

Dear resident/s of Qualicum Woods Phase 2

As you are aware, the winter conditions this year have been challenging. The committee has been approached on a number of occasions in relation to the conditions of the sidewalks and snow contractor's performance.

The committee would like assure the residents of the property that it recognizes the challenges faced this year and has been working closely with the contractor to attempt to minimize the icy conditions that have been essentially unmanageable due to the freeze and thaw conditions experienced in the region this winter.

As some owners may be aware, at the start of the season, it was reported that there would be a salt shortage in the region due to the labour disputes involving salt mining. This has affected the supply of ice melt material, other than salt, typically used during deep freeze conditions.

In addition, as recently reported on the news, due to the fluctuating temperatures and amount of precipitation this year, the entire city of Ottawa is struggling with the icy conditions and working on measures to try and reduce the large accumulation of ice that continues to form over newly applied material when melting occurs followed by a rapid freeze.

Please understand that this problem is further magnified at Qualicum Woods by the run off from eavestroughs that drain toward the pathways. When water drains from the eavestroughs, it covers the pathways that have been cleared and treated and freezes over, causing icy conditions. The contractors have made a number of attempts to scrape down the ice during warmer weather however, the committee would like to highlight that there are a number of walkway areas that are mostly in the shade therefore the application of salt either gets washed away or ice forms over the material overnight, when the temperature drop.

Again, the committee would like to assure all residents of the property that it is cognizant of the situation and working diligently to ensure that hazardous conditions are eliminated or greatly reduced.

To further explain, BPM has provided a summary of the steps taken to maintain the walkways this season.

The committee appreciates the Residents' understanding and patience during this challenging season.

Qualicum Woods, Phase 2

Message from Boyd Property Maintenance

February 27, 2019

To all residents of Qualicum Woods/phase 2

We have taken some time to review the past few weeks over view of our work performances. We have been out to all our properties numerous times over the past few weeks taking care of snow removal applying salt/grit material to icy areas and trying to scrape the properties to the best of our abilities. BPM Inc. has been keeping up to our standards as we have in the past years even though this has been an exceptional winter with all the ice and snow we have received that has exceeded our contact limits.

Here is a summary of the past two weeks that we have completed as we have been keeping the same standards / processes all winter long.

Feb 12-13:

We received 48 cm of snow mixed with freezing rain. All crews worked 20 hours for this snow fall due to the large amount of precipitation.

Feb 14:

All crews back out to continue cleaning the large snow fall. Parking spaces, widening sidewalks and apply salt/grit material. (crew shift 16 hours)

Feb. 15:

All crews were sent out to check all properties, fill salt bins, scrape sidewalks and applied more salt/grit material to all sidewalks and roadways.

Feb 16-18:

Due to mild temperatures we gave crews a few days off as they have had worked 7 days straight averaging 15 hour days. We wanted them to be able to have time off to regenerate.

Feb 19:

Crews were back out scraping with the mild temperatures. Adding more salt/grit material to all areas. Filling up salt bins

Feb 20:

Called sidewalk crews in to scrape sidewalks apply salt/grit mixture as we had mild temperatures during the day then freezing temperatures at night

Feb. 21:

Cleared all snow from parking spots, roadways, sidewalks and stairways. Applied salt/grit material to all sidewalks and stairs.

Feb. 22:

Filled salt boxes. Salt/grit all sidewalks and roadways.

We also applied straight salt to all sidewalks to try and break up the ice build up and then we scraped as much as possible and added grit for better traction for homeowners to walk on sidewalks.

Feb 23:

With all the salt we had applied the day before we sent our sidewalk machine and tractor out to scrap all sidewalks. We were only able to get about 10% of the ice build up.
We re applied salt/grit.

Feb 24:

Rain storm, crews were out scraping and apply material multiple times.

We had the tractor and bucket out to try and scrap as much as we could again we only got about 10% of the ice build up.

We reapplied more material

Feb.25:

Filled salt boxes. Called crews in at 3:00 am reapplied material multiple times.

Received more emails and pictures to say that the walkways were dangerous.

To create a solution after multiple, multiple, multiple applications of grit and salt.

Derrick went to our supplier and picked up sand and created an equal mixture of sand, stone chip and salt and sent crews back out to apply this to all walkways.

As seen in pictures provided.

As you can see we have applied multiple tons of material to all properties in order to try and get rid of the ice build up. Most walkways that have exposure to the sun are asphalt or very close to it. Anything that has shady areas or has little sun exposure has a large amount of ice build up due to the fact that most sidewalks are lower than the grass areas and with the frozen snow banks the rain/ melting snow has no where to drain to. With the zero to minus 7 degree temperatures during the day and on average of -20 degree temperatures at night sidewalks are continuously melting and freezing over our material.

The difference between this year than pervious years there is a salt shortage that reflects on no availability to the **Clear Lane** product. The **Clear Lane** product that we have used in previous years would work to -20 degrees but straight salt only works to -10 degrees which doesn't help with melting icy areas so we have to use more grit to make sidewalks safe. In the month of February we have had milder days so the stone chip and salt is melting into the ice and freezing over which looks like we haven't been on the property and with the -20 temperatures at night the ice is to solid to scrape to asphalt with the sidewalk machine.

I hope this helps explain that the crews have been working countless hours as mentioned before to try and keep up with the ice build up and make sidewalks safe for homeowners as best as possible with the very low temperatures at night.

Thank you

Derrick Boyd



Boyd Property Maintenance/BPM Inc.,

