

# **Hillsborough Villas Homeowners Association**

## **Snow Removal Policy & Service Guidelines**

### **Purpose**

This policy outlines the scope of snow removal services provided by the Hillsborough Villas Homeowners Association (HOA), as well as the responsibilities of homeowners. The goal is to maintain safe and accessible conditions while recognizing operational and weather-related limitations.

### **Association Responsibilities**

The Association provides snow removal services for designated common and residential access areas.

Service Areas Include:

- Driveways
- Public sidewalks
- Front stoops and steps
- Walkways connecting homes to driveways
- Mailbox access areas

### **Service Standards & Timing**

Snow removal operations are initiated at 2 inches of accumulation, with defined service areas including driveways, sidewalks, and mailbox access.

- 4 inches or more: Driveways may be plowed during active snowfall
- Within 12 hours: Primary clearing will be completed following the end of snowfall
- Within 48 hours: All designated areas will be fully cleared under normal conditions

### **Weather & Operational Considerations**

Snow removal services are subject to ongoing snowfall and accumulation rates, blizzard or severe weather conditions, and equipment availability. During severe or prolonged weather events, services will be completed as conditions safely allow and may require additional time.

### **Limitations of Service**

- Snow removal is performed on a community wide priority basis, not individual request
- Accumulation from plowing, drifting, or subsequent snowfall may occur after initial clearing
- Spot sanding and de-icing are limited and not guaranteed

### **Surface Care Recommendation**

Homeowners are encouraged to use non-caustic de-icing materials to protect concrete, landscaping, and turf areas.

### **Homeowner Responsibilities**

- Remove snow accumulation less than 2 inches
- Maintain safe conditions during melting and refreezing

- Apply de-icing materials as needed
- Monitor and address hazardous conditions on their property

### **Liability & Property Responsibility**

Each homeowner is responsible for maintaining safe conditions on their property. The Association's snow removal services are provided as a convenience and do not eliminate homeowner responsibility.

The Association does not assume liability for slip-and-fall incidents, personal injury, or property damage, including but not limited to conditions caused by snow, ice, or refreezing.

Snow removal services are provided as a general maintenance service and do not always guarantee completely snow- or ice-free conditions.

At all times, homeowners remain responsible for monitoring and maintaining safe conditions on their property. Neither the Association nor its contracted snow removal vendor shall be responsible for personal injury, loss, or damage incurred by homeowners, residents, guests, or third parties resulting from winter conditions or conditions occurring between or after service completion.

### **General Policy Statement**

The Association is committed to providing timely and professional snow removal services while balancing safety, efficiency, and weather-related challenges. This policy may be adjusted as necessary based on conditions.

### **Last Updated**

April 2026