White Hollow
YARD & HOME

RESIDENTIAL SNOW REMOVAL Q&A

1 DO YOU COME FOR EVERY STORM?

We automatically provide services for snow storms 2" deep or greater.
If requested, we will provide services for storms less than 2" and for sleet/freezing rain.

2 HOW MANY VISITS WILL YOU MAKE?

We do our best to time our visits with the snowfall to make as few trips as possible, but large storms and those with very heavy snow, may require more than one billable visit.

3 WHAT TIME WILL YOU ARRIVE?

We make every effort to provide services promptly. But, due to storm timing, accumulation, and weather conditions, we cannot guarantee specific arrival times.

4 DO YOU OFFER SALTING?

Salting is avaialble for an additional fee. You may schedule salt for every visits, for only freezing rain/ice storms, or per request on a storm by storm basis. We may also reccomend salting to mitigate hard any accumulation of ice or hard packed snow.

6 WHEN WILL I RECEIVE AN INVOICE?

We will send an invoice shortly after the work is complete through our client management system, Jobber. If back to back storms are expected, we will wait to send one combined invoice.

7 WHAT DO I NEED TO DO TO PREPARE?

Prior to December, please install driveway markers to indicate locations of curbing and other obstacles. If desired, we offer marker installation for a fee.
Prior to each storm, please relocate vehicles and any other property from the snow removal areas. Failure to do so may result in incomplete snow removal, additional charges may apply if a return visit is requested.
For safety, please make sure all pets, children, and people are away from the service area until we have completed services.

If you have any other questions, please reach out to us!

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