



ELITE SNOW SERVICES

A Division of Elite Management Associates, Inc.

www.elitesnow.net



Snow Newsletter

Welcome to the third edition of Elite Snow's annual newsletter. In our business, we strive to exceed our customers' expectations in terms of service and communication. We hope you find the newsletter simple, concise, and informative.



Social Media Presence



We are further improving our communication channel through the use of Twitter. Please follow us @elitesnow. We will send out pertinent information to the Snow and Ice industry. If you have a twitter account, just find and follow us. If you do not, it is easy to sign up and takes less than a few minutes. Search *elitesnow*, follow, and enjoy! Our links for LinkedIn and Twitter are also on our website at www.elitesnow.net.



Our New Logo

In 2013, we launched our new logo. It was designed by our employees, which makes it that much more special to us.

The logo represents our two primary service divisions, Commercial Snow and Ice Services and Association Management. The two divisions operate separately, but the goal is the same: To provide personalized service and thorough communication to our customers.



Our Story

Elite Snow Services was started in 2005 with one plow truck. Today we exclusively work with premier commercial properties in our local market. Our growth is primarily from expansion with our existing customers and referrals. Thank you for speaking highly of us and for your continued loyalty. Your business is very important to us.

To learn more about our story and how we got started, please visit our website at www.elitesnow.net and click on the "About Us" tab. You may find our history interesting.



Upon Customer Request

We offer additional winter services including:

- **Fire hydrant marking:** We charge \$60.00 per hydrant for professional reflective hydrant markers. The highly visible fiberglass rod attaches to fire hydrants to ensure that emergency crews can locate them at night or in the snow. Send us an email if interested.
 - **Fire hydrant painting:** Over the years fire hydrants can become eyesores on the most beautiful properties. We will review your hydrants and provide a cost to scrape and paint per hydrant.
 - **Property clean-ups:** Standard landscape contracts do not include winter clean-ups such as general trash removal and build-up. In fact, most landscape contracts do not begin until April 1st. The snow usually comes and goes a few times during the winter, but the garbage stays. We will complete this work at an hourly rate of \$35.00.
 - **Temporary asphalt patching:** If your property has pot holes, we can make temporary repairs and limit the amount of damage. If we see any major issues arise on your properties throughout the winter season, we will send you an estimate.
- Although snow is our specialty, we also provide a limited menu of summer services:
- **Remote/portable watering with water truck:** Pricing is per visit based on the specific need. This includes watering new shrubs, flowers, new turf, etc. Our staff is trained on appropriate watering levels for all types of landscaping.
 - **Site watering:** We will provide all hoses and attachments and will use the customer's water source. Pricing is hourly and depends on size of the job.
 - **Skid steer service:** Our skid loaders may be needed for moving material on-site or light excavating work.
 - **Ground level power washing:** Concrete and building cleaning with commercial pressure washer.

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Holiday Scheduling

Over the winter months, there are a few employee holidays including Thanksgiving, Christmas, and New Year's. We would like to understand, to the best of our ability, your holiday service needs. Overall, our goal is to make sure your operation will run smoothly at all times while not incurring preventable charges for unnecessary snow and ice control services. When you are aware of your property's holiday scheduling needs, please send an email to Brett Kovel at bkovel@elitesnow.net. Thank you in advance.



Some Important Dates during the Snow and Ice Season

November 2013

- Monday, 11/11 – Veterans Day
- Thursday, 11/28 – Thanksgiving

December 2013

- Saturday, 12/21 – Winter Solstice
- Wednesday, 12/25 – Christmas Day

January 2014

- Wednesday, 1/1 – New Year's Day
- Monday, 1/20 – Martin Luther King Day

February 2014

- Sunday, 2/2 – Groundhog Day
- Wednesday, 2/12 – Lincoln's Birthday
- Friday, 2/14 – Valentine's Day
- Monday, 2/17 – Presidents Day and Washington's Birthday



Weather Events and Notes from last season

- At Chicago O'Hare only 3.5 inches fell through 1/31
- Due to a busy February and early March, the season total was just over 30 inches
- January 26, 2013 marked a record 335 days without a plowable snow event (over 1 inch of snow). The previous record was set in 1940.

Thank you for taking the time to read our third annual newsletter. Next year, we plan to have more exciting news to share regarding our business. Enjoy the upcoming holidays and the extra time with your families.

Important Contact Information



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