

SNOW REMOVAL FAQ

Q. Do I need to call you when it snows?

A. No, although we are always happy to speak with you - you can count on us to be there each time our trigger is reached.

Q. How do you communicate with your clients during a snow event?

A. At certain times, we might be right on the borderline of going out to provide snow/ice clearing service. We post the beginning of our event on our Facebook page (facebook.com/poorboysgardencenter). This way we can make all of our clients know at once what is happening. If you don't use Facebook, you are welcome to call our office. We TRY to keep someone in the office during snow/ice events but sometimes that person is also needed in the field.

Q. What time will you be at my house?

A. If snow falls during the nighttime hours, we generally start our commercial clients by 4am and our residential routes approx. 6am. It's not because we like them more. Our experience has shown that you may want us at your home at 4am so you can go to work but many of your neighbors may not feel the same about backpack blowers, snow blowers, and/or plows outside their bedroom window at 4am. For these reasons, we try very hard not to work in residential areas from 10pm to 6am.

For snow falls ending during daylight hours and/or the evening, we start our route(s) as soon as the accumulating precipitation is eminent. We try very hard not to work in residential areas from 10pm to 6am therefore; it is possible during certain circumstances that some customer's will have to wait until the following morning.

If you need to be out of the house by a certain time, please let us know. Although we cannot promise that you will be at the beginning of the route, we try to accommodate our customers as much as possible.

Q. Can I request that you only come out with 2 or 3 inches or more?

A. Unfortunately, we can't do a 2" or 3" inch trigger point. The reason for this is that residential snow removal has a high degree of overhead costs which have to be spread out through the season. We also have to keep reliable employees at the ready to respond right away when it snows. We count on a certain average number of service visits to make our business run effectively.

We average around (9 – 12) visits a year for a 1" trigger, (5 – 6) visits with a 2" trigger, and even less with a 3" trigger. A 2" or larger trigger just doesn't provide enough regular income to keep reliable employees, pay for equipment and earn a profit for ourselves. The other factor is that we have a very short window in which we have to complete all our work or else we have unhappy clients. If we fill up our schedule with accounts which only get serviced a few times a year then we either can't get the work done in a reasonable amount of time or we don't have enough clients to be profitable.

Q. How long does it take to complete your routes?

A. We make every effort to perform our service from 7am to 5pm for our crew's sake but our goal is to complete the routes in (8) workable hours as outlined above.

Q. How often do you come per snow event?

A. For general snow removal, under "most/normal" situations, we only come once. It's cheaper for you if we wait for the event to end rather than coming every 2", for example.

Q. I signed up for plowing and see a "per service" fee on my estimate?

A. This fee (per extra plow) is for plowing and de-icing only during events of 6" or more. We do this to ensure we can effectively treat your property and not cause damage to our equipment. No snow blowing or shoveling is included in this fee. A final (or the only) snow plowing is included on your last visit when we complete the other services outlined on the estimate.

Q. Why do you use a "per snow event" pricing structure?

A. When we do quotes for residential snow removal we often hear people complain about their previous service. The most common complaint is "My guy was coming every two inches of snow and I was being charged three times for a 5 inch snow fall!" By waiting for the snow fall/precipitation to end and basing our charges on the actual amount of snow that accumulates we remove this concern.

Q. How do you measure snow accumulation and/or ice?

A. Our garden center, located in the heart of Parkville is where we base our decisions on whether we have an event. We are aware that accumulation and/or conditions can be very different in other areas so we do keep a close eye on the forecasts. In these cases, we may call you to verify conditions but always feel free to contact us.