

Highland Hills Apartments- Snow Removal

When there is a small amount of snow, or whenever possible, Highland Hills will try to work around our residents' vehicles to remove the snow. Highland Hills has contracted out to a snow removal company, and they will be here as soon as the snow falls, as well with the Highland Hills staff.

However, there will be days when we must declare a **SNOW EMERGENCY** and vehicles will need to be moved while we clean up the snow. Management will send a Snow Emergency Procedure reminder on the first of every month via email to all residents. It is highly recommended that all residents opt in to receive our email on Resident Portal.

When a Snow Emergency is determined?

A Snow Emergency will be determined when snow accumulation reaches 6 or more inches. (**However, this is decided per snow event and isn't always the course of action taken. Keep in mind that no two snowfalls are the same.*)

1. Facilities Manager will call a Snow Emergency

2. Snow Emergency Notifications
 - a. We will try to provide a 24-hour notice, but not always possible;
 - b. Time permitting, we will post notices on all apartment doors and entrances
 - c. Send a notification via email
 - d. Posts on Facebook
 - e. Display on the electronic billboard near main office

It is the resident's responsibility to look for Snow Emergency information and to remove their car

Once a Snow Emergency is Declared:

1. Residents must move their car by 6:00 AM on their assigned day. Towing will begin.

2. Where do residents park?
 - a. We have limited places to park, but space allowing, residents can park in lots which are not being plowed that day. Otherwise, they will need to find an offsite parking spot for the day while the snow is being cleared.

3. What happens if a resident is unable to move their car?
 - a. If the resident's car is not moved by 6:00 AM., It will get towed to the Emergency Snow Removal Tow Lot. Towing fees will be the responsibility of the car owner.

4. THE CHARGE FOR THE TOW ON PROPERTY- \$60

5. Specific violations residents will be towed for:
 - a. Parking in fire lanes (all roads within Highland Hills property)
 - b. Blocking fire hydrants or emergency vehicles
 - c. Parking on grass or sidewalks
 - d. Blocking other residents' vehicles or individual parking lots
 - e. Parking in front of No Parking signs in parking lots

6. **WE DO NOT** issue any Temporary Parking Permits until Snow Emergency is completed

7. What happens if a Resident is out of town for winter break?
 - a. Residents must notify the Facilities Manager. There will be parking available along the fence in the South Guest Parking lot right next to the dumpsters. A special permit will be issued to those that need to park over breaks for an extended period. Please contact the office for more information.

8. Highland Hills WILL NOT assist with any vehicles that have become stuck or that are "dead". We do not shovel, tow, or plow stuck vehicles or jump dead batteries. All residents have access to shovels provided to them by Highland Hills. Shovels are in all buildings and balconies.
 - a. If the shovel that is provided to the residents are in use, there may be some available upon request at the facilities office. Jumper cables will be available upon request; however, Highland Hills vehicles and staff will not assist.

9. If cars reenter the parking lot before the Snow Emergency is over- **Residents will be charged \$50** (for not parked in designated area) or towed off property if there isn't a Highland Hills pass. This is for the safety of the residents, their vehicles, and Highland employees involved.

10. **1st Day of Snow Emergency**

- a. North and East lots will be cleared. This includes the following: East parking lot, main office and buildings 21, 31, 41, 141, 131, 121, 111, 101, 100, 110, 120, 130, 140, 150, 40, 30, 1320, 1330, 231, 211, 185, 165, 155, 175, 201, 221, 241 and 251 (Roughly in that order)
- b. Cars that are towed will be brought to the guest lots. Row 1 and 2 will be towed to Building 40. Rows 3 and 4 will be towed to Building 165.

11. 2nd Day of Snow Emergency

- a. South lots will be cleared. This includes the following: All brick buildings (A-H, Studios, 400's and 600's (roughly in that order)
- b. Towed cars will be brought to the South Guest Lot.