow to the driveway. Now it's frozen. That's not something my back or my husband's can handle. That's why we moved to a neighborhood that handles the snow. This information should have been given in the morning.. shame on the HOA! There has to be a better way of giving information. Because what happened today was ridiculous |
| Sunday 5:31pm | Around 1: 00 pm or 1:30 pm there was a guy that came and shoveled the sidewalk at the front door. And around 12:00 pm there was a guy riding a small plow on the sidewalks. Clearly saying more snow had come down and they needed to come back to plow the driveways. And we saw driveways being plowed on the side street behind us in the afternoon.. For some reason ours didn't get done and I don't understand why. This is very disappointing, the first snow fall and clearly I can't get my driveway cleared. |
| Sunday 11:59am | Being that this our first snow at our new home., what is the urgency or timeline on driveway snow removal. Yesterday, Billy shoveled our driveway himself and our entryway to our home. |

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| Monday 6:00pm | <p>Around 11 p.m. the crew shoveled the entryway to the front of our car. Now we are waiting for them to do the driveway. All sidewalks are completely clear. Thought it would be driveway then sidewalks done in that order. I looked at the map online and no indication of when our street receives service.</p> |
| | <p>Seasonal did come to do our driveway but not until 7 p.m. on Sunday night. Just for your records. I hope this isn't an ongoing issue. We do get up to go to work at 5 a.m. and that would have been a big issue trying to get out of the driveway.</p> |
| Sunday 12:53 pm | <p>Will anyone be clearing snow today? Yesterday they came and cleaned only front door area. Driveway was not cleared of snow? Tonight temperature will drop and will be freezing . Do you think someone can come in and clean my driveway? This service is including the assessment?</p> |
| ADDITIONAL COMMENTS | |
| | <p>It seems you are only receiving complaints, but I think Seasonal did a fine job given the significant amount of snow that fell in a short period, which made it difficult for them to keep up without backtracking. Seasonal came through before the Village cleared the residential streets. It doesn't seem appropriate to request Seasonal to come back out when the Village adds more snow to the bottom of the driveways, because it could damage driveways if the plow is dragged across an area without adequate snow or only ice. As far as the concerns about falling while going to the mailbox. Isn't that why they drop off salt before the season? The Village requires that we keep our sidewalks clear, and we certainly cannot put that responsibility on Seasonal when they give us salt. Lastly, some drives, like mine, do not get morning sun, so the snow lasts longer, but that is not Seasonal's fault. Again, maybe use the salt provided.</p> |
| | <p>Does the contract dictate the personnel/equipment resources that will be provided to a snow event? It seems as though very few staff were allocated to such a large project. The crew appeared to be understaffed and sacrificed quality in a vain attempt to complete the subdivision.</p> |
| | <p>I agree they definitely did a sub-standard job at snow removal. The first snow, the entire concrete apron of our driveway was full of snow. In fact, the icy remnants of that still remain. Also, when they came to shovel the sidewalks, they only shoveled the sidewalks between the driveways. They did not shovel the section of the sidewalk that goes through the driveway. They left those areas full of snow and ice.</p> |
| | <p>Our home was not plowed when we returned home on the Sunday following the snow fall. I shoveled our driveway while I watched someone plow down the road on Harnish. That person left and never came to our street.</p> |
| | <p>They came too late for me to get out at 2:00. Luckily the sidewalk shovelers came and I asked them to shovel a path out to the street wide enough for my transport chair and they did it for me. So I got out in time. I really appreciated that. The snow plowing situation is bad though. From the correspondence on your pdf today,, I'm not the only one who thinks so.</p> |
| | <p>Regarding the last beautiful snowfall - it sounds like most of residents don't understand or are not aware that we are</p> |

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| | <p>responsible for salting our driveway and sidewalks to prevent from freezing, plus, the fact, that the Seasonals will do one time snowplow service, and any additional service in case of continued snowfalls will need to be individually ordered and paid. Also, when City snowblowers plow the snow into our driveway, we need to move the snow to clear our driveway if needed. It was discussed and explained in last year meeting, so all those listed complains are probably submitted by new residents, who need to be informed.</p> |
| | <p>Our contract needs to be changed. It happened MLK weekend in 2023 and again this Thanksgiving weekend. Our driveway did not get plowed until the snow stopped - after 12 hours! I would suggest snow removal after 4" and every 4" after - if it's forecast to snow several hours. It's not right that we can't get out sooner. There are many reasons we need to leave our homes. We shouldn't be stranded for a day or more "waiting for the snow to end."</p> |
| | <p>Dec 1 Snowfall: As we all know, the driveways took a long time to clear and door areas and sidewalks were cleared first, which was not exactly the right order of priority. We did our driveway ourselves by the time Seasonal arrived to do it. David and I are sensitive to the fact that staffing may be lower/more challenging to get due to immigration enforcement, but we are paying for service, so for us the question is, can they deliver on what is in the contract for snow removal? We walk our Golden Retriever at least 4 times per day. We walk on nearly every single sidewalk and path each week in our neighborhood. Not everyone has a dog and walks the streets like we do, but there are a good number of residents with dogs that walk them and need the sidewalks cleared to a higher standard. We also need sidewalks cleared to higher standards so any resident or visitor walking does not fall and get hurt.</p> <p>This is what we noticed:</p> <ol style="list-style-type: none"> 1.) The sidewalks, even after plowing, in general are slippery and at times treacherous to walk on due to ice build up and blowing snow. Perhaps they need to be done more than once and/or they need to be salted? 2.) Sidewalks along the west side of Eineke Blvd were never plowed. They ended up impossible to walk through due to the ice and snow. 3.) The lower pathway in Ted Spella park and the pathway within our development that cuts up between the houses on Savannah Ct and Harnish, were never plowed. I believe these paths are the responsibility of DR Horton? I could be wrong. Regardless, will these pathways be handed over to the HOA or Village after Grand Reserve is officially handed over by DR Horton? If so, who will be responsible for the plowing of these pathways? 4.) This morning I had to walk along the road on Harnish along the lake/Ted Spella Park, because the sidewalk was not plowed. 5.) Due to cars speed along Harnish and Eineke roads, it's dangerous to walk in the road, which highlights the importance to not only plow the sidewalks and paths, but to do it to a higher standard! <p>A legal question that concerns me:</p> <ol style="list-style-type: none"> 1.) I'm not a litigious person, but some people are. So, the best defense is always a good offense. This is a hypothetical question, but a real of concern of mine. Since the sidewalks and some sidewalks that cross over residents driveways are so iced up and slippery, if a resident was walking along the sidewalk and slipped, fell, and hurt themselves in front of our house on the sidewalk or on the sidewalk the goes across our driveway, who is responsible for the accident? The homeowner, the HOA, Seasonal, or is it the residents responsibility? I ask because while walking our dog some homes sidewalks and sidewalks that cut across their driveways are so slippery they are actually treacherous and dangerous. So, the question occurred to me, who would be responsible for an injury? This is a 55+ community. People walking could very easily fall and get hurt. David and I have made sure that our sidewalk that cuts across our driveway was clear |

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| | <p>of any ice. Do we also need to take this precaution for the sidewalks in front of our property as well?</p> |
| | <p>Since Seasonal does not use snow throwers on the driveways, they pulled the entire snow contents of the driveway onto the street and deposited it on the side against oncoming traffic. When the street plow came by, it then re-deposited the entire contents of the driveway snow onto the apron of my driveway (in addition to the street snow). It was then too deep to drive through, and I had to miss work.</p> <p>Having worked in Village Public Works, they will advise that driveway snow be placed on the opposite side of the driveway so that the street plow does not re-deposit the snow onto the driveway.</p> <p>I fully expect the street plow snow to be at the parkway, but not the additional entire contents of the driveway snow. It essentially blocked me in and is terribly unsafe.</p> <p>Also, did anyone who requested salt receive a full container? Last year, I received a full bag. This year, the container I received was open and barely half full. The type of plowing they are doing causes unsafe icing on the driveway, and the salt is necessary.</p> <p>Thanks again to the HOA for all they do. I understand this was an impressive storm and appreciate that the HOA is addressing concerns and best methods for snow removal.</p> |
| | <p>I know we are all saying the same thing. No one was happy, many of us leave the house early and could not get out. This past Sunday was the same for me. I have many pictures of my house and others around me. I've had snow service for the past 10 years in my other house. I have never seen anything like this. They do not have enough equipment and staff to manage the number of houses in our community. They are not cleaning the snow. They are driving up on the driveway and dragging it down. When they do that they cause tracks that become ice, they need to push it up the driveway first then pull it down. They are not clearing the driveways either, its leaving inches of snow and ice. This is a hazard for people to walk and drive on. The sidewalks are a mess and not cleared. I went out BEFORE and AFTER they cleared the snow to clean it off myself. Many people around here have dogs, how are they expected to walk their dogs on these walkway safely? The mail boxes, they have so much snow in front of the mail boxes I'm not sure how the mail carrier will deliver without getting out of the vehicle. Many of us can't eve reach the box unless we are standing in the mound of snow. I specifically asked the plow guy to move the snow in front of my and my neighbors mailboxes.</p> <p>While I realize we will always have to go out and do some minor cleanup after a snow removal but this is extreme. Look at these driveways they are slick and full of snow and ice. We have older folks in this community, and i'm just not sure how this is acceptable. We do not have to go out an re-mow our grass when Seasonal services our community in the summer, why should we have to remove snow and do such extreme cleanup?</p> <p>This past snowfall on Sunday the 7th, they did not even start working on Eineke until the noon hour. I shoveled my entire driveway hours before the arrived. I had to leave my house and had no other choice. This is a safety issue for our community.</p> |
| | <p>I will say that the snow removal for both snow events have been completely disappointing. We are absolutely not getting what we are paying for. We have no recourse in that this is contracted by the HOA. It's not a company I have contracted on my own and can simply fire them because they're not doing the job they're supposed to and then hire someone else. The first storm which was forecasted for days and days, they did not come to my house till way after 6 pm. I had to leave my house that evening and as of that moment, they had not come. The storm we just had on Monday was over 2 inches</p> |

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| | <p>and my husband had to shovel three times as they never came at all. I do know they were at the corner of Eineke and Harnish, but they certainly never made it to me. It looked like most of my neighbors were missed as well. Everybody in this neighborhood is over 55 and up and this is what we moved here for and many are not physically able to do it; my husband was in the ER this week for bursitis. This is disappointing and it needs to be resolved. If it cannot be resolved and we cannot contract with a company that is going to meet the neighborhood needs, maybe it's time we disband the HOA and allow neighbors to go out and contract these two services on their own. We can still have an HOA and a small fee so that we have some continuity in the neighborhood but to have our money be put towards the services that are not being performed the way they should be is an issue. We are a large neighborhood.</p> |
| | <p>To add to previous comments about snow removal (or the lack of it), I want to say their efforts were very underwhelming. A lot of snow was left on the driveway after they plowed. It's now turned to hardpacked snow/ice. Dog walkers are using the street because the sidewalks are not properly cleared. Just walking out to the mailbox is not easy.</p> |
| | <p>I will say that the snow removal for both snow events have been completely disappointing. We are absolutely not getting what we are paying for. We have no recourse in that this is contracted by the HOA. It's not a company I have contracted on my own and can simply fire them because they're not doing the job they're supposed to and then hire someone else. The first storm which was forecasted for days and days, they did not come to my house till way after 6 pm. I had to leave my house that evening and as of that moment, they had not come. The storm we just had on Monday was over 2 inches and my husband had to shovel three times as they never came at all. I do know they were at the corner of Eineke and Harnish, but they certainly never made it to me. It looked like most of my neighbors were missed as well. Everybody in this neighborhood is over 55 and up and this is what we moved here for and many are not physically able to do it; my husband was in the ER this week for bursitis. This is disappointing and it needs to be resolved. If it cannot be resolved and we cannot contract with a company that is going to meet the neighborhood needs, maybe it's time we disband the HOA and allow neighbors to go out and contract these two services on their own. We can still have an HOA and a small fee so that we have some continuity in the neighborhood but to have our money be put towards the services that are not being performed the way they should be is an issue. We are a large neighborhood.</p> |
| | <p>I share the concerns of many about the poor job done by the snow removal contractor. A few observations. They only clear down to the driveway about 3 feet by the garage. In shoveling by my front door they went into the garden area and ruined many of my walkway lights. When the plow is brought in it does not back in and plow the snow out. It drags the snow with the back of the plow leaving a packed snow layer on the driveway.(picture included). I'm concerned that the company is not equipped with enough equipment or manpower to handle our community. I have only seen one plow and only a few crew.</p> <p>At my home they have packed the snow up around my mailbox, which is now not accessible. (Picture included) The snow should be plowed to the side of the street away from the mailbox.</p> <p>Leaving the driveway covered in snow and ice is a huge risk for falls and injury. I partially moved here to not have to worry if my driveway was being FULLY cleared. At all past homes where I had snow removal service, the driveway was fully cleared to the asphalt in a timely fashion. I sure don't like paying for snow removal and having to go to try shoveling myself due to such a poor job done by the company. The timeframe for getting through the homes is exorbitant. I need to work and be able to get out of my driveway. Not being plowed all day until evening is not acceptable.</p> <p>I trust the board will investigate if the current company can do the job well and in a timely manner or find a new company</p> |

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| | that can. Thank you for the prompt attention I'm sure the board will give this matter to get it resolved. |
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