MAYFIELD VILLAGE

6622 Wilson Mills Road Mayfield Village, OH 44143

ADMINISTRATION DEPARTMENT
440.461.2210 · FAX 440.461.7349
ContactUs@mayfieldvillage.com · mayfieldvillage.com

Bruce G. Rinker
Mayor

August 28, 2015

Re: **Senior Snow Removal Program**

Dear Resident:

Mayfield Village is again offering the Senior Snow Removal Program to senior and disabled residents. Through this program, Mayfield Village assists qualifying residents with snow removal on their property. Over the years, our residents have been very appreciative of this program and we look forward to another successful season.

The Recreation Department, through our Senior Services Office, administers the Senior Snow Removal Program. Please do not hesitate to call Donna Heath at 440-919-2332 with any questions. Please review the enclosed materials carefully and take note of all time limitations.

Thank you for your cooperation and prompt response. Best wishes for a safe and healthy winter season.

Sincerely,

Bruce G. Rinker
Mayor

BGR/dtw

Enclosures: Qualification Information (see reverse side)
2015-16 Snow Removal Application
Details re "Opting In" / Details re "Opting Out" (2-sided flyer)

SENIOR SNOW REMOVAL PROGRAM QUALIFICATION INFORMATION
2015-16 SEASON

Mayfield Village will provide assistance to qualifying residents toward snow removal on one property. To **qualify** for the program, the **primary resident must be at least 65 years of age on or before December 31, 2015, or disabled**. Proof of residency, age, and/or disability is required. Residents who wish to have more than one driveway plowed will be responsible for the entire cost of the additional driveway(s). Most residents have been overwhelmingly appreciative of the program in prior years, and we hope you will find it helpful as well.

Please be sure to read this mailing in its entirety as some of the terms and conditions have changed. Qualifying residents who wish to participate in the Winter 2015-16 Senior Snow Removal Program will complete the application, sign the affirmation, and select one of two options:

Opting in. Residents who ***opt in*** agree to accept the snow plow contractor hired by the Village and agree to the terms and conditions outlined in the flyer enclosed. Residents who choose to cancel this service before December 31, 2015 will receive a fifty percent (50%) refund. Residents who cancel any time after December 31, 2015 will not receive a refund. See details regarding "Opting in" on the flyer enclosed.

Deadline to opt in: You must return your completed application and payment to the Senior Services Office on or before **October 2, 2015** so that we can assign your contractor before the first snowfall.

Opting out. Residents who ***opt out*** will hire their own snow plow contractors and will receive a one-time stipend/reimbursement pursuant to the terms outlined in the flyer enclosed. ***Residents will be reimbursed a maximum of $75 whether they have a single or circular driveway.*** Before submitting your opt out form, please note that you **must have paid your contractor in full** and you **must submit the original or a copy of your paid receipt or contract. Since we do not reimburse for sales tax, your receipt must include a total before tax.** We will not accept a canceled check as a receipt. See details regarding "Opting out" on the flyer enclosed.

Your receipt or contract must:

- **Include your name and address.**
- **Include the name, address, and telephone number of your contractor.**
- **Be marked "*Paid in Full*" by your contractor and be signed by your contractor.**

Deadline to opt out: You must return your completed application with your paid receipt or contract signed by your contractor to the Senior Services Office on or before **December 31, 2015**. Please note that we will not be processing any opt outs until after November 1st, 2015 so that we can process the "opt ins" before the first snowfall.

Mayfield Village is presently in the process of hiring snow plowing contractors to clear the driveways of participants throughout the entire winter season. Please understand that we often have limited choices of contactors: we choose the ones who we think will do the best job for you. It is the nature of the business that not all people will be satisfied with the results. Whether you choose to ***opt in*** or ***opt out***, we wish you and your family a safe, healthy, and mild winter season.

Please return your snow removal application with your payment if you are opting in, or your paid receipt/contract if you are opting out, to the Senior Services Office. Our office is located behind the Community Room at 6621 Wilson Mills Road. There is a separate outside entrance on the south side of the building. (The front doors to the Community Room are generally locked.) Please feel free to contact us at **440-919-2332** with any questions or concerns about the snow removal program now and throughout the season.

William D. Thomas
Parks & Recreation Director

Donna J. Heath
Senior Program Coordinator

APPLICATION AND AFFIRMATION FOR 2015-16 SNOW REMOVAL SEASON F0R MAYFIELD VILLAGE SENIOR AND DISABLED RESIDENTS

NAME(S)_____

STREET ADDRESS:_____

ZIP CODE: _____ PHONE: _____

Affirmation:
I hereby state that I will be at least 65 years of age on or before December 31, 2015, or that I am disabled, and I am the primary resident of the above listed property, that I read and understand all the documents enclosed with this application (the Qualification Information, and the Opting In/Opting Out Details for the 2015-16 Season), and I agree to all terms and conditions stated therein. I further understand that if I choose to cancel this service before December 31, 2015, I will receive a fifty percent (50%) refund.

_____
Signature of Applicant

If you are **not** a senior, please list your **disability**: _____ and your

Doctor's name: _____.

TYPE OF DRIVE--PLEASE CIRCLE ONE:	**SINGLE**	**CIRCULAR**
Seasonal cost to residents who opt in:	$150.00	$200.00

Please select whether you want to opt in or opt out and read the information pertaining to your selection:

☐ **OPT IN**—I will **opt in** and agree to accept the snow plow contractor hired by Mayfield Village and agree to the terms and conditions outlined in the correspondence I received with this application. I will review the booklet that I will receive from Mayfield Village that will include my contractor's name and phone number, additional information, terms and conditions. I understand that if I choose to cancel this service before December 31, 2015, I will receive a fifty percent (50%) refund. If I cancel at any time after December 31, 2015, I will not receive a refund. I will contact MV Senior Services if I have any questions or concerns.
Please complete both sides of this application and return it with your remittance by October 2, 2015.
Remittance: You may pay by cash, check, or credit card. Checks should be payable to ***Mayfield Village***. If you wish to pay by credit card, please complete that portion on page 2. We accept MasterCard, Visa, and Discover. Please see ***"Easy ways to return the completed application"*** below.

☐ **OPT OUT**—I will **opt out** and have hired a snow plow contractor on my own and agree to the terms and conditions outlined in the correspondence I received with this application. I have paid my contractor for this season in full.
To request reimbursement, please complete this application and return it with a copy of your receipt or contract which states that it is paid in full and which is signed by your contractor by December 31, 2015. Please note that we will not be processing any "opt outs" until after November 1st, 2015, so that we can process the "opt ins" before the first snowfall. Please see ***"Easy ways to return the completed application"*** below.

Easy ways to return the completed application:

If you are opting in, return the completed application with your payment; if you are opting out, return the completed application with a copy of your paid receipt/contract via:

Mail: Mail this application with your check or credit card information to MV Senior Services, 6622 Wilson Mills Road, Mayfield Village, OH, 44143. Please do not mail cash.
In Person: Register in person at MV Senior Services Office, 6621 Wilson Mills Road, (behind the Community Room) between 9 a.m. and 4 p.m. weekdays.
Drop Off: Drop this application with your payment into the suggestion box located outside of our office.

THIS PAGE IS TO BE COMPLETED ONLY BY RESIDENTS WHO ARE OPTING IN:

If you are not paying by credit card, please skip to the next section.

Please charge my: (circle one) MasterCard Visa Discover

Please circle amount: $150 (single driveway) $200 (circular driveway)

Credit Card Number: _____

Expiration Date: _____ Signature: _____

☐ I have a **GRAVEL DRIVEWAY** & understand that the contractor and Mayfield Village are not responsible for displaced gravel.

Please note any special plowing instructions:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

BELOW--FOR VILLAGE USE ONLY:

CIRCLE RESIDENT OPTION: **OPTED IN** **OPTED OUT**

CIRCLE TYPE OF DRIVE: SINGLE CIRCULAR

IF RESIDENT OPTED IN:

DATE RECEIVED: _____ AMOUNT RECEIVED: $_____

RECEIPT NO. _____ CONTRACTOR ASSIGNED: _____

IF RESIDENT OPTED OUT:

DATE RECEIVED: _____ AMOUNT RESIDENT PAID CONTRACTOR: $_____

AMOUNT MV TO REIMBURSE RESIDENT: $_____ RECEIPT TO FINANCE:_____
(Date)

MAYFIELD VILLAGE SENIOR SERVICES
6622 WILSON MILLS ROAD MAYFIELD VILLAGE, OH 44143 PHONE: 440.919.2332

MAYFIELD VILLAGE SENIOR SNOW REMOVAL PROGRAM –"*OPTING IN*" DETAILS

You may want to consider ***opting in*** if you are a qualifying resident who has been satisfied by the program in the past or if you are new to the program and are willing to accept the contractor hired by the Village along with the important terms outlined below. If you decide to ***opt in***, complete the enclosed application and submit it with your remittance. (Remittance information is included on the application.) Note: You may receive assistance for only one driveway per season.

Your cost for the 2015-16 season:

$150.00/single driveway/season. (A "single" driveway is a regular driveway--not circular.)
$200.00/circular driveway/season.

Deadline to opt in and remit payment:

We must receive your application and payment in full **on or before October 2, 2015** so that we can assign your contractor before the snowfall. **No applications will be accepted after this date.**

Contract Dates:

The contract between Mayfield Village and the snow plowing contractors will begin with the first snowfall and conclude with the last snowfall of the season.

Snowfall criteria/plowing schedule:

The contractors will plow driveways **only** when the snowfall is 2" or greater. The contractors will make every reasonable effort to plow driveways early in the morning and if necessary again during the late afternoon, not to exceed two (2) times per 24-hour day.

Plowing schedules are directly affected by traffic and the timing of the snowfall. We cannot promise an exact time by which your driveway will be plowed. If you need your driveway plowed by a certain time, you may wish to ***opt out*** so that you can select your own contractor.

Refunds:

If you opt in and then choose to cancel prior to December 31, 2015, you will receive a 50% refund. **If you choose to cancel after December 31, 2015, you will not receive a refund.**

Assignment of contractors:

After we receive your application and payment we will include your name on the list of residents whose drives are to be plowed. We will assign contractors to specific areas after the deadline for the Village to receive applications. You will be notified which contractor will be plowing your driveway by early November. At that time, we will provide you with important additional details. Should we have a snowfall of 2" or more before this time, your drive will be plowed.

***Damage*:**

You must notify us of any damage immediately. We will send a damage form to be completed and will follow up with your contractor to ensure repairs are completed. **All damage claims must be reported to us by May 6, 2016.**

Indemnification/release of liability:

While every effort will be made to ensure that all concerns between the resident and the contractor are resolved, it is to be understood that if a resolution is not reached Mayfield Village is not responsible for any and all alleged damage or potential litigation which may be filed between the resident and the contractor. By your participation in the Mayfield Village Senior Snow Removal Program, you agree to release, discharge and/or otherwise indemnify Mayfield Village, Mayfield Village Administration, Mayfield Village Parks & Recreation, Mayfield Village Senior Services, its employees and associated personnel against any claim by or on behalf of either the resident or the contractor.

See "Opting Out" Details on the reverse side.

MAYFIELD VILLAGE SENIOR SNOW REMOVAL PROGRAM –"*OPTING OUT*" DETAILS

You may want to consider ***opting out*** if you are a qualifying resident who has not been satisfied by the program in the past, if you need to have your driveway plowed by a certain time, or if you want to select your own contractor. **Note: You may be reimbursed for only one driveway per season.** ***You must return the completed snow removal application with your receipt or contract.***

Hiring a Snow Plowing Contractor:

If you qualify for the program and choose to ***opt out***, you will select and hire a snow plow contractor for the season on your own.

Residents will be reimbursed a maximum of $75 whether they have a single or circular driveway.

Reimbursement Guidelines (for qualifying residents who have opted out):

Mayfield Village will reimburse you for up to 50% of the amount that you paid your contractor for the season **with a maximum reimbursement of $75**. For example, if your contractor charges $150/season, the Village will reimburse $75; if your contractor charges $300/season, the Village will reimburse $75—the maximum reimbursement. To request reimbursement, please complete the application and return it to us with a copy of your paid receipt or contract on or before December 31, 2015. We will not accept a canceled check as a receipt. **Opt outs received after December 31, 2015 will not be processed.**

Please return your completed and signed application with your receipt or contract. The receipt or contract must:

- **Include your name and address**
- **Include the name, address, and telephone number of your contractor**
- **Include a total before tax.**
- **Include that it is for the 2015-16 season**
- **Be marked "*Paid in Full*" by your contractor—and be signed by your contractor**

Issuance of Reimbursement Check:

Please note that we will not be processing any opts outs until after November 1st, 2015 so that we can process the "opt ins" before the first snowfall. After your "opt out" reimbursement request is reviewed, approved, and processed, we will mail a reimbursement check to you.

Release of liability/Resolution of disputes:

It is expressly understood that if you choose to ***opt out*** of this program, you agree to release Mayfield Village, its employees and representatives from any and all liability which may be caused from or arise out of any negligence which is the fault of the individual snowplowing company you have retained. In addition, if you choose to opt out and you incur any problems during the snow season with the company you have selected, it will not be the responsibility of Mayfield Village to attempt to resolve the dispute.

/djh: detailsreoptinout201516

See "Opting In" Details on the reverse side.