



November 29, 2023

### ***SNOW REMOVAL SERVICES IN AURORA MILLS***

Snow removal from our roadways, driveways, street-side sidewalks, and front walkways/porches is a service that we contract for in Aurora Mills. The following are some important facts and details that we all need to understand about contracted snow removal services:

- Our community is quite obviously located in the 'southtowns' area of Erie County, where we regularly receive lake-effect snow. Especially early in the winter season, accumulated snowfall can be very heavy due to high water content – which makes removal very challenging, labor intensive and difficult. It often takes much longer than any of us might desire or expect.
- Because of the intensive manual labor involved in front walk/porch snow removal, there are very few contractors that are even willing to perform that work. In fact, we issued a request for proposals widely this last summer to many local contractors - and we only received two (2) bids. Those who declined stated the front walk/porch requirement as the reason.
- The contract establishes that the priority for snow removal is streets and driveways, for obvious public safety and emergency access reasons. Sidewalks and front walk snow removal is a secondary priority. Therefore front walkways and sidewalks may or may not be done concurrently with driveway plowing based on circumstances and this prioritization requirement of the contract.
- Our contract stipulates snow removal is required when it exceeds 3" in accumulated depth – which means that we are each responsible for removal of snow less than that depth.
- We have contracted with the same vendor that we did the prior 3 seasons, Expert Tree Service. His pricing was substantially lower than the only other bidder who responded. They – like all businesses these days – have had significant difficulty in hiring personnel willing to do the manual work. He has hired a couple of new employees that have not worked in Aurora Mills previously, so there is a learning curve for them as well.

The Board and our Property Manager will continue to monitor the performance of our snow removal contractor, and hold them to their contractual obligations. We do request that everyone please consider the above facts when setting expectations.