



EASE INTO WINTER

WITH THESE HELPFUL TIPS FOR YOUR WALKWAY



1. Scope of work

The scope of work for your walkway can be found on the contract, under the “Notes” section.

This is the same set of instructions that will be used by the Shovelling crew. Any changes to these notes must be made to the office. Please note that changes in the midst of a snow operation may only be carried out as a follow up at the convenience of DLC.



2. Timing

Our shovellers are dispatched every snowfall over 5cm of accumulation. The work begins when the majority of the snow has stopped falling. As this is manual labour, it may take 8-10 hours, depending on the snow conditions to reach your address. The shovelling crew may arrive at any time day or night during snow operations. We cannot give a precise time of arrival.



3. Quality Control

We ask that you wait for the 8 hour mark before requesting a follow up service call. We will ensure that all customers have at least 1 visit from the shovelling crew before quality control requests are dispatched. In the event of a medical emergency, during heavy accumulations, please contact the office.



4. Salting

The application of abrasives is not included in the walkway price. When the weather necessitates the use, we do offer salting of the walkway at an additional cost. Please ensure you are on our email broadcast list to stay advised of residential salting operations.



5. Accessibility

The areas to be shovelled need to be kept accessible at all times of the day during active snow operations. Gates should be left open to avoid over icing or blockages. Salting for safety is strongly recommended and is the responsibility of the customer.



6. Additional Services

Areas that are not included in the scope of work need to be requested through the office directly. For example: blockages at street walkways from city snow, snow from roof tops piling on driveway. Additional man hour rates may apply for extra shovelling work outside of the set scope.