

# ANDOVER HOUSING AUTHORITY SNOW REMOVAL POLICY

The Andover Housing Authority (AHA) has developed this Snow Removal Policy to ensure the safety of its tenants, staff, and visitors.

## **AHA Responsibilities**

Snow removal is performed at our developments by AHA's maintenance department and/ or a snow removal contractor hired by AHA. It is our goal to keep our properties clear of snow and ice for safety and emergency egress purposes.

During the winter months snow removal efforts will include pre-treating surfaces, plowing, shoveling, salting, sanding, and applying snow melt on the main sidewalks, parking lots, fire hydrants area, walkways, dumpsters areas, etc. Areas will be cleared in order of importance. After the main entrance, emergency egress areas, hydrants, etc, have been cleared, other areas (walkways, sidewalks, and parking lots) will be cleared in order of importance. Snow removal efforts will begin at elderly and handicapped developments and then proceed to family developments.

The Maintenance Working Foreman in coordination with the Executive Director will manage all snow removal efforts. The Working Foreman will be responsible for monitoring the weather and making the determination for storm response by the maintenance staff and/or contractor.

**Preparation:** The AHA's maintenance staff and contractor(s) hired by AHA, will be ready to respond when contacted. They will keep their cell phones charged and be available for immediate response. The Working Foreman will ensure that emergency generators, equipment, spare parts, batteries, supplies, and fuel are in good order and place before the winter season and before every storm. Snow stakes and reflective markers may be installed and utilized to indicate the location of walkways, curbs, fire hydrants, etc. Staff will follow occupational safeguards for hearing and vision protection consistent with OSHA requirements. The AHA will provide the proper personal protective equipment (PPE) and the staff and the Working Foreman will periodically inspect and replace when required.

Snow removal efforts will be documented, and records will be kept by the Working Foreman. A snow log/and or work order that identifies the property(ies) maintained, steps taken, the person(s) who performed the work, and the date and time the work was performed will be kept for each storm or event including follow-up efforts such as applying extra ice melt and/or sand to areas prone to freeze after melting.

If the AHA becomes aware of a fall causing injury during the winter months, the AHA will take immediate steps to preserve documentation showing the area of the fall on the day in question, or snow clearance operations by the AHA in that area and to take any action necessary to make the area safe.

## **All Tenant Responsibilities in AHA properties:**

All personal belongings around the exterior of a tenant's unit must be put away for the winter by October 31<sup>st</sup> of each year. Items such as lawn furniture, grills, bicycles, etc. which may impede snow removal and/or create a potential hazard must be removed. **Failure to comply with this will result in a disposal fee of \$45.00 an hour of maintenance labor cost, per the tenant charges/fee list.**

Tenants are responsible for cleaning the snow from their vehicles. They are not to brush or shovel snow onto areas, such as parking lots, sidewalks, roadways, etc. that have already been cleared by maintenance. **If tenants are found doing so will result in a clean-up fee of \$45.00 an hour or labor cost.**

The AHA may request that vehicles be removed from our parking lots and parking spaces to have the parking lot plowed and/or treated. When notified, tenants are required to remove their vehicles as directed, for that work to be done. Any vehicles not moved will be towed at the vehicle's owners' expense. An automated "ROBO call" will be sent at least one (1) hour in advance to inform residents, so that they can clear their vehicle and be ready to move it from the parking lot to allow for clearing of snow. At the time of the robocall notification, if a tenant has difficulty with moving their vehicles for any reason, they need to contact the AHA maintenance line at **617-591-1118** as soon as possible. **It is the tenant's responsibility to keep his/her telephone number on file with AHA up to date with, AHA Housing Manager at 978-475-2365 x102.**

it is the tenant's responsibility that if he/she will be away, arrangements are to be made in advance by the tenant with someone who will be responsible for moving the vehicle for snow removal or any other emergency that may arise to avoid getting towed.

Tenants must not approach AHA or snow removal contractor staff while they are engaged in the operation of snow removal equipment, as the operator's obstructed vision or hearing could result in injury to the resident or the worker.

### **Memorial Circle Family Developments**

According to the AHA Rules and Regulations for Public Housing Tenants and under your Lease, all Memorial Circle tenants are responsible for cleaning all snow and ice from their front and back stairs and walkways where they are exclusively used by that tenant. where there is assigned parking, tenants are responsible for cleaning snow and ice from their parking space. Again, do not brush or shovel snow onto areas, such as parking lots, sidewalks, roadways, etc. that have already been cleared by maintenance. **You can put the snow on the grass only.**

### **Reporting**

We ask for patience from our tenants, especially during larger snow events. The AHA will get to your development in the order of priority. If you have a snow emergency to report, you may call the 24-hour maintenance line at **(617) 591-1118**.

### **Other Snow Resources**

The Town of Andover keeps Andover residents informed of snow emergencies. When authorized by the Chief of Police or his designee, a Declared Snow Emergency Parking Ban will be in effect on all Town streets until the snow emergency has been lifted. If you are unsure about whether there is a Declared Snow Emergency or a Parking Ban in effect, you can tune your television to ACAM Cable Access (Comcast- 22 or FIOS- 45) or log onto [andoverma.gov](http://andoverma.gov). or [andoverps.net](http://andoverps.net). You may also call the Town Highway Department at 978-623-8426 ext. 11.

Present to the AHA Board of Commissioners: December 18, 2023

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