

March 6, 2019

Dear Residents,

With the recent snowstorm (within the past 72 hours), I have received several calls, texts, and emails regarding the poor performance with snow removal this time around. Thank you to everyone who shared their candid feedback.

I am in agreement that this is a problem and am committed to getting this fixed. The clearing of our walkways took too long and was not up to the standards that we, at Edgemont, expect and deserve.

Effective immediately, our plan moving forward will be to bring on additional outside labor **just before or during** the snowstorm to get an earlier start at clearing our paths, as opposed to waiting until the storm has concluded to begin. This will be tested with the next snowstorm, and afterwards, we will assess the performance and make any adjustments as necessary until we achieve an acceptable level of performance. If this requires a change in vendor, that will take place. We will do whatever it takes to make this right.

I will provide an assessment of this new plan to the community after our next snowstorm.

Kind regards,

Matt Alfieri
President, Edgemont Board of Managers