

***** MEMO TO ALL WOLVERINE PROPERTY PRESERVATION CONTRACTORS *****

2017/2018 Snow Removal Orders

November 30, 2017

As winter approaches, please take a few minutes to review the following current policies and procedures regarding snow removals this season.

When a snow removal order is received, please refer to the following:

- Because of the time sensitivity of snow removal orders, when you receive an email with a new order attached, we ask that you respond within 4 hours of receiving it, or risk reassignment to another contractor. The email will have 3 links, giving you 3 options to choose from:
 - 1) Accept the order for completion within the designated timeframe
 - 2) Cancel the order due to Limited Snowfall – if you are certain there is less than 3” of snow in that area
 - 3) Refuse the order if you are unable to complete it for some reason (out of area, etc.)Simply click on the appropriate link to respond.
- Snow orders are generated using data from a national weather service. Ultimately, Wolverine must rely on the contractor’s knowledge of the area and the current weather conditions. If you receive a snow removal order, and you know there is no snow in that area, return the order immediately by clicking the link in your email that indicates “Order should be cancelled – snow removal not needed”, or by contacting Kirstin at kirstin@fieldinspection.com (or extension 115) or Danie at danie@fieldinspection.com (or extension 108)
- We realize that there may be times when you are unable to predict if a property has less than 3” of snow or not. If you drive out to a property and discover that there is not enough snow present to necessitate a snow removal, please take photos to support and bill for a trip charge. This is intended mainly for properties in rural areas that are far from your location. Please be advised that excessive trip charges may not be honored.
- Each order will be client-specific, so if snow is more than 8” deep or if driveway is extremely long, and snow cannot be removed for the allowable, the contractor must refer to the individual order to determine how to proceed.

Orders will have instructions to either:

 - Submit a detailed bid with Cost Estimate. Requests to exceed the allowable cost for snow removal must include photos demonstrating the need and detailed information – such as, the length of the driveway, sidewalks, etc. that will support why the allowable is not sufficient. ALSO, proof must be provided that the snowfall is recent – to support the fact that the snow has not been continuously accumulating, which is the reason for the request to exceed the allowable.

Or to:

 - Remove the snow and provide a bid after the fact. Requests to exceed the allowable cost for snow removal must include photos demonstrating the need, a Cost Estimate, and detailed information – such as, the length of the driveway, sidewalks, etc. that will support why the allowable is not sufficient. Only reasonable charges supported by proper documentation will be approved.
- In order to maintain a safe and accessible property throughout the winter season, snow shall be removed from the entryway, walkways, porch and driveway, and broadcast salt.
- As always, make sure to take good matching before and after photos to support the work completed. All photos should be date-stamped. Insufficient photos may result in orders being rejected.
 - Take at least one **photo showing the whole front yard and the house**, as well as a **close-up of the address**, the street sign, and our Wolverine emergency posting.
 - Make sure the before and after photos are taken from the same spots – **each Before photo should have a matching After photo**. We should have at least one or two good before and after shots of each area where snow was removed (driveway, sidewalks, etc.), as well as photos showing salt being spread.

- Complete the order as soon as possible and submit results right away. Snow removal orders should be completed within 24 hours, in order to make the property safe. Orders not completed within 72 hours are subject to penalties &/or reassignment, and any resulting fines, fees, or city snow removal charges incurred for the property will be the contractor's responsibility.
- When uploading results, Snow Removal orders can be found under the Grounds Maintenance tab in Oasis.
- Please submit results for completed orders as quickly as possible, so that if that area receives additional snowfall, we can send out a new order. Our system will not generate an order for a property that already has an open order. So if you've completed an order, but then that area receives additional snowfall prior to you submitting your results, please let us know, so that we can manually create a new order for the new snowfall.
- If the contractor is unable to complete the order for any reason, Wolverine must be notified within 24 hours. Failure to do so may result in the contractor being backcharged for any resulting charges.

If you are aware of a property that needs to have the snow removed, please contact 800-875-7170, ext. 118 or 106 for authorization.

If you receive an order to do preservation work at a property and there is snow blocking your access, please follow the preceding rules.

These requirements are all subject to change, if the client requests it, and we will update our snow removal orders accordingly. Wolverine snow removal orders will be client-specific, so it is very important that you carefully read the instructions on each order, as they may differ from orders received for another Wolverine client.

As always, if you have any questions, please feel free to contact us at any time.

Thank you in advance for all your efforts and hard work,
The Wolverine Team
248-586-9779