

White Hollow

YARD & HOME

RESIDENTIAL SNOW REMOVAL Q&A

1

WHAT FORMS OF PAYMENT DO YOU ACCEPT?

We take cash, check, and Venmo @WhiteHollow.

2

WHEN WILL I RECEIVE AN INVOICE?

We will send an invoice shortly after the work is complete. Be on the lookout for the notifications from our invoicing system, Jobber. If back to back storms are expected, we will wait to send one invoice.

3

WHAT IS INCLUDED WITH SNOW REMOVAL?

The following services are offered, in addition to plowing, if requested:
Shoveling and/or snow blowing of steps, walkways, and sidewalks
Salt or sand application for driveway, steps, walkways, and sidewalks.

4

WHEN WILL YOU COME?

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

5

HOW MANY VISITS WILL YOU MAKE?

Storms over 6", may require additional visits if the subsequent accumulation is greater than 2". We do our best to time our visits with the snowfall to make as few trips as possible and to leave you with as least snow as possible at the end of the storm.

6

WHAT DO I NEED TO DO TO PREPARE?

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 inside when we are expected to come.

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