

SNOW REMOVAL POLICY

Please contact the Property Manager with questions about service or immediate concerns.

(a) Definitions.

- (1) Snow Event: A specific timeframe whereby snowfall begins, falls continuously, then stops. Snow depths referenced below are measured based on each Snow Event.
- (2) Plowing: Snow removal by truck and plow from driveways, curb to curb, and may exclude garage aprons.
- (3) Plow Thru: Truck and plow remove snow from the center of the driveway.
- (4) Shoveling: Snow removal by hand shovel from walkways, front stairs, garage aprons, mailboxes, and fire hydrants.

(b) Plowing and Shoveling

- (1) Timeframes for plowing and shoveling differ based on levels of snowfall and are subject to change based on contract terms with the service provider.
- (2) Specific timeframes are posted on the Windcrest website under SEASONAL INFO <https://www.windcrestofeagan.com/seasonal-info>

(c) Delays of Service

- (1) Extreme weather and severe wind chills will delay service, snow removal will resume when the Contractor deems it safe for their employees

(d) Sanding & Salting: This is NOT a routine winter service. The Board of Directors and/or Property Manager may order this additional service at its discretion, based on weather events. Please contact the Property Manager with questions or concerns about ice accumulation on your private driveways.

(e) Homeowner Responsibilities:

- (1) Snow removal for Snow Events less than 1.5".
- (2) Snow removal from patios and decks.
- (3) Snow Removal & Ice Dam removal from roofs and gutters.
- (4) Ice on drives, steps, walkways, and garage aprons caused by drainage.
- (5) The use of de-icing materials as necessary.
- (6) Snow removal underneath and around parked cars.
- (7) Snow removal from walkways caused by clearing patios/decks.

(f) Damage to Property: Accidents occasionally occur. The Homeowner must notify the Association Property Manager promptly of any damage caused by the Contractor.

(g) Parking: Refer to the City of Eagan parking ordinances under COMMUNITY RESOURCES

SNOWPLOWING FAQs

- (1) Why are the flags installed along the drives gone before winter has hardly started?

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 kids have removed, moved, or broken off these markers, please reinstall them to help protect your property from snowplow damage.

- (2) Why do you plow part of the driveway even though the snowfall has not ceased?
Your contract requires that for major snowfalls the center of drives (Plow Thru) will be plowed even before the snowfall stops. (See details above)

- (3) When it gets slippery is the contractor required to sand?

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

- (4) Why do I have to shovel my steps, walks, and the snow in front of the garage door?

It indicates above what areas the contractor is hired to shovel. In some cases, Homeowners shovel these areas before crews get there. This occurs because of the priority set by the Association on the drives before the sidewalks. In other cases, the snowfall has not been sufficient to meet the contract minimum depth.

- (5) My car was left out during plowing operations and now I moved it. Will the contractor come back and re-plow?

The contractor cannot be responsible to return after every car is moved. We will, however, clean up that area during the new snow-plowing trip. The best solution is to move the car before we start plowing that driveway area.

- (6) My area was not plowed because my neighbor's car was parked outside. Why didn't you plow my area?

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.