

## VOLC - KNOW THE SNOW (2020-2021)

READ CAREFULLY and RETAIN FOR FUTURE REFERENCE

Here is how the snow removal program works for VOLC for this Winter.

**Vehicles** shall be removed from the streets during a snow event to facilitate access by snow removal equipment and emergency vehicles.

**Lot Services for Driveways and Sidewalks:** For snowfall exceeding 1-inch, removal is considered. Services may start within 2 hours after the snow stops. This is a judgment decision as in some cases rain or other events will result in rapid removal without our assistance. Vehicles in driveways should be placed in garages if possible.

**For the Streets:** Snow removal generally starts if the accumulation is greater than 3 inches. The Board may elect to plow snow in streets if less than 3 inches has fallen. If rain or other weather-related removal assistance is expected the board may elect to delay or not remove the snow.

**Red flags** placed along driveway or walkway edges would indicate a **total opt out – i.e. NO snow/ice/slush removal service**. In addition, residents and **snow birds** should email [volc.rocks@gmail.com](mailto:volc.rocks@gmail.com) if they wish a total opt-out of snow removal services.

**Ice and Freezing slush:** The board may elect to start removal early during an expected ice or freezing slush event to minimize subsequent frozen quantities. The board may elect **not** to remove ice, or freezing slush from roadside sidewalks depending on quantities and difficulty; and instead concentrate on driveways and sidewalks to the house. In some situations, ice will simply be allowed to melt.

**Typically, no salt/ice melt is used.** Homeowners may elect to use salt/ice melts on their own sidewalks and driveways. The board is reviewing the potential use of salt/ice melt for **extreme icing events** for driveways and sidewalks. You will be notified if a community wide salt/ice melt operation is planned and an opt-out will be permitted. A special opt-out symbol/flag placement will be used to opt out of BV salt/ice melt but still receive snow removal. This flag/symbol placement will be determined in consultation with our contractor, so we will have no confusion 😊.... and you will be notified.

**BrightView (BV)**, will be providing our snow removal services. Snow removal will be performed with the approval and direction by the VOLC Board. Actual interface with BV will be handled by a Board designate, normally a Snow Co-Chair, or IPS (our management company).

A **bobcat** with rubber tires and tough plastic blade tips greatly increases the speed of snow removal, thus reducing cost. However, the bobcat also may, on occasion, cause some damage to surrounding lawns areas. Bobcats will only be used on the driveways and never on sidewalks.

**Scratching/rubbing of driveway surfaces and sealants are considered normal wear and tear.** On sidewalks, only hand shoveling or blowing is done. Trucks with plows and hard plastic tips will normally only be used only on the streets. During heavy snow fall, trucks with plastic edge plows may be used for a center pull of snow down the driveway onto the street. If do not want your drive worked in this manor, place red flags for NO service.

**Snow stakes will be used by BV** to mark edges of driveways, walks etc. These stakes owned by VOLC will be removed in the spring and stored by BrightView.

**Damage to walkways/sidewalks/driveways/other should be reported when observed, with pictures to IPS at 302-994-3907 ext 2 and/or [info@ipsde.com](mailto:info@ipsde.com).** **Damage to the grass should also be reported to IPS as it is noticed. At the end of the snow season IPS will provided a full list of grass damage areas to the snow removal company. Grass repairs will take place at the same time as spring clean-up.**

**Guidelines** for specific situations will be discussed with BV as they arise, such as snow removal near the mailboxes, benches and handicapped sidewalk ramps; and preference for driveway shovel edging.

**VOLC Snow Hotline** phone number is: **(302) 598-4891**. This line receives voice mail and text.

**Steve Brubaker and Robert Leaming - Snow Co-Chairs / Eric Dean – Board Grounds Liaison**