Dear HOA Members,

In anticipation of the winter season and the impending snow storms to come, the HOA wishes to advise owners of some practical considerations with respect to snow removal services in our community.

As a baseline expectation, timely and thorough snow removal following snowfalls of two inches or more, along with ice control on slippery surfaces, is the basic obligation of our snow removal service. Typically, storms that drop around two to five inches are manageable events for snow removal crews, and the clearing of common areas and other concrete and asphalt surfaces is accomplished safely and swiftly.

In contrast, snow storms in excess of six inches will by virtue of additional snow, take longer to clear. At times, the wide spread severity of larger storms can delay and/or prolong snow removal, especially when the duration of a storm lasts for an extended period and impacts the broader region. It is at those times when the HOA asks for your patience and understanding.

Please recognize:

- The timing and duration of snow storms affects the timing and duration of snow removal. The more snow that falls, and the longer it falls, the longer it may take for snow removal crews to clear roads, sidewalks and driveways.

- Long lasting storms or intermittent snow fall sometimes require discretionary decisions on the part of the HOA in so far as deciding when or if snow removal crews need to return to clear accumulating snow. The HOA will not sacrifice the safety of homeowners to avoid additional snow removal or ice control costs, and will do its best to use reasonable judgement when determining if conditions warrant repeated returns of snow removal crews within a given period.

- Snow removal crews may in the event of severe storms clear primary egress areas first, and return later to complete snow removal.

- The HOA does not employ a dedicated snow removal service. In other words, we are not the only community or property our chosen vendor provides snow removal services to.

- HOA members are responsible for abiding by parking rules and making sure no vehicles, trailers, etc. obstruct snow removal efforts.

Please remember that hazardous conditions may exist at any time during the winter months, and caution should be exercised at all times.

Report any emergent safety issues that may occur to FCS, our community management company. FCS provides emergency maintenance service 24/7, and extended customer service Monday through Saturday from 9am to 9pm. To reach FCS, call 801-256-0465.

The HOA wishes everyone a safe and happy winter season.