

## CRESTWOOD VILLAGE HOMEOWNERS 2019- 20 SNOW REMOVAL GUIDELINES

Winter is just around the corner, so it is time to review the services to be provided in case of snow.

On the reverse, you will find the basic guidelines as presented to the contractor. Remember snow removal is not like grass cutting! Snowfalls are completely unpredictable as far as time and amount. There are currently 523 units in Crestwood Village I and II. All have walkways, parking spaces, mailboxes and trash service and everyone would like to have his/her clearing done first. However, a general plan will be established for each snow removal operation depending on a variety of circumstances. Attached is a Priority Snow Removal form for your convenience. Please understand that the staff and contractor do not want to leave the site unfinished in the evening, knowing it may freeze overnight and that it will be much more difficult to clean the next day. Health and maintenance emergencies will receive priority attention. The following are not emergencies:

- Doctor/dentist appointment which can be rescheduled;
- Grocery or mall shopping;
- Visiting;
- Post office or other business which can be postponed a day or so.

We understand that it is annoying and inconvenient to have to change schedules and reschedule appointments, but the welfare of all residents must be considered.

A note about ice controls. Homeowners are reminded: Do not use salt on sidewalks and driveways. It is too harsh and can severely damage concrete. Use kitty litter or sand that can be swept away when the snow is gone, or ice melt chemicals that can be purchased from any number of local home and hardware stores. Labels will clearly indicate which chemicals are safe for concrete and asphalt. Also remember to consider potential harm to nearby plants and grass when using such materials.

HELPFUL HINT: Homeowners are asked to please use discretion when walking on unshoveled sidewalks and entrance ways. Each footstep (yours and your pet's) packs the snow down, which may make snow removal impossible. If you must go out before clearing begins, please try to walk on grass or other areas that won't need to be shoveled. Once the roadways have been shoveled, we ask your cooperation by not shoveling snow/ice back onto roadways.

The Management staff and the Board of Trustees are aware of the distress snow causes many of you. We will do our best to attend to individual needs while ensuring the total job is completed to everyone's satisfaction.

\*\*\*\*\*

MANAGEMENT OFFICE - 301-662-0401  
EMERGENCIES (AFTER HOURS) - 301-748-2401

NOTE: One or two GUEST spaces in each multi-unit parking area will be posted for no parking during snow emergency conditions so these spaces may be used for piling snow as needed.

I. Snow clearing will be provided as follows:

A. Less than two inches of snow accumulation:

1. No streets will be plowed
2. Driveways and sidewalks will not be shoveled. However, if the contractor advises Management that wintry weather conditions will persist, Management will consult with the Grounds Board liaisons and advise the contractor if shoveling services will be implemented.
3. If the Association does not undertake shoveling services, a resident may call the office to request a chargeable service ticket for that resident's driveway and sidewalk. The contractor will then bill the Association and the Association will charge-back at cost. The contractor will charge \$45.00 per hour to shovel the snow, apply sand materials, or to remove ice.

B. Two or more inches of snow accumulation:

1. Plow streets.
2. Clear driveways and walks to the front door of all residential units (including those units where a front door is at the rear of a multi-unit building), as well as to common entries of condominiums and townhouses. Paths are to be a minimum of thirty inches (30") wide. Clear mailbox pads and access to mailboxes, in-ground trash receptacles/fenced trash enclosures.
3. Remove plow accumulation in front of driveways, mailboxes, trash receptacles/enclosures, storm drains and fire hydrants.
4. The contractor will clear as many parking spaces in multi-unit lots as is practical, considering where cars are parked, using one or two guest parking spaces for snow piles.
5. If three inches (3") or less is predicted, snow will be plowed and left at curbside. If more than three inches (3") are called for, the snow will be removed from the roadway to storage areas. The depth of the snow will be determined by the reported snowfall amount at Frederick Municipal Airport.

C. Contractor Involvement:

1. If icy build-up or problem areas arise, the contractor must advise Management who will consult with the Grounds Board liaisons before confirming contractors' recommendations on treatment. Recommendations from the contractor may include treatment of the streets and/or treatment of driveways and sidewalks.
2. If no treatment is authorized, a resident may request a chargeable service ticket for that resident's driveway and sidewalk. The contractor will then bill the Association and the Association will charge-back at cost. The contractor will charge \$40.00 to apply sand materials and will charge actual time to remove icy-buildup at an hourly rate of \$45.00 an hour.

Alternatively, Management may have staff complete these chargeable service tickets.

3. The contractor is authorized, following notification to Management, to clear/treat streets for all amounts of snow fall.
4. Typically, plowing of streets will commence upon accumulation of three to four inches (3-4") of snow if more than four inches (4") is predicted.
5. No plowing will commence until snow stops if four inches (4") or less is predicted. The contractor will continue to plow as needed to ensure streets are passable (to include access to front of the Clubhouse for security vehicle and parking on side for no more than ten staff vehicles).
6. The remainder of services will begin only after snow has stopped falling. Measured accumulation will be verified by Management and relayed to Contractor.

II. Hours for street plowing operations are unrestricted.

Hours for other services (sidewalks, driveways, etc.) will be limited as follows:

Crestwood Village I:	6:00 a.m. - 8:00 p.m. or as directed
Crestwood Village II:	No restriction.
Clubhouse and long common sidewalks:	No restriction.

III. Priority for snow removal operations will be given to Crestwood Village II and handicapped persons on normal business days unless otherwise instructed by the Site Supervisor. Crestwood I residents who need snow clearance to get to work should fill out the form below. For emergency reasons, please call the office to make special arrangements.

IV. The contractor will place stakes by curbs to mark storm drains, in-ground trash receptacles, the sewer clean outs, etc., no later than November 15. Stakes will be removed no later than April 1.

-----CUT HERE-----

**PRIORITY FOR SNOW REMOVAL:** Priority for snow removal will be given to Crestwood Village II and handicapped persons on normal business days unless otherwise instructed by the Property Manager. Crestwood I residents who require snow removal for work/emergency situations must fill out this form to make arrangements in advance.

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

Reason for Service: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE RETURN THIS FORM TO THE CLUBHOUSE NO LATER THAN NOVEMBER 21<sup>ST</sup>**