

**BRANDYCHASE AT SHEPARD PARK
SUMMARY OF SNOW REMOVAL SERVICES
2015-16 WINTER SEASON**



A. WALKWAYS, STEPS

Walkways and steps will be shoveled after each snowfall. Snowfall depth from a trace to 6" will be cleared within 6 hours after snowfall ceases; 6"-12" will be cleared within 12 hours, and snowfalls over 12" will be cleared within 18 hours.

B. DRIVES & PARKING AREAS

For every snowfall exceeding 2", drives and parking areas will be cleared of new snow accumulation. Snowfall depth from 2"-6" will be cleared within 6 hours after snowfall ceases; 6"-12" will be cleared within 12 hours, and snowfalls over 12" will be cleared within 18 hours. For snowfalls over 4", plow passes for open-up will be completed prior to 6:00 a.m. and/or 5:00 p.m. on the main drive areas, even before the snowfall ceases, to allow traffic to and from the garages and parking areas. Open up is defined as a single width plow path from within six (6) feet of each garage door to the street

C. SANDING

Drives, parking areas and walkways will be sanded after freezing rain or when requested by the Board of Directors or Omega Management, Inc. Residents are encouraged to use the sand barrels which are conveniently located around the property, to sand any hazardous areas they see, as there is no on-site caretaker. There will also be 5 gallon pails of sand mixture at the end of each building.

D. HOMEOWNER RESPONSIBILITIES

1. Snow removal from patios and balconies.
2. Ice accumulations on walkways and drives caused by drainage.
3. Snow removal underneath and around parked cars.

E. SNOW ACCUMULATIONS

Snow depth accumulations will be measured at Brandy Chase on the asphalt to be plowed in areas neither drifted over nor blown clear.

F. DAMAGE TO PROPERTY

Although every effort will be taken to eliminate property damage, accidents occasionally occur. It is the homeowner's responsibility to notify Omega Management, Inc. in a timely manner of any damage caused by the Contractor. If you have any questions or concerns about the service provided, please channel your questions through Omega Management, Inc.

G. PARKING

Use good judgment when parking cars. Please do not park in areas where snow must be pushed, and observe the parking regulations.

(See other side)

Commonly Asked Questions and Concerns

Question: Why are the stakes installed along the drives gone before winter hardly gets started?

Answer: These markers are placed to help identify the edges of the asphalt. They are only needed until snow ridges from plowing have been created. If you see that kids have removed, moved, or broken off these markers, please reinstall them to help protect your property from snow plow damage.

Question: Why do they plow part of the driveway even though the snowfall has not ceased?

Answer: Your contract requires that for major snowfalls the center of the drives are to be plowed even before the snowfall stops. (See the details on the other side of this sheet.)

Question: When it gets slippery is the Contractor required to sand?

Answer: Generally speaking, slippery drives, walkways and steps are not the Contractor's responsibility. In all cases, sanding has been established by the Board of Directors to be done under only very specific conditions. (See other side.)

Question: Are the time frames allowed for work completion ever exceeded?

Answer: Yes, but only for extreme weather conditions. Your contract contains provisions for heavy snowfalls accompanied by high winds, and under these situations the Contractor will provide the services as quickly and efficiently as possible.

Question: My car was left out during plowing operations and now I moved it. Will they come back and replot?

Answer: The Contractor cannot be responsible to return after every car is moved. They will, however, return once within 72 hours to clear missed parking areas. The best solution is to move the car before they start plowing your driveway area.

Question: The parking area by my building was not plowed because my neighbor's car was parked outside. Why didn't they plow our parking area?

Answer: There may not have been enough room to get the plow truck and blade in without causing damage to either your neighbor's car or other property.

