

What Happened to Snow Removal?

This winter has been a real bummer on our roads. I wish I could make a long story short, but to stop the rumors and tell the facts takes a while. Please bear with me. Last August, 2013, I contacted the person who plowed last year. The Road Committee and the Malvern Board were pleased with his work and wanted him back. All I needed was a new quote to let the contract. I called in September and in October and left messages. No replies. The first of November I did get a call that he has decided not to plow Malvern this winter for personal reasons. I was scheduled for hip replacement surgery on November 7.

I went to the books to see who else had sent in a bid the previous winter and called the next name on the list. D&S Services was glad to help out. I was sent a bid. We accepted and contracted the company. I was assured they would take care of us and had the equipment and manpower to do so.

Along came the first snow/ice event. Not much snow, but it quickly became ice. In our Guidelines for Snowplowing, we normally do not plow unless there is more than 3-4 inches. It usually melts and is not a problem. This year it melted to ice and froze. Sand was necessary. Then I learned their sander was broken. I was assured it would be fixed the next week.

The next week came and again we needed sand. I called and requested the sand. I told them it would take more than one load to do the job. They came, emptied a load and left. I had to call again to get them in the next day. Needless to say, I am getting quite frustrated with them.

Now comes the storm of the season this past Wednesday night. Two days in advance, I sent an email requesting they come and start plowing at about 5-6 inches. They were to stay until the snow stopped and all roads had been cleared. Then the sand truck was to come and sand our major hills. I got a note back assuring me that we would be taken care of. WRONG!

Thursday morning came and went. No plowing had been done. I was in contact with them and was assured they would get here sometime Thursday. Not good enough for Malvern. I contacted another person to plow, but they were out working. I left a message. Note that he did call back that night wanting to help. However, a nice resident of Malvern, name unknown but a hero, contacted someone they knew who would be willing to do the work. Mr. Black got in touch with me and we discussed the situation. He said he has the equipment and manpower and wanted the job. I talked to Roberta Jalbert, our President, and we decided to hire him. He came in mid afternoon on Wednesday. His tractor and skid loader worked all night on roads they did not know. They moved tonnage of snow. Perfect, no but at least a good try. Better yet he did not quit. As of Friday afternoon he and his crew are still plowing. What slowed him down was that the plow he had for his tractor broke and he had to use the bucket on the front of the tractor. The plow broke because of ice

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that formed where residents and others had driven on the roads before it was plowed. No one is really to blame; we should have had someone in Wednesday night.

I have talked to Mr. Black and he is willing to work with us for the rest of this season. I feel sure he will do his best to do just that. He really wants to earn our business. I know there are roads that still exist that are only one lane wide. Look at the sides of the road to know why. That is a lot of tonnage to move. Don't worry it will melt and be gone soon. Please drive carefully and be courteous to your neighbor. If we all drive sensibly then no one will be hurt. Patience and kindness can go a long way to make better neighbors.

In closing, I want to thank all those that called and sent emails wanting to know what was happening. You not only expressed your concern but also information I found useful. We now have a new function of our Malvern of Madison web site. It is called Malvern News. We have the capacity to send all members an email with information of what is happening in Malvern. This week is a wonderful example of how this new function can stop rumors and keep members informed. I will be using it from now on to provide road information to members. I strongly urge all members to go to www.malvernofmadison.org and sign up. All we request is your name, email address, and lot number. We will not be selling or giving out your email to anyone. You can unsubscribe if you like, but you will miss out on what is happening in your neighborhood. Don't worry, we are limiting how many we send out. However, in cases like this week, there may be more to keep you informed. So, please sign up today.

Thank you for your patience and understanding this week. As long as I am on the Malvern Board, please call or email and I will provide with the best update information I have on our road conditions.

Wallace Harvey
Chairman, Road Committee
Malvern of Madison

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