



**SNOW SERVICES GUIDELINES**  
 2019-20 Season – November through March

In order to assist the Macomb Community Action Chore Program in providing you the highest quality service, please make note of the following important information:

**If approved**, your snow removal will be serviced by one of the following contractors:

<p><b>Bright Horizon</b></p> <p>Warren, Center Line, and Southern Sterling Heights area code 48312</p>	<p><b>Stafford Landscaping</b></p> <p>Armada, Bruce, Romeo, Chesterfield, Harrison, Lenox, Macomb, Memphis, Mount Clemens, New Baltimore, New Haven, Ray, Richmond, and Northern Sterling Heights area codes 48310, 48313 and 48314</p>
<p><b>Sod Squad</b></p> <p>Clinton Twp. Eastpointe, Fraser, and St. Clair Shores</p>	<p><b>Zimmerman Lawn &amp; Snow</b></p> <p>Romeo, Roseville, Shelby Twp. Utica, and Washington</p>

You will receive telephone calls from our automated telephone service updating you on your snow removal services.

**Snow removal services are provided when there have been 2 or more inches of snowfall. Snow is removed within two days (48 hours) after the snowfall has stopped. Spreading of salt is not included.**

Staff, contractors, and the contractor’s staff should be treated with respect. Abusive language or abusive conduct toward staff, contractors, and the contractor’s staff **will result in termination of services.**

The contractor will remove snow from the driveway to the garage, if applicable, full width of city sidewalks, and walkway to front entrance of front porch and steps. Contractor is not required to remove snow from the back of the home. Snow is removed from one entrance only of the home.

To ensure the safety of your property, ALL objects in or near your driveway must be removed, including vehicles. If a vehicle is in the driveway, the contractor will not remove snow around the vehicle. You can also protect your lawn and shrubs by marking them with bike flags.

The contractor will leave a pink door knocker each time they arrive to remove your snow to verify that they were at your home. The door knocker will note what level of service was provided. This is for your information only and can be discarded.



Mark A. Hackel  
County Executive

You cannot call in advance and ask that the contractor to not remove your snow. An example would be that your neighbor, family, or friend removed your snow before our contractor arrived. Inspections would apply in this situation.

At the beginning of each month we will mail a **Suggested Contribution Statement**. This statement will detail:

- The number of snow removal services we provided the previous month;
- The cost of providing this service to you;
- The suggested contribution for this service based on snow volume.
- **Your contribution is based on your ability to contribute.**

When **reviewing this statement** it is important to understand:

- Snowfall of 2-6 inches = 1.0 service unit.
- Snowfall of 6+ inches = 2-3 service units.
- Inspections = .25 service units. This occurs when the contractor arrives at your property to perform snow removal and your snow has been removed by another party.

**You are required to sign and return the Service Verification Sheet attached to the Suggested Contribution Statement.** Funding sources require us to collect your **FULL signature** to verify that services were received (**initials are not permitted**). **Failure to return the Service Verification Sheet for 2 consecutive months may result in your termination from the service.**

When sending in your **monthly contribution**:

- Make check or money order payable to: Office of Senior Services - Chore.
- **Sign and enclose the Service Verification Sheet.**
- For your convenience, use the envelope provided.
- Remember to add a stamp to the envelope before mailing.
- Contributions can be mailed at any time during the month.
- If you prefer to pay by credit card, please go to:  
<https://payments.q2gcloud.com/macombcounty/1077>.

You may also access this link through our website at:  
[mca.macombgov.org/mca-seniors](http://mca.macombgov.org/mca-seniors). Fees will apply.

If you have any questions, concerns, or problems with your snow service or contractor, please call directly to our Administrative Office at 586-469-5228 for assistance.

Rev. April 15, 2019