Snow and Salt Procedure

Purpose

This procedure outlines the responsibilities and safety measures for snow removal and salting at the HAKC properties, including developments, high-rises, scattered sites, and HAKC headquarters, ensuring safe access for tenants, staff and visitors while maintaining legal compliance.

1. **Scope of Services**
   HAKC's maintenance staff, supplemented by contracted services, will be responsible for clearing snow and applying salt at the following areas:
   a. **Developments and High-Rises**
      i. Developments: All common areas, including sidewalks, parking lots, entryways, and paths to buildings.
      ii. High-Rises: All Exterior walkways, parking lots, entry points, and emergency exits.

      Note: Snow and Ice removal between or under parked vehicles may not be possible. Tenants are responsible for moving their vehicles to facilitate more effective snow clearing in parking lots.

   b. **Scattered Sites (Single-Family and Townhomes)**
      i. Residents of scattered sites are responsible for clearing snow and salting their own driveways, walkways, and adjacent sidewalks. Failure to do so may result in liability for accidents or injuries caused by the neglect of snow and ice removal. **Tenants must indemnify HAKC for any claims arising from their failure to clear these areas in a timely manner.**

   c. **HAKC Headquarters**
      i. HAKC's headquarters, located at 3822 Summit St. Kansas City, MO, 64111, will be serviced by the same maintenance team and contractors as other HAKC properties. Snow removal and salting will cover the following areas:
         1. Staff and visitors should exercise caution when accessing the building during and after snowfall. Snow removal between and under vehicles may be limited, and individuals are responsible for moving their vehicles to allow proper cleaning.

2. **Snow Removal and Salting Process**

   a. **Snowfall Guidelines**

i. Snow removal will commence once snow accumulation reaches 2 inches or more.
ii. For snowfalls under 2 inches, salting will be performed as needed to prevent ice buildup in high-traffic areas.
iii. Snow and ice removal in areas between and under parked vehicles will be limited unless vehicles are moved by tenants.

b. **Timing and Scheduling**
   i. Snow removal and salting efforts will begin within 2 hours of the snowfall ending, with a goal to clear all primary walkways and entrances by 7 AM to allow for safe access.
   ii. High-Priority areas such as entrances, emergency exits, and ADA accessible ramps will be cleared first, followed by parking lots and less critical paths.
   iii. Snow removal will be ongoing throughout extended storms to maintain safe access as much as possible.

c. **Contractor Responsibilities**
   i. HAKC's contracted snow removal service will handle:
      1. Major snow removal tasks, especially in large parking lots and common areas.
      2. Support for maintenance staff to ensure timely completion of snow removal during heavy snowfall events.

d. **Reporting Snow and Ice Conditions**

   i. Tenants, staff, and visitors can report areas that have not been salted or cleared of snow, or where snow buildup persists, by making a report directly with property management, the receptionist, or by contacting HAKC's maintenance department through the designated maintenance hotline.

      1. Guinotte Manor 816.842.5309
      2. Riverview Gardens 816.842.5309
      3. Theron B. Watkins 816.842.5309
      4. West Bluff Townhouse 816.842.5309
      5. Brush Creek Towers 816.842.5309
      6. Dunbar Gardens 816.842.5309
      7. Pemberton Heights 816.842.5309
      8. Scattered Sites South 816.842.5309
      9. Scattered Sites North 816.842.5309
      10. Scattered Sites Central 816.842.5309

11. Headquarters 816.968.4100

3. **Safety and Accessibility Guidelines**
    a. **Tenant Responsibilities**
        i. Tenants, staff, and visitors are strongly advised to avoid walking in areas that have not yet been salted or plowed, especially during ongoing snowstorms.
        ii. Wear appropriate footwear with good traction to prevent slips and falls.
        iii. Report any unplowed or unsafe conditions to HAKC immediately for attention.
        iv. * Failure to clear snow and ice is scattered site housing may result in personal injury or property damage for which tenants are liable.

    b. **Accessibility Concerns**

        i. Special attention will be given to keeping ADA- Accessible pathways and entrances clear and safe for individuals with disabilities. If any tenant with special needs encounters an inaccessible area due to snow or ice, they should contact HAKC Maintenance for immediate assistance.

4. **Communication**
    a. This snow removal and salting process will be posted in common areas of all developments, the HAKC headquarters, and on the HAKC website.
    b. Notifications of significant snow events and snow removal updates will be provided via the HAKC Inclement weather hotline (816.968.4100 ext. 4766) and the HAKC website.

5. **Maintenance Log Record**

A **Maintenance Log** will be kept in the **Property Management Office** for each development and HAKC Headquarters. This log will be updated by maintenance staff or contractors after each snow removal and salting event to ensure an accurate record of services performed. The log will include the following information.

1.
    a. **Date and Time of Service:**
        i. When snow removal and salting began and when it was completed.

    b. **Type of Service:**
        i. Whether snow was removed, salt was applied, or both.

    c. **Areas serviced:**

i. Specific locations covered, including parking lots, sidewalks, entryways, and any ADA-Accessible areas.

d. **Staff or Contractor Involved:**
   i. Names of maintenance staff or contactors responsible for performing the work.

e. **Weather Conditions**
   i. General description of the weather (e.g., " 4 inches of snow, light freezing rain").

f. **Special Consideration or Issues**
   i. Any difficulties encountered (e.g., inability to clear snow between vehicles) or areas that required additional attention.

g. **Follow-Up Needed:**
   i. Any areas that need re-salting or additional snow removal after the initial service.

Legal Disclaimer

HAKC reserves the right to amend this procedure as needed. By residing in scattered site housing, tenants agree to indemnify and hold harmless HAKC from any claims, damages, or liability resulting from their failure to comply with the snow removal and salting responsibilities outlined in this procedure.