

Snow Removal

INTRODUCTION

Snow storms and their subsequent clearing can be a very frustrating situation for your residents, the Board, the managing agent, as well as the contractor. This memo is to help explain some of the snow clearing service practices, preventative pre-storm maintenance, and the cooperation needed from you to make snow storms as trouble free as possible.

We ask for your understanding and patience during the snow removal process. Our employees are working very hard under the most extreme conditions.

COVERAGE

Our services provide for the clearing at the clubhouse parking lot (if applicable), roads, parking-stalls (when open to allow for clearing), driveways (if applicable), common sidewalks, steps, individual walks, and stoops in the priority as it is listed.

FULL PARTICIPATION IS APPRECIATED

It is important for all of the residents to be aware of anticipated snow occurrences and their expected totals. This will greatly increase their awareness and allow them to take the following precautionary measures:

- ◆ Keep as many vehicles parked in the garages as possible.
- ◆ Do not park cars in the roadway in an effort to get your spot cleared.
- ◆ Obstructing the Contractor's ability to clear snow will greatly increase the time to complete the service and greatly decrease the level of performance and safety to your community.
- ◆ In the event of a snowfall occurrence on a Friday evening or Saturday, it is critically important that an extraordinary effort is made to move your car(s) when your court is being worked on, even if it is on Sunday and there is no other reason for you to leave your home. If you wait until Monday morning to clear off your car, the snow accumulated around your parking space may not be cleared or it will become frozen.

HELP US TO HELP YOU

The most common problem we are faced with is when residents do not clear off and move their cars when the plows are working in their courts. In some cases, the contractor will sound their horns in order to notify you that services will be performed in your immediate area. Not cooperating hinders our ability to perform.

During plowing operations, it is common that a minor amount of snow will be built up behind the cars as the plowing equipment can only operate safely within 12"-14". When cars are able to be moved, this build-up can easily be removed. Although it is an additional cost, Loaders can be hired to clear this build-up much more efficiently with less risk to the cars.

Vehicles that are in our way limit our ability in performing effective snow clearing operations and greatly increases exposure to potential damage to vehicles which we will not be responsible for.

When areas are cleared of all vehicles, this enables us to clear the snow to areas which will not cause future problems or concerns. Any cars that are not moved at the time the plows are clearing your area, due to freezing temperatures it will usually not be cleared after-the-fact. On the other hand, if there are areas which have been overlooked by the plow, please bring it to their attention or leave a message for the community manager.

IMPORTANT

If you are planning a future vacation during the winter months, be sure to leave a spare key with a neighbor.

Four items that we would like to stress

1. Please drive very carefully around our plow trucks and loaders. It is much easier for you to see them than for them to see you. Before passing a piece of snow clearing equipment, be sure to establish eye contact with the operator.
2. Please be aware that when the timing allows, it is our intention to get you cleared by the morning or as early as possible even. To do this it does require us to work throughout the night and unfortunately our equipment, shovels scraping the snow and ice, and our crews communicating may wake you. Please forgive us and know that we are simply trying to do what is best!
3. If applicable, do not put your garbage and recycling cans out on the eve of or day of an anticipated storm. If we have to move these cans to provide you service. We will send you a bill for \$20.00 per can moved. .
4. We ask that when clearing or shoveling snow from your vehicle, snow and slush NOT be placed into the driveway or parking spot after it has been cleared. Placing snow or slush in a cleared driveways will create a hazardous condition that we will have no control over.