

Performance Quality Feedback Snow Removal Company

Performance quality feedback results are to be reported at each open HOA meeting. Performance feedback can be submitted at any time by any resident. Submissions can be anonymous.

The HOA is separate from the management company it chooses to hire. As long as you live here you are part owner in the HOA and you have a say in how it is governed and how it operates. No one has any right to prevent you from participating.

The HOA, its committees, volunteers, and ad hoc participants are volunteers. The management company is hired to support day to day operations and the HOA elected officials.

Work Quality

1. Is the snow removed in a timely way?
2. Is the mailbox clear?
3. Is the house entrance and walkway completely cleared?
4. Is the area in front of the garage door completely cleared like the rest of the driveway?
5. Is the snow placed so you can see when driving especially around corners?
6. Is the snow placed away from the sidewalk so that you can walk once the melting starts and not wait for a mountain to disappear?

Customer Interaction

1. Is the staff polite?
2. Have you felt threatened or intimidated by the staff?
3. Are you afraid of the staff because of previous encounters?

Comments