

5 AREAS TO EVALUATE

1. Portfolio coverage: Can the provider reliably support every location? Look for national reach backed by qualified local resources and consistent standards across every market.

2. Capacity and contingency resources: What happens when the primary plan fails? Confirm the provider has backup equipment, replacement crews and a clear response plan for labor shortages or overlapping storms.

3. Communication and escalation: You should not have to chase contractors for updates. Look for timely reporting, one clear point of contact and a defined escalation process.

4. Service verification and visibility: “Complete” does not always mean the property is ready. Require photos, timestamps, service details and centralized reporting across your portfolio.

5. Clear scopes and service triggers: Every contract should define when service begins, what is included, completion expectations, and how conditions outside the original scope are handled.



Ask the provider:

How do you source and qualify local service providers?

Who is responsible for maintaining consistency across markets?

Do you have enough plow trucks and equipment to reliably service our sites during a major storm?

Do you own equipment that can be deployed when needed?

How will we receive service updates?

What documentation is required after every service?

Are completion expectations clearly documented?

