

Ross Rutman

From: Nancy Solomon <nsolomon@wilkingrp.com>
Sent: Tuesday, January 10, 2023 1:56 PM
To: David Hartzell; Ross Rutman
Subject: RE: French Hill Estates

Categories: Tracked To Dynamics 365

Hi David,

Thanks for your explanation and response.

I understand the forecasting piece however the forecast turned out to be wrong and as a result the roads and driveways are covered with salt.

I know we talked about zero tolerance because of the liability but maybe we go back to the 2" in the contract.

Thoughts?

Nancy Solomon, CMCA
Community Account Manager
Wilkin Management Group
1655 Valley Rd., Suite 300
Wayne, NJ 07470
201-560-0900 x 4509

Nancy Solomon stated to David Ross that no sites in this area have a 2" trigger. She stated the liability is too high for a site to take that chance. The association attorney wrote a 2" trigger into the contract. Nancy Solomon removed the 2" trigger and instructed the site to be treated as a zero-tolerance site. This was stated to David Ross in April 2023.

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Instructions were never provided to go back to a 2" trigger. The site remained zero-tolerance as per instructions.



From: David Hartzell <david.hartzell@snowwarriors.com>
Sent: Tuesday, January 10, 2023 12:12 PM
To: Ross Rutman <ross.rutman@snowwarriors.com>; Nancy Solomon <nsolomon@wilkingrp.com>
Subject: RE: French Hill Estates

Nancy,

Thank you for reaching out with the Boards concerns. As you know, we were asked to treat this site as a 0-tolerance site, which means applying product if there is any forecasted event. That change doesn't alter how much product we apply, however. That is determined 100% by forecasting. On Saturday they were forecasting .63 inches of snow, on Sunday that forecast still showed .46 inches of snow, which is enough to create hazardous conditions and require treatment.

Because there are no curbs on the site we have to be very careful about how we apply salt to the roads and driveways to not kill off the grass. This requires slowing the spinner unit, which shortens the throw, however there is only so much tolerance between the spinner speed (which dictates throw) and the belt speed, (which dictates product application). You can actually see when driving the site where he had to slow the truck, which adds to the application, basically on turns, stops, and when being passed or passing cars.

If the Board wishes we can switch driveways over to calcium application, which is done by hand. We would be willing to eat the cost difference for 1 application per storm, if a storm requires multiple applications there would be a charge of

\$65 per bag for 10-12 bags for each additional application. (this would be ice storms, refreeze, or daytime storms with a lot of snow requiring additional applications during those “key” hours when people are leaving in the am and coming home in the pm.

Please let me know your thoughts,

Yours truly,
David Hartzell
Director of Operations

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From: Ross Rutman <ross.rutman@snowwarriors.com>
Sent: Tuesday, January 10, 2023 11:01 AM
To: Nancy Solomon <nsolomon@wilkingrp.com>
Cc: David Hartzell <david.hartzell@snowwarriors.com>
Subject: RE: French Hill Estates

Hi Nancy,

The one difference between the 2 associations is that FHE has a 2 inch trigger and Grandover does not and is considered a zero tolerance property. Both communities are on the 42 inch contract option.

Regarding Sunday’s pre-treatment; I have copied David H so he is aware and can reply.

From Nancy:

Also, Ross how do I go about expressing concerns over the extent of the pre- treating of the roads and driveways? The Association is concerned that so much was laid down on Sunday night.

Yours truly,
Ross E. Rutman CLCS, CPIA, EBP
Sales & Business Development

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From: Nancy Solomon <nsolomon@wilkingrp.com>
Sent: Tuesday, January 10, 2023 9:41 AM
To: Ross Rutman <ross.rutman@snowwarriors.com>
Subject: RE: French Hill Estates

Thanks Ross.

I think Grandover has different pricing, correct?

Please advise.

Also, Ross how do I go about expressing concerns over the extent of the pre-treating of the roads and driveways?

The Association is concerned that so much was laid down on Sunday night.

Nancy Solomon, CMCA
Community Account Manager
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From: Ross Rutman <ross.rutman@snowwarriors.com>
Sent: Tuesday, January 10, 2023 9:15 AM
To: Nancy Solomon <nsolomon@wilkingrp.com>
Subject: RE: French Hill Estates

Hi Nancy,

That's correct; you get 42 inches of snow/ice/deicings etc...

You will receive invoices for deicing that read \$0 until the 42 inches is reached. A deicing would be considered 2 inches. You won't be invoiced until the 42 inches accumulation is reached.

I hope this information helps!

Yours truly,
Ross E. Rutman CLCS, CPIA, EBP
Sales & Business Development

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From: Nancy Solomon <nsolomon@wilkingrp.com>
Sent: Monday, January 9, 2023 3:17 PM
To: Ross Rutman <ross.rutman@snowwarriors.com>
Subject: French Hill Estates

Ross,
What is the agreement with FHE as far as salting costs?
The contract reads:
Should the 42" limited be reached, each additional inch shall be invoiced using the following rates: \$684.00 per inch of accumulation; \$65.00 per bag of calcium chloride, magnesium chloride or Ally-G; and/or \$682.50 per roadway and/or parking lot de-icing application.
So do they only pay for salt if the 42" limit is reached?

Nancy Solomon, CMCA
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