

# Snow and Ice Removal Policy (Contracted)

[Organization Name]

The purpose of this policy is to outline responsibilities, procedures, and expectations for snow and ice removal completed by a contracted third-party provider. This policy applies to all properties owned and managed by [Organization Name] where snow and ice removal services are performed by an outside contractor. This policy is informational. Legal counsel should review this policy prior to adoption.

## Responsibilities

### *Executive Management*

- Negotiate and execute contracts with qualified snow removal contractors.
- Maintain current contracts and certificates of insurance.

### *Property Manager or Maintenance Supervisor*

- Serve as the primary point of contact with contractors during snow and ice events.
- Monitor contractor performance for quality and contract compliance.
- Communicate snow removal procedures to residents, including temporary parking instructions.
- Investigate snow and ice-related incidents following established procedures.

### *Snow and Ice Removal Contractor*

- Complete all snow and ice removal activities as outlined in the written contract.
- Maintain and submit snow and ice removal logs after each service visit.
- Report any property defects or accidents observed during operations.

## Contract Requirements

- Contract must be written and signed before November 1.
- Clearly define scope of work, including areas to be cleared, materials used, frequency of service, and documentation requirements.
- Include emergency call-out procedures.
- Provide insurance naming the organization as an additional insured for both ongoing and completed operations.
- Include a hold harmless and indemnification clause.

- Outline performance expectations and termination provisions.
- Maintain 24/7 telephone availability during the contract term.
- Accept responsibility for property damage or personal injury caused by contractor negligence.
- Confirm that all equipment operators are trained and certified for the machinery they use.
- Ensure subcontractors meet all contract standards.

## **Snow and Ice Removal Guidelines**

### *Timeline Expectations*

- Remove snow within 24 hours of snowfall, or as required by local regulations.
- Continue clearing during extended snowfall to prevent buildup.

### *Required Service Areas*

Contractor must clear snow and ice from:

- Primary and secondary building entrances
- Emergency exits
- Sidewalks, stairways, and ADA-accessible ramps
- Parking lots and fire lanes
- Trash and recycling areas
- Mailbox areas
- Common area patios and courtyards
- Fire hydrant areas (3 feet in all directions)
- Emergency equipment access points

Contractors must also ensure vents for furnaces, dryers, stoves, and fireplaces remain clear to prevent carbon monoxide buildup.

### *Ice Prevention and Treatment*

- Apply de-icing materials before, during, and after snow and ice events.
- Property manager or maintenance supervisor should monitor conditions and request additional treatments as needed.

## Documentation

- Contractor must document each service visit using the [Snow and Ice Removal Tracking Log](#).
- Submit completed logs to the property manager within 24 hours of service.

## Performance Monitoring

- Conduct documented reviews of contractor performance.
- Inspect completed work for quality and completeness.
- Maintain records of any concerns, complaints, or issues.

Refer to the sample [Snow and Ice Removal Tracking Log](#) to help contractors document each service visit and support consistent record-keeping.

**SAMPLE**