



***"A Total Solutions Company"***

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### ***Snow Removal at Cedar Hollow***

***We will make the effort here to try and explain why this process is so important to the community at Cedar Hollow. Snow removal is not only a large expense item in the budget but it involves insurance liability issues as well. We need EVERYONE's cooperation to make each piece of the process work. Do not approach the vendor and ask them to interrupt their process.***

***Sanzaro will be out at all hours during storms to keep only the roadways open. They will not plow individual spaces until the storm has ended and the depth of the snowfall dictates the timing so we ask your patience in this process. In extreme snowfalls and if roads are hazardous and/or closed please do not demand or expect rapid plowing. Plan ahead for necessities and real emergencies will be handled expeditiously by professionals and first responders. Please understand that not moving one vehicle poses a risk to the person on either side of your vehicle both with snow and the melting and freezing ice no matter the depth. We can often have freezing rain and they must be able to sand and salt all areas.***

- Be aware of the weather and predictions.
- If you carpool or leave an additional vehicle on the property during the day or weekends see that your vehicle is not left on the property unattended during bad weather. Please make arrangements ahead of time.
- If you travel or go on vacation, make arrangements for your car if left on the property.
- Do not leave a moved parked car in the driveway or out of your space once your area is cleaned. Go to the clear areas during the plowing process; Do not sit in the area being plowed. Just wait for area to be sanded and move back carefully. Sanzaro comes back to keep the driveways sanded and clean.

When the snowplowing crew first arrives, they will go throughout the complex honking their horns. This is your signal to get your car cleaned off and ready to be moved. At this point everyone should come out and clean off their car but ONLY MOVE the car in the order (and timing) listed below. Unless you are leaving the property please do not move about the complex until it is your time for it to be plowed - listen for the second honking in your area as a signal they are ready to plow the next section of parking spaces. Please be aware of the process. It does not take that long if all cooperate.

We do not have enough room and you must stay out of the way of the plowing equipment. They move quickly and need their space. They will stop the process if you get behind or in the way of the machines.

Plowing of spaces WILL NOT be done if the storm stops after or close to dark. (Usually 5:00 p.m.) This will be determined by Sanzaro. If not done by nightfall spaces will be plowed starting at 9:00 a.m. the following day. Sidewalks will be kept shoveled on a continual basis. Amount of snow and wind have to be considered.

PLEASE NOTE HERE THAT EVEN ONE OR TWO CARS WILL STOP THE ENTIRE PROCESS FOR THOSE WAITING AND READY TO MOVE. DON'T BE THAT ONE PERSON.

***Cars will be towed but that is a time issue too and costs money that will revert to the owner for plowing time and towing and storage expenses. If they have to come back to do individual spaces for those not moved the cost will be paid by the unit owner in addition to any towing and storage fees.*** Even if you shovel out your own vehicle you MUST move it when your area is being done so they have access to the entire length of the area for plowing and sanding.

NOTE:

1. Please don't ask THE VENDOR to be shoveled out or move your vehicle. They have informed us they cannot do this. It is your responsibility to make your own arrangements if you have a reason you cannot take care of your own vehicle.
2. Please do not stand and gather in the driveway at any time during this process even if you think you are not in the way.
3. Please do NOT engage the workers in conversation or questions as they have many hours of work to do during storms and time is money. Any abusive actions will be addressed legally.

**SNOW REMOVAL TIMING PROCEDURES**  
**DO NOT PARK YOUR CAR IN ENTRANCES AND LEAVE THEM.**  
**Driveways are cleaned continuously.**

- DO NOT PARK CARS IN VISITOR OR DRIVEWAYS OVERNIGHT IN ANTICIPATION OF STORM. THEY ARE SUBJECT TO TOWING.
- Sanzaro will begin clearing the parking spaces for the **600 block** first as well as all those near the fenced-in dumpster. These cars should form a line in the **200 and 300** area wrap around or leave the complex. If all the cars are moved it will not take more than 15 minutes. Please be ready to move your car immediately or make previous arrangements.
- The next immediate area will be the **400 & 500 blocks**, these cars should already be cleaned and ready to move out of the area to either the Pratt street side or go up to the 300 area and wait. Do not park and leave at the entrance or use other owner's spaces.
- Next will be the **100 block**, in a similar fashion if they just make a convoy along the turnaround near building 200 and 300 these spots will take very little time. Pratt should be open now but only until units done. .

- Next will be the **200 block** and they should move to the opposite side of the complex and out of this area
- Next the **300 block** and the parking spaces that face south along with the visitor parking will be done next.
- Finally, the far end of 600 and pool area parking will be completed. Cars need to be cleared here and no cars in the driveway obstructing the plowing of this area.

**Final Reminders:**

When it snows and it is usually predicted: all owners are responsible to make themselves and their household aware of plowing procedures and follow them as well as make alternative plans for special situations. When possible we will send emails of notice from vendor.

Don't forget your guests. Any car NOT moved within **fifteen minutes** of notice and following the procedure will be towed at your expense. ***Every car not moved will be towed which will hold up the process and cost the vendor while we wait on a tow. That cost from the vendor will transfer to the owner. If fees for tow truck to show up and you move car later the fee will be owners.***

As everyone can see the plowing of any community without garages is a large undertaking for both the vendors and the owners. It takes everyone's cooperation to keep this process moving and successful. If you have concerns or questions please call the management company to address them.

Thank you in advance for your cooperation.