



Glenbrook

COTTAGE AND TOWNHOME ASSOCIATION
P.O. Box 447, Glenbrook, NV 89413

DATE: December 31st 2009
TO: The Glenbrook Cottage and Townhome Association Members
FROM: Sharon Bowman, GCTA President
RE: Snow Removal Protocol

Dear Cottage and Townhome Owners:

Happy New Year to one and all! The GCTA Board hopes you are enjoying this holiday season with family and friends and those close to you.

Since we have had two substantial snowstorms in the past three weeks (and snow is beginning to pile up), here are some reminders about snow removal protocol. *Please read* and respect these guidelines as they will help us all cope with the inconveniences that snow sometimes brings.

1. Our snow removal vendor, JB Landscaping, monitors the weather radar and forecast and consults with HOA management regarding conditions specific to Glenbrook. If there are forecasts of continued snowfall over a long period of time, the crews typically do not start the snow removal until the accumulations exceed 4 inches in depth. In icy conditions, it is helpful to have a small layer of snow for traction. Remember that, even though the roads are being cleared, they can still be very icy. The cinder road gravel that helps with the icy conditions cannot be put down until the snow stops and roads are cleared. There may be several hours after a storm before all areas receive the gravel application. *Drive slowly and carefully* and use your 4-wheel drive during these situations.
2. JB clears *all major ingress/egress roads first*. This means, during a heavy snow, JB's crews often begin road clearing at 4:00 AM, sometimes working 12-hour shifts. GHOA is responsible for 5 miles of roads, which are JB's first priority. There are separate crews that work the roads and the driveways/walkways.
3. Homeowners *who live in Glenbrook year-round* (and have a red tag on their garage) are the second priority. JB will clear the driveways and walkways around these homes first, before clearing areas around the homes whose owners are not in Glenbrook during the storm. This means that each street may have some driveways and walkways cleared while others will be cleared in a second "pass," after the occupied home areas are cleared.
4. Homeowners *who call ahead (or email Glenbrookhoa@glenbrooktahoe.org)* at least 48 hours prior to their visit to alert the Association office that they will be in Glenbrook on certain dates have the same priority as the year-round residents. The office will notify JB of the addresses of these homes so that they can be cleared as JB makes the first driveway/walkway pass.

5. After a storm, JB will go through Glenbrook clearing snow in the order listed above, *and from one end of the community to the other*. This means that, if your home is cleared in the morning, it may not be cleared again until all the other roads/homes have had a first clearing. During storms that last more than a day, snow may pile up *until all homes have had at least one clearing* before JB's crews will clear your home area for the second time.
6. After a moderate-to-heavy snowstorm, *it can take up to 48 hours to clear most of the roads, driveways, and walkways*. JB's crews do NOT work round-the-clock, so please do NOT call the office during the first 48 hours after a storm with snow removal requests (unless there is an emergency). Again, JB is clearing *the ENTIRE community*, and delays in the clearing schedule due to homeowners' personal requests affect all of us.
7. *The cleared snow has to go somewhere ...* The logical places to put snow during the winter are open areas: lawns, planted spaces, and, if the snowstorm is severe, extra parking places. The snow does NOT ruin lawns or plants, and for JB's crews to have to hunt for other places to put the snow just holds up the clearing process. If there are curbs on one side of the street, the snowplow *has* to push the snow to the other side of the street.
8. JB's crews work long and hard hours. Please respect this and *refrain from making personal snow removal requests* of the crews as they work. It impedes their progress, makes it more difficult for them to complete their work in other areas of the community, and negatively affects us all.
9. Due to liability issues, JB's crews and equipment are required to keep *a three-foot wide perimeter around parked vehicles*. This means that cars parked in driveways or common area parking spaces will have snow piled around them. JB cannot clear the areas until the cars have been moved. If your car is parked outside instead of in your garage, please make sure you (or a family member or neighbor) moves it after a storm to an area that has already been cleared.
10. Finally, please remember that *a smile and a wave to JB's crews* go a long way towards saying "thank you" for the hard work that they do.

Wishing you and yours all the best for 2010!

Sharon Bowman

Sharon Bowman, GCTA President
cc: GCTA Board; Association Manager