



Nogas Landscaping

921 Country Creek Drive
New Lenox, IL 60451
815.462.4475/815.462.4476
nogalandscape@aol.com

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RE: Extreme Weather Procedures

Dear Valued Client:

As the extreme weather conditions continue, we would like to take this opportunity to remind you of the basic protocol and procedure for snow removal. We hope that by detailing how and when snow removal occurs, we might clear up any confusion regarding the timely removal of snow.

First of all, snow removal generally begins within the hours immediately preceding or immediately following the end of a snowfall. This timeline allows for the most efficient and effective removal of snow. Unfortunately, during times of heavy or prolonged snowfall, the plows will arrive later and will take longer to clear the properties. This timeline represents only the simple fact is that snow removal does not begin until the snow has stopped or has almost stopped. The timeline is not indicative of any inability to perform the highest quality of service attainable.

We understand your frustrations, but the fact remains, we are forced to perform under conditions that are often beyond our control (ie blizzards, heavy traffic, and extreme temperatures). We ask for your patience and understanding when it comes to the arrival times of the plows. Please keep in mind, that snow removal will take place within hours of a snowfall. This doesn't mean that we don't take legitimate concerns seriously. Concerns such as "the plows have come and gone and my driveway is not completely cleared", "they cleared my driveway but not the walkway", "they left a pile of snow in the middle of the common drive", etc." are encouraged and we will address them as soon as possible.

In conclusion, please bear with us as we work tirelessly to accommodate the record breaking snowfall this year. We look forward to the start of the Spring Season!

Thank you,

NOGAS LANDSCAPING

Dave Noga
Mike Barry