



SNOW REMOVAL POLICY

The Salem Housing Authority (SHA) has developed this Snow Removal Policy to ensure the safety of its tenants, staff, and visitors.

SHA Responsibilities

Snow removal is performed at our developments by the SHA's maintenance department and/or a snow removal contractor hired by the SHA. It is our goal to keep our properties clear of snow and ice for safety and for emergency egress purposes.

During the winter months snow removal efforts will include pre-treating surfaces, plowing, shoveling, salting, sanding, and applying snow melt on the main sidewalks, parking lots, fire hydrant areas, walkways, dumpster areas, etc. Areas will be cleared in order of importance. After main entrances, emergency egress areas, hydrants, etc. have been cleared other areas (walkways, sidewalks, and parking lots) will be cleared in order of importance. Snow removal efforts will begin at elderly and handicapped developments and then proceed to family developments.

The Director of Maintenance in coordination with the Executive Director will manage all snow removal efforts. The Director of Maintenance will be responsible for monitoring the weather and making the determination for storm response by the maintenance staff and/or contractor.

Preparation: The SHA's maintenance staff and the contractor(s) hired by the SHA will be ready to respond when contacted. They will keep their cell phones charged and be available for immediate response. The Director of Maintenance will ensure that emergency generators, equipment, spare parts, batteries, supplies, and fuel are in good order and in place prior to the winter season and prior to every storm. Snow stakes and reflective markers may be installed and utilized to indicate the locations of walkways, curbs, fire hydrants, etc. Staff will follow occupational safeguards for hearing and vision protection consistent with OSHA requirements. The SHA will provide the proper personal protective equipment (PPE) and the staff and Director of Maintenance will periodically inspect and replace when required.

Snow removal efforts will be documented, and records will be kept by the Director of Maintenance. A snow log/and or work order that identifies the property(ies) maintained, steps taken, person(s) who performed the work, and date and time the work was performed will be kept for each storm or event including follow up efforts such as applying extra ice melt and/or sand to areas prone to freeze after melting.

If the SHA becomes aware of a fall causing injury during the winter months, the SHA will take immediate steps to preserve documentation showing the area of the fall on the day in question, or snow clearance operations by the SHA in that area and to take any action necessary to make the area safe.

Tenant Responsibilities

All personal belongings around the exterior of a tenant's unit must be put away for the winter by October 31st each year. Items such as lawn furniture, grills, bicycles, etc. which may impede snow removal and/or create a

potential hazard must be removed.

Tenants are responsible for cleaning the snow from their vehicles. They are not to brush or shovel snow onto areas such as parking lots, sidewalks, etc. that have already been cleared.

The SHA may request that vehicles be removed from our parking lots and parking spaces in order to have the parking lot plowed and/or treated. When notified, tenants must remove their vehicles as directed in order that the work may be done. Any vehicle not moved may be towed at the vehicle owner's expense. An automated "robocall" will be sent at least one hour in advance to inform residents, so that they may clear off their vehicle and be ready to move it from the parking lot in order to allow for clearing of snow. At the time of the robocall notification, if any tenant has challenges with moving their vehicle for any reason, they need to contact the SHA's maintenance line 978-744-7616 as soon as possible. It is a tenant's responsibility to keep his/her telephone number on file with the SHA up to date with the Property Manager.

It is a tenant's responsibility that if he/she will be away, arrangements are made in advance by the tenant with someone who will be responsible for moving the vehicle for this and for any other emergency which may arise in order to avoid being towed.

Tenants must not approach SHA or snow removal contractor staff while they are engaged in the operation of snow removal equipment, as the operator's obstructed vision or hearing could result in injury to the resident or the worker.

Family Housing Developments

According to the SHA's Rules and Regulations for Public Housing Tenants and pursuant to your lease family housing tenants are responsible for clearing all snow and ice from their stairs and walkways where they are exclusively used by that tenant. Where there is assigned parking, tenants are responsible for clearing snow and ice from their parking space.

Reporting

We ask for patience from our tenants, especially during larger snow events. The SHA will get to your development in the order of priority. If you have a snow emergency to report, you may call the 24-hour maintenance line at 978-744-7616.

Other Snowstorm Resources

The City of Salem keeps Salem residents informed of snow emergencies via activation of the blue snow emergency lights at key intersections around the City and on their website at www.salem.com. Parking regulations are strictly enforced to ensure that streets remain accessible for snowplows, fire apparatus, ambulances, and other emergency vehicles. The City of Salem also designates certain areas for parking during snowstorms. The City's parking garages and the MBTA garage are available for parking during storms on a first come first serve basis for a fee. That information is available on their website as well.

Adopted by the SHA Board of Directors: March 23, 2022