

Example Ice and Snow Removal Policy and Procedure

If conditions allow, and depending on the accumulation of ice and snow, the time of day, traffic and travel conditions, and at the direction of management, maintenance staff should follow this winter snow and ice preparation and removal policy.

Purpose: The purpose of this procedure is to provide employees with guidance and to set priorities for removing ice and snow from housing complexes. Maintenance and asset management employees should use this procedure as a guide when ice and snow removal is necessary.

General Guidelines: Staff will anticipate an ice/snow event based on weather forecast. It is the responsibility of the property owner to remove snow and ice from sidewalks, common area walkways, stairways exposed to the elements, as well as sidewalks in the public right of way that abuts the property. Additionally, we need to clear walkways and ramps at the elderly/disabled sites and accessible units at all sites, monitor sidewalks and address any icy areas that are on common areas and public right of way.

Preparation: Each site must have adequate equipment and supplies to last the duration of the winter months. Steps should be taken by maintenance and asset management to plan ahead prior to winter. Predetermined assignments, duties and responsibilities for all anticipated staff should be outlined before winter months.

- In July/August, inspect, take inventory and repair ice and snow tools and equipment. It is the responsibility of maintenance at each location to ensure that all tools and equipment are in proper working order.

- In October, maintenance staff should evaluate how much sand, ice melt and other equipment is needed, and order necessary supplies to be on hand when needed.

General Procedures: Maintenance staff will use appropriate tools and equipment to clear sidewalks at each site. Staff who are not clearing walkways for accessible units and for the elderly/disabled will be assigned to other common area sites. Maintenance should prioritize snow and ice removal in the following order:

- Ramps and walkways at accessible and elderly units.

- Main walkways and entrances around administrative offices, laundry rooms and trash disposal areas.

- Common area sidewalks and stairwells, including public right of way that abuts the property.

Maintenance will use preventative techniques such as ice melt, sand, and water accumulation removal, to eliminate the forming of ice on all common area walkways and ramps.

- To minimize damage to concrete, only sand and concrete safe ice melt should be used.

- Maintenance and staff should monitor their respective sites to identify areas that require ice removal.

- Residents should also be encouraged to call maintenance to notify staff of problem areas.

- The work order clerk will issue a work order for ice/snow removal calls, but will also contact maintenance directly at the appropriate site so that it can be prioritized and addressed as quickly as possible.

Parking Lots: We will attempt to clear parking areas when possible, but only after all common area walkways are cleared and de-iced. However, in the event vehicles are in the parking lot after large accumulation of snow, we will not attempt to remove snow from between vehicles.

-During heavy accumulation, local contractors may be called to clear complex streets and parking areas, with prior approval from management. Maintenance should have pre-approved contractor contact information available prior to the winter months.

After Hours Snow Removal: When ice and snow accumulation occurs outside of regular business hours, management will work with maintenance staff in advance, and with the approval of the executive director, to put together a list of staff who are available to remove ice and snow. When snow and ice is anticipated and verified, maintenance staff will be called in for overtime to remove snow and ice at affected sites. In order to accomplish after-hours snow and ice removal as efficiently as possible, the following procedures and priorities should be followed:

-Asset and maintenance managers will rely on weather forecasts, reports from staff who reside in various locations, as well as personal observation, to determine when after-hours snow and ice removal is necessary.

-Maintenance staff will be assigned to various sites at which they are the closest and have appropriate keys in order to access the necessary tools, equipment and supplies.

-Senior/disabled sites should be attended to first.

-When resources are limited, maintenance should first focus on the walkways and ramps for the elderly, disabled and accessible units.

-During heavy accumulations, local contractors may be called to clear complex streets and parking areas.

Records (Very Important!): It is important to keep detailed records of snow and ice removal; work orders should be generated for each site that required snow and ice removal. The maintenance staff working at each site should log the dates, times, and amount of time spent on snow and ice removal, and it is important to document which common areas were cleared, exactly what was done, etc.