

SNOW & ICE REMOVAL PROTOCOL

Lake Holiday maintenance personnel are responsible for clearing the community parking lots, mail stations, and approximately 17 miles of roadway. The following guidelines provide a general overview of Snow and Ice control procedures.

I. PERSONNEL

All Maintenance Personnel will be available for snow and ice control operations.

II. EQUIPMENT

Lake Holiday currently operates and maintains the following equipment for snow and ice control operations: 5 trucks with plows and spreaders, 1 four-wheel tractor and 1 two wheel drive tractor. Both tractors have front loader buckets which are utilized to load the truck spreader boxes.

III. PROCEDURES

BACK GATE ROAD – SECTION 8A: The rear gate to Route 703 will be opened for motorists, if there is “any” accumulation of snow or ice on the main roadways.

A. Alerts and Storm Notices

During normal working hours, the Maintenance Supervisor or designee will be responsible for monitoring roads and weather conditions and the initiation of snow and ice control procedures. The Maintenance Supervisor will provide periodic updates to the Administration office and Front Gate about road conditions and plowing schedules.

After hours, on weekends, and holidays the Front Gate Security Officer will notify the LHCC Maintenance Supervisor and the Manager on-call when snow and ice conditions warrant LHCC maintenance crew to be alerted. The Maintenance Supervisor will respond by inspecting the property and scheduling the appropriate response. During severe weather the Maintenance Supervisor will provide periodic road condition reports to the Manager-on-call and the Front Gate Security Officer. Snow Storm Alerts issued (after hours): Maintenance Staff is placed on call and will remain on-call and be available to report to duty.

Roving Patrol will be responsible for coordinating efforts through the Front Gate Security Guard to alert motorists about road conditions.

- Hazardous road condition” sign will be posted at the Gate during winter storms.
- If impassable or too hazardous road will be closed for motorists

B. Sanding & Salting Applications

It will be the policy of Lake Holiday to consider the safety of the motorists, costs, and environmental impact of chemical usage, when establishing application rates and locations for application. Bare pavement policy is not possible at all times during winter storms. Magnesium Chloride, #8 stone and

salt maybe be applied to road surfaces in necessary quantities to provide a level of skid resistance that is consistent with standards normally experienced on Virginia State roads during the winter.

Pre-wetting of the Magnesium Chloride and stone mixture will be utilized when temperature and conditions warrant use.

C. Snowplowing

Snowplowing will normally begin when accumulation reaches a point where functional traffic flow is inhibited. Plowing will continue as long as visibility and operator safety is maintained. Work periods will NOT extend beyond safe limits for operators to continue working without rest.

For an "average storm" it will be the policy of Lake Holiday to have all roads plowed edge to edge within 18 hours after snowfall stops. *Heavily traveled road are plowed first.* Plows then disperse to the less traveled residential roads. Sanding at this time is kept to a minimum so plows can open the roads as soon as possible for residential and emergency access. Storms of larger magnitude will take longer depending on severity.

Snow removal operations will proceed as rapidly as possible in accordance with the following priorities:

1. Front Gate entrance
2. Hills and curves: South Lakeview, Connector Drive, West Masters
3. Major intersections
4. Primary roadways
5. Secondary roadways
6. Residential roads
7. School Bus Parking Lot (during school hours)

When roads have been cleared of snow and ice the following areas will be plowed:

1. Association Office
2. Mail Stations
3. Trash Facilities
4. Clubhouse parking lot and handicap ramp

Other:

1. Chemical agents gravel, salt and sand may be used in the snow removal process.
2. Clearing or opening of driveways is not the responsibility of Lake Holiday.
3. Snow removal of common areas i.e. Roads and parking lots should be performed by Association maintenance employees.
4. Snow removal may be conducted on a 24-hour a day basis, which may result in snow removal equipment being operated in residential areas during the evening and early morning hours.
5. In the event of equipment failure, extreme snowfall, or other unanticipated events, deviation from these standards may be appropriate.
6. Parked vehicles: Vehicles should not be parked on any roadway during snow storms.

D. Complaints

Complaints concerning snow and ice removal will be handled in the following manner:

1. Please refer comments or complaints to the Front Gate.
2. Front Gate will record comments and complaints in a log.
3. Slippery roads complaints will immediately be reported to the Maintenance Supervisor or designee for action (based on conditions, action will prioritized based on need).
4. All other complaints will be recorded and work reports will be given to the Maintenance Supervisor for review.