



**Total Package Landscaping Services LLC**  
**P.O. Box 82**  
**HYDE PARK, NY 12538**  
**OFFICE: 845 233 5313**  
**WWW.TOTALPACKAGELANDSCAPING.COM**

Dear Round Hill HOA and Round Hill Residents,

I wanted to take a minute to explain our service procedures and different ice melt operations:

At TPLS, we use 3 types of Ice melt materials and each one has its own purpose:

1. **Liquid Salt Brine cut with 20% Magic:** we use this product when the temperatures are cold (Below 25 degrees) and the forecasted precipitation is going to be a powdery type snow and no ice or rain. This product does not work well when conditions are warmer and the snow/ice/sleet is predicted to have a high water concentration. The reason for this is that the high water concentration in the snow/ice/sleet dilutes the ice melting properties in the liquid mixture and causes for dangerous refreeze conditions. This product is used primarily as a pre storm treatment.
2. **Magic Salt:** this is regular municipal grade salt that is sprayed with straight Ice Be Gone Magic liquid to enhance the ice melting properties and lower the effective working temperature of regular salt from from 25 degrees f to about 0 degrees f. We will often use this as a pre-storm treatment if the forecasted precipitation is to have a high water content as it takes longer for the granular to dilute and wash away.
3. **Regular Salt:** We use regular municipal grade salt during early and or late season when the temperatures are forecasted to be at or above freezing.

Different Conditions that make us do different things:

**Freezing Rain:** whenever there is freezing rain forecasted we aim to leave 2-4" of snow on the asphalt to "catch" the freezing rain. If we clear the snow and the freezing rain adheres to the asphalt, it is virtually impossible to remove it. Also, many people don't realize the ice that freezing rain makes. This is mainly because as people walk out of their house they feel "rain" but don't realize it freezes on contact with the cold blacktop. Most would say "just put salt on it" and the issue with that is as the wet rain hits the salt granular is washes away the salt before it can melt the ice.

**Sleet:** Sleet is very similar to freezing rain but is more visible. The problem with sleet is that is usually only falls in amounts of less than an inch. Trying to plow sleet accumulations of an 1" or less is virtually impossible and because the water content of the sleet is so high salt becomes virtually ineffective so again we try to leave a small 2-4" amount of snow so it will "catch" the sleet and allow for a more effective clean up.

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**Snow: believe it or not snow is the easiest of winter precipitation to be managed. We can plow the snow easily. Just as with the town and the state, it is our goal to serve the vast majority of people before we focus on the smaller sections. To do this we make sure that we plow and maintain clear roads on the primary streets first. Then we focus on the secondary areas once the vast majority has been served. There is both logistical and safety reasons for maintaining the facility in this order.**

**Please keep in mind that our snow plow and machine operators are often working around the clock to keep your facility clear and safe. The equipment they are operating are heavy, have extremely limited visibility and during icy conditions do not stop or maneuver quickly. Please stay far away from our operators and machines during events. You may think they see you or that you got their attention but the reality is that they may have not. Also, do not get onto any of our machines as they have multiple moving parts that you may not be aware of and climbing on machines while underway or stopped may result in serious injury or death.**

**Thank you very much for your patience this snow season. 2018-2019 snow season has been the season of ice and it is something we have had to plan for and make decisions on with every snow storm this season. Ultimately we use about 4 forecasting sites and services to make our plan of attack for each forecasted storm. At the end of the day we are making a plan based on a forecast which are not always accurate. We genuinely want the best for your property and do not enjoy when conditions arise where our job looks to be subpar and despite our efforts does not improve as quickly as we would like. Also, we really appreciate that once your road is clear you do not throw snow back into a cleared road. This is extremely dangerous and can cause ice conditions we are unaware of if we leave the property thinking we did our job to return the next day to find snow that was from someone's driveway in the middle of the road causing ice.**

**Thank you,**

**Christopher Oliver, President.**

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