



## **Snow Removal Service Guidelines**

Dear Homeowners in The Chase and in The Reserve:

The Malvern Hunt Homeowners Association (“HOA”) has contracted with Diamond Community Services (“DCS”) to manage and coordinate its snow removal services.

These guidelines are intended to provide the Homeowners with an overview of the snow removal process and the responsibilities of East Whiteland Township, DCS, and the Homeowners. Please read these guidelines carefully so that you become familiar with the procedures.

### **East Whiteland Township Responsibilities**

East Whiteland Township is responsible for snow removal on the roadways throughout the community. If you have any questions about the *Township's Snow Removal* Plan or are dissatisfied with the work of the township plows, please call the Public Works Department at 610-648-0600, ext. 211. Do not contact DCS or the HOA concerning snow on the roadways.

East Whiteland Township has requested that Homeowners NOT park on the street during a snow storm. Street parking limits the township’s snow removal capabilities and may result in ticketing and/or towing of vehicles in violation of the Township’s requirement. Homeowners can learn more about East Whiteland’s snow removal plan [HERE](#).

### **Diamond Community Services Responsibilities**

#### **Service and Start Times:**

Start times will vary due to anticipated snow levels and the storm’s expected duration. DCS has sole discretion as to when to begin snow removal operations and will communicate its snow removal plan with a member of the HOA Board. While snow removal may begin at the end of a snowfall, it may start earlier depending upon the amount of snow expected.

The minimal levels at which snow removal services will begin are at two inches. Ice below

two inches will be treated with calcium chloride on all driveways and sidewalks for which the HOA is responsible.

Snow removal will begin with the driveways. DCS will use its snow removal equipment to remove the snow from the driveways. After the snow removal equipment has completed clearing the driveways, manual labor will be used to remove the snow near the garage doors.

After clearing the driveways, DCS will focus its attention on the school bus stops.

Once the driveways and bus stops are cleared, DCS will clear the snow on the front sidewalks running parallel to the public streets in both the Chase and Reserve and along Malvern Hunt Way and Granville Way.

DCS will be responsible for clearing the snow around all fire hydrants to make them accessible to the East Whiteland Fire Department in case of a fire. The Fire Department has installed pole markers next to each fire hydrant. If a Homeowner observe a fallen or misplaced pole marker, please reinsert it next to the nearest fire hydrant.

DCS will be responsible for clearing the emergency pathway to the Chase, known by many Homeowners as the Walking Path. The purpose of this pathway is to provide emergency access for vehicles to enter the Chase in case Granville Way is not accessible. **Homeowners who walk this pathway during inclement weather do so at your own personal risk.**

DCS will notify the Board when it begins to clear the driveways, finishes clearing the driveways, when it begins to clear the sidewalks and when it has completed that day's work. These updates will be posted on [Malvern Hunt's website page devoted to snow removal.](#) Homeowners should access this site for updates rather than calling DCS.

Once DCS has finished removing the snow from the driveways, bus stops and the sidewalks for which it is responsible for clearing, it will conduct an inspection with a Board member to ensure that the snow was properly removed before it departs.

If icy conditions exist, DCS's contractual obligation is to apply a single deicing treatment. If additional deicing is needed, DCS will discuss that with the Board.

After DCS has finished its snow removal operations and the Board has inspected that work, DCS is not responsible if East Whiteland Township plows snow blocking driveways and bus stops.

## Homeowner Responsibilities

### **Inspect Your Driveway & Sidewalks:**

Homeowners are responsible for policing their driveways and sidewalks to remove any objects, such as toys, garden supplies, electrical wires, or any other item. Once snow covers the surface, the snow crews cannot see what lies underneath. Removing all items before the snow reduces the risk of property damage or injury.

### **Bookmark Malvern Hunt Snow Removal Page**

The Board will be posting periodic updates about the snow removal process [on Malvern Hunt's Snow Removal page on its website](#). It is the Homeowner's responsibility to check this website rather than contacting DCS about any snow removal update.

### **Walkway from driveway to front door:**

Homeowners are responsible for removing the snow from their walkway between the front door and the driveway. That responsibility includes the immediate area where the driveway and front walk meets.

### **Front Walkway & Driveway**

Should there be less than a 2-inch snowfall (resulting in DCS not providing any snow removal services), the Homeowners are responsible for removing the snow from the sidewalks in front of their homes and clearing their driveways.

### **USPS Mailboxes:**

Homeowners are responsible to clear a path in the street by their mailboxes to enable the USPS to deliver mail.

### **Emergency Vehicle path:**

The Emergency Vehicle Path will be cleared of snow for the sole purpose of enabling emergency vehicles to use that pathway in case access to the Chase via Granville Way is blocked. **If any Homeowner walks this pathway during inclement weather, they do so at their own personal risk.** Thus, it is best that Homeowners avoid the walking paths and walk on the cleared sidewalks until mother nature has cleared the walking path.

### **Driveway Markers:**

Snow stakes are critical for efficient and timely snow removal. The stakes are installed to assist DCS's visibility in guiding the snow removal equipment in driveways and on sidewalks to prevent damage to lawns, sidewalks, curbs, and roads. Accordingly, **Homeowners should not remove the snow stakes. If snow markers are removed, the HOA and DCS will not be responsible for any damage to your lawn, driveway, sidewalks and curbs.** These stakes are the property of the HOA and there is a cost to replace them. Accordingly, if you notice that the stakes have fallen or have been dislodged in the streets or sidewalks, please reinstall them as soon as possible. When snow is forecasted, it would be appreciated if every Homeowner would check their snow stakes and make sure that they are standing erect.

## **Expectations:**

Homeowners need to realize that the fundamental goal of the snow removal process is to allow Homeowners to drive their vehicles in and out of their driveways, not to have a “broom swept” driveway free of snow. After the sidewalks have been cleared by DCS, it is possible that township plows will make another pass down our streets and move snow on or near the sidewalks and by driveways. This problem is especially true along Malvern Hunt Way. It is not the fault of DCS that this occurs and it is not DCS’s responsibility to continue to clear previously cleared sidewalks and driveways. If the Township plows block a Homeowner’s driveway, it is the Homeowner’s responsibility to clear the apron of their driveway.

The Board has spoken to East Whiteland Township about this problem and unfortunately, there is not an immediate solution. The position of the township is that its job is to plow the streets, and that is what it is doing. It recognizes the problem, but says it has limited areas in which to move the snow.

If you are a walker and find Malvern Hunt Way too challenging to walk, be prudent and use the cross streets until mother nature does her snow removal.

There are 197 driveways that DCS is responsible for cleaning. Your patience and understanding of the time it takes to clear all of these driveways is appreciated.

## **Vehicles:**

East Whiteland Township does not allow vehicles to be parked on the street.

**To ensure that your driveway is cleared by DCS, all vehicles should be parked in the garage.** If a vehicle is parked in a driveway rather than being garaged, DCS will evaluate how much room is available for its snow removal equipment as damages to vehicles needs to be considered as well as the safety of its workers. Accordingly, any parked vehicle(s) in a driveway are best positioned to the **far** left or right-hand side of the driveway and as near to the garage door as possible. **DCS will make the sole determination as to whether its snow clearing equipment can safely maneuver and clear the driveway alongside the parked vehicle(s).** If DCS determines that there is insufficient room to safely clear the snow alongside a vehicle, it will make a best effort to clear the snow behind the parked vehicle(s). Once DCS has finished clearing the driveways on any street, it will not return to that street if a Homeowner has relocated their vehicle(s). DCS will not hand-shovel any snow surrounding a parked vehicle. That is the Homeowner’s responsibility.

If your vehicle gets plowed in on the street or in your driveway, do not request DCS to dig your vehicle out. That is not its responsibility and delays the snow removal process for all of the other Homeowners.

## **Snow Removal Issues:**

After DCS has cleared your driveway and sidewalks, Homeowners should immediately report any issues to DCS who will address your concerns.

One of the most common complaints received is “My driveway was missed. Please have someone come out immediately to take care of this.” **NOTE:** Before complaining that your driveway was not cleared, look at your neighbors’ driveways. If they are not cleared, it is because DCS has not yet arrived to your area to begin its work. **Before DCS leaves Malvern Hunt, an inspection of all driveways and sidewalks is done to identify if any driveways or sidewalks were overlooked, thus ensuring that all driveways and sidewalks have been cleared.**

### **Damages:**

If the property of the Homeowner was damaged during the snow removal process, the Homeowners must report the damage to DCS, along with photos of the damage, within 48 hours after the storm has ended.

### **Complaints:**

If a Homeowner observes any sidewalks that were not properly cleared, please send DCS a photo of the uncleared area that **is date and time stamped** and be sure to **specify the location of the uncleared sidewalk**. Keep in mind that after the snow contractor has cleared the sidewalks and the Board has approved the work and given them permission to leave our community, the contractor is not responsible for the winds blowing the snow onto the previously cleared sidewalks.

### **Emergency, Fire, Police and Health Care Workers:**

If a Homeowner is an emergency, fire, police or health care worker whose job responsibilities require that their driveway be cleared ASAP to fulfill your critical job responsibilities, you should contact DCS and request that the clearing of your driveway be given priority treatment. DCS and the Board reserves the right to request verification of employment to receive priority snow removal services. A best effort will be made by DCS to accommodate your request.

## **HOA Board Responsibilities**

A member of the Board will be the contact for DCS communications to monitor the snow removal process and to post updates on the [Malvern Hunt website page devoted to snow removal](#).

The responsible Board member will conduct an inspection with DCS after it has finished its snow removal operations to ensure that all driveways, bus stops, and sidewalks were cleared of snow.

It will be the responsibility of the Board to consider all Homeowner recommendations to improve the snow removal process and to periodically update these guidelines as deemed appropriate.