

Hearthstone at Hillsborough  
Community Association

SNOW  
PROCEDURE  
PACKET

Provided by K&J Landscaping  
Prepared by Community Manager

## **INTRODUCTION:**

Snow storms and their subsequent clearing can be a very frustrating situation for everyone; 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. **Be sure to read this package in its entirety in order to have a better understanding of what to do and expect when it snows.**

## **COVERAGE:**

Our services provides for the clearing of the roads, clubhouse parking lot, driveways, individual walks and stoops, common parking-stalls (when open for clearing), and common sidewalks in the priority as it is listed.

## **PROTOCOL:**

FOR OCCURENCES UNDER 2", the approval must come from your Board or Managing Agent. It is a good idea to anticipate the conditions and speak with those that make the final decision to make a decision as quickly as possible. **PLEASE** REMEMBER THAT IT TAKES US BETWEEN ONE AND TWO HOURS AFTER THE APPROVAL TO GET TO YOUR COMMUNITY. In many cases, the timing of rush hour traffic will greatly delay the start of our services.

**NOTE ON APPROVAL – PLEASE REMEMBER THAT ANY MISTAKE MADE IN DELAYING OR DECLINING SERVICE(S) MAY COST CONSIDERABLE MORE THAN THE SERVICE ITSELF!**

For all occurrences that exceed 2", services will be automatically dispatched without your approval or communication. For clearing and treatment of drives, walks, and steps, services **will not begin until** the snowfall has ended unless otherwise requested that an "on-going" or "pre-treatment" clearing take place. Once underway, generally this service is completed within four (4) to eight (8) hours, although in

extreme conditions, this process can take up to twenty-four (24) hours to complete.

Please remember that we start at one end of the community and work our way to the other. Someone has to be first and someone has to be last. Please do not try to redirect the plow drivers to different areas. They have operating procedures that they are not able to change.

## **FULL PARTICIPATION IS APPRECIATED:**

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

- When applicable, keep as many vehicles parked in the garages as possible.
- DO NOT PARK CARS IN THE ROADWAY DURING THE CLEARING PROCESS IN EFFORTS TO GET YOUR SPOT CLEARED FASTER. 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.

## **WEEKEND STORMS:**

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 roadway 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.

**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 roadways. 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 limits 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.**

Finally, there are five items that we would like to stress to our clients:

1. Please drive very carefully around our plow trucks and leaders. 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 do not be angry with us, we do not make it snow. We are simply trying to make your community more livable under such extreme seasonal conditions. 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 does require us to work throughout the night and unfortunately our equipment, shovels removing 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 OUR YOUR GARBAGE AND RECYCLING CANS OUT ON THE EVE OF OR THE DAY OF AN ANTICIPATED STORM.

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 driveway will create a hazardous condition that we will have no control over.
5. We always come back within 24 hours after the snow stops completely to fine tune the development.

Thank you for taking the time to read this packet.

*The Staff of K&J Landscaping*