



Snow Emergency Policy

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.

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 Snow Emergency information on the first of each 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:

1. Facilities Manager calls a Snow Emergency:
 - a. Notifies all staff of date and time as soon as possible
2. Notifications of Snow Emergency and when to move your vehicle(s):
 - a. We will try to provide a 24-hour notice, but it's not always possible;
 - b. Time permitting, we will post notices on all apartment doors **and** entrance doors;
 - c. We will send a notification via email;
 - d. We will post a notification on Facebook;
 - e. Snow Emergency will be displayed on the electronic billboard near main office.

**** It is the residents' responsibility to look for Snow Emergency information and to move their car ****

3. Specific violations residents will be towed for:
 - a. Parking in fire lanes (all roads within Highland Hills property)
 - b. Parking on grass or sidewalks;
 - c. Blocking fire hydrants or emergency vehicles;
 - d. Blocking other residents' vehicles or individual parking lots;
 - e. Parking anywhere other than actual parking spots.
4. **We do not** issue any Guest/Temporary Parking Permits until snow emergency is completed.
5. No resident parking in Office parking lot.
 - a. Notify 1340 residents to move vehicles until plowed.
6. Office staff can park in Office lot until Employee lot is cleared.

Snow Emergency Days

Lot cleanouts start at 7:00 am – 5:00 pm. NO PARKING WILL BE ALLOWED during the specified days and lots! Vehicles will be towed if not removed by the resident. **As of January 1, 2019, the charge for the tow is \$60.** *It is the residents' responsibility to look for Snow Emergency info & to move their car*

1. Residents must move their car by 7:00 am on their assigned day.
2. WHERE CAN RESIDENTS PARK? We have limited places to park, but space allowing, you can park in lots which are not being plowed that day. Otherwise, you will need to find a place off-site for the day while we are clearing the snow.
3. Towing will begin at exactly 7:00 am. Maintenance will keep track of permit numbers and license plates. **As of January 1, 2019, the charge for the tow is \$60.**
4. Clean up will take until about 5:00 pm. If more time is needed, residents will be notified via email and on Facebook.
5. WHAT HAPPENS IF A RESIDENT CAN'T MOVE THEIR CAR? If you do not move your car by the time we are plowing, you will be towed. Towing fees will be the responsibility of the car owner. We STRONGLY suggest that you pay attention to the weather and even find someone who can help you move your vehicle if you are not available.

Snow happens in Minnesota ~ plan ahead!

6. **DAY 1 - North & East Lots** will be cleared on first day of Snow Emergency. This includes all the following:
 - a. **The East Lots:** 1511, 1521, 1531, 1541, 1551, 1561, 1571, 1581 (across Monks);
 - b. **The North Lots:** Main Office-1340, 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, 241,251 (roughly in that order)
7. **DAY 2 - South Lots** will be cleared on the second day of Snow Emergency. This includes all of the following:

ALL BRICK BUILDINGS: A's, B's, C's, D's, E's, F's G's, H's, Studios, 400's, and 600's (roughly in that order)
8. DO WE NEED HELP REMOVING SNOW? YES!!! We would LOVE help! We will even PAY! Please contact the office: 507-388-9351. THANK YOU!!