

Snow Removal Procedures

The contracted Vendor has primary responsibility for comprehensive snow removal operations at the property. These operations include clearing ice and snow and applying sand, salt or chemicals if applicable on public and private sidewalks, parking stalls and driving lanes. Any such operations are referred to as a "Snow Event" for purposes of this document.

The Lund Company (TLC) Property Manager serves as the Vendor's point of contact and plays an integral role in insuring that the season's snow removal operations are performed in a safe, efficient and effective manner. The Property Manager's responsibilities include, but are not limited to, the following:

- Become familiar with and administer the terms of the snow removal contract.
- Walk the property with the Vendors prior to the first snow fall and install snow stakes if applicable.
- Discuss with Vendors that they are required to complete the form "Snow Ticket for The Lund Company Managed Properties" every time they do work at the property and leave the completed form in a mutually agreed upon location such as a drop box or leasing office, prior to leaving the property.
- Notify team members that snow is in the immediate forecast and all measures must be taken to prepare for snow removal that includes, but is not limited to, rescheduling of make readies, service requests and team members' work schedules.
- Decide whether to engage the Vendor in "questionable" Snow Events (i.e., snowfall between 1-2" or early or late in the season; rain while temperatures are dropping close to freezing; etc.).
- Confirm the Vendor is on site performing the required services during a Snow Event.
- Inspect the property after a Snow Event to ensure that the Vendor performed in a satisfactory fashion; follow up with the Vendor as necessary until the work is satisfactorily completed.
- Document all Snow Events (weather conditions and services provided by the Vendor (or TLC service department personnel, if applicable)) by using the SNOW LOG link found on the www.toolbox.lundco.com website. Please fill out one log per snow event adding occurrences for additional snow removal services as needed per event. You do not need to include weather reports as they will be pulled by Property Administration staff and housed on the Property Administration Public SharePoint site.
- Review and approve Vendor invoices using snow removal contract, snow tickets and snow logs for reference. Completed snow logs will also be housed on the Property Administration Public SharePoint site.
- Inspect potential problem areas of the property (on non-Snow Event days) for safety concerns which may arise due to melting or blowing snow.
- Direct The Lund Company's (TLC's) service department personnel in snow removal operations, as necessary.
- Notify residents of a freeze warning, if applicable, including what the residents need to do to prepare for it.

TLC's responsibility in snow removal operations is secondary (to the Vendor's primary responsibility). TLC service department personnel responsibilities will include but not be limited to the following:

- Check stock of and/or order needed supplies in advance of the inclement weather, including sand, ice melt, shovels, and safety signage.
- Ensure that all equipment is in proper working condition. Motorized equipment shall be kept in good running order according to maintenance guides for all equipment, and snow shovels and ice scrapers will be available for snow removal. All team members shall be designated by the Maintenance Supervisor and/or Property Manager as to their role in the snow removal process.

- Clear ice/snow on, or apply product to, sidewalks and steps in circumstances in which the Vendor had not been called out or will not be performing services until a later time (such as that evening or after the snow stops). Prioritize common areas to include clubhouse/office, amenity areas, and mail center.
- Perform touch up services as applicable (on non-Snow Event days) to address safety concerns which may arise due to melting or blowing snow.
- In the event of a major storm / severe weather conditions, the Property Manager may elect to supplement the Vendor with TLC personnel. In these instances, the Property Manager is responsible to ensure an adjustment is made to the Vendor invoice, as necessary.

All preventative measures should be documented and pictures taken as necessary. In the event that a Property Manager has questions or needs further clarification regarding these procedures they should consult their Regional Manager.

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