

To: Residents of Osprey Landing
From: Barbara Scarito, Property Manager
Date: November 22, 2016
RE: **SNOW REMOVAL PROCEDURE & WINTER SAFETY REMINDERS**

NEW: We have a new snow removal contractor this year that will be doing the snow removal on our property. We have made some changes to how the cleanup process will be done. There will be two cleanup crews so one will be doing Blue Heron Drive and the other will be doing Osprey Drive. We will be starting with the even numbered side of each street first and then when those lots are completed, we will do the odd numbered side of each street. Going forward, we will alternate the starting point between even numbered and odd numbered on an annual basis. We will have a tow truck here a half hour before the start of the cleanup for each side of the street. All vehicles need to be moved out of the lot before they can start the cleanup process. Depending on the storm, it will take approximately 2 1/2 to 3 hours to complete one side of each street. If you live in an even numbered apartment, we will be doing your side first so you should move across the street to an odd numbered parking lot. Once we have completed all of the lots on the even side, we will do the odd side. All vehicles should then move to a lot on the even side of the street that has already been cleared. We will put information on the starting times for each side of the street on our website and on Facebook each time it snows to inform residents of what we will be doing. **Our website is www.ospreylanding.com and then go to the News and Events tab for the snow removal update or like us on Facebook to get updates.**

YOU MAY NOT PARK ON THE STREET AT ANY TIME.

The following procedure will occur for all storms: During the storm, the lots will be opened and cleaned only from bumper to bumper. **Final clean up of the lots will not begin until the end of the storm.** It takes approximately 10 hours for the contractor to do clean up in all of the courts. Since it is such a long procedure, if a snowstorm has not ended by 11 a.m. the contractor will wait till the next day (weather permitting) to begin the final cleanup.

When the cleanup process starts, all entrances for the lots on the side of the street that we will be working on will be blocked off with cones. **No vehicles will be allowed to enter the lot until the cleanup has been completed and the lot has been opened by the contractor.** We will **not** be knocking on doors or giving residents a phone call to let you know that you need to move your vehicle. There will be a set time that you need to be out of your lot and if you do not move by that time, **your vehicle will be towed** and you will be charged.

TOWING OF VEHICLES:

Please be aware all vehicles will be towed if they don't move for snow removal OR if they enter a lot early and park.

The first time a vehicle does not move as required there will be a towing charge of \$50 and the vehicle will be towed to a location on the property, if the car is registered with the office. If any vehicle that is impeding snow removal is not registered with the office we will tow the car offsite and the offending owner will be charged the full price of a tow by the towing company. If the same vehicle does not move for future snowstorms, the vehicle will be towed off of the property and there will be a minimum charge of \$120 each time, payable to Superior Towing Company. Please be aware storage fees may apply and accrue. Please understand any vehicles that are not moving as required and not registered with the office will be towed off the property. If your vehicle is towed off the property, you will need to contact Superior Towing Company at 436-8787 to make arrangements for picking up your car and payment. If for some reason we are unable to tow, and it is necessary for us to recall the contractor to clean a space where a car has not been moved, there will be a minimum charge of \$65.

Snow removal on city streets is the responsibility of the city. (All of the streets within Osprey are city streets). **Parking on the city streets is not permitted at any time during winter months** as the streets become even narrower. Use sidewalks for passage during the winter months and leave the streets for vehicular travel. We

maintain the pedestrian paths for our residents as well as the walkways to the pedestrian path. The sidewalks along the main streets are the City of Portsmouth's responsibility and may not be maintained. Please be careful and please use the pedestrian path. If you notice any sidewalks, walkways, or pedestrian paths that have snow or ice covering them, please contact the office immediately. Awareness of conditions during the winter months will help everyone stay safe.

Clearing of snow from steps and walkways leading to the common walks from each apartment entry door is the responsibility of each resident. Residents are also required to keep the decks clear as a 2nd egress. If there is access to a boiler room from your deck, you must keep that clear so that we may gain access for maintenance at any time. If your deck is not clear of snow and we need to gain access to the boiler room, you will be charged. **VERY IMPORTANT NOTE:** The boiler rooms are vented for proper air circulation and for boiler performance. If there is an air vent visible from your deck, you must also keep that vent clear of snow for proper airflow.

How can you help?

- **Please move your vehicle in timely manner.**
- **Please move your vehicle off-site if it is not operable or you are unable to move the car in a timely manner.**
- **If you are away, you must make arrangements for the car to be moved.**
- **Do not enter the lots until finished.**

Please do not attempt to communicate with the contractors or employees who are in the process of clean up. If you have a compliment, a complaint or an issue, kindly speak to the office or to the answering service should the office be closed.

We ask you to assist us in vehicle identification and making snow removal more efficient. **We are requesting that everyone updates us with current information on all vehicles at the property, even if the vehicles have not changed from last year.**

Please complete the bottom of this page and return to the office by November 28, 2016.

WINTER SAFETY REMINDERS

Please be very careful of the large mounds of snow and remind all guests and household members that playing around them can be extremely dangerous. Any attempt at building forts could result in a dangerous condition. Because of the major snow banks we will be facing, speed in the parking lots and on the city streets is a major concern. Please drive slowly and watch for pedestrians and those at play!!!

Please be aware that this is a new snow removal policy. We want to make it a smooth and efficient process for everyone. Your cooperation, patience and commitment is essential to making that happen and we thank you for it.

This form needs to be filled out every year even if the information has not changed. If your vehicle is unknown to us and is not moved during snow removal, **it will be towed off the property at your expense.** Please fill out the form below and return it to the office by **November 28, 2016.**

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Address _____ Home # _____ Work/Cell# _____

Name _____ Make/Model _____ Plate _____ Phone _____

Name _____ Make/Model _____ Plate _____ Phone _____

Name _____ Make/Model _____ Plate _____ Phone _____

Name _____ Make/Model _____ Plate _____ Phone _____