

Snow and Ice Removal Policy (In-House)

[Organization Name]

The purpose of this policy is to outline responsibilities, procedures, and expectations for snow and ice removal completed by in-house maintenance staff. This policy applies to all properties owned and managed by [Organization Name]. This policy is informational. Legal counsel should review this policy prior to adoption.

Responsibilities

Executive Management

- Oversee snow removal planning and ensure adequate staffing, equipment, and materials.
- Communicate weather alerts to staff before and during snow events.
- Maintain snow removal documentation for record-keeping.

Property Manager

- Communicate snow removal procedures to residents, including temporary parking instructions.
- Provide residents with 24/7 contact information for snow and ice removal needs.
- Investigate snow and ice-related incidents following documented procedures.

Maintenance Supervisor

- Schedule staff coverage in advance of forecasted storms.
- Maintain snow removal equipment and supplies to ensure availability and safe working condition.
- Oversee snow and ice removal activities to ensure timely and complete service.

Maintenance Staff

- Report to work as scheduled or when contacted for snow events.
- Complete snow and ice removal tasks as directed.
- Document all snow and ice removal activities using the approved tracking log.
- Wear appropriate winter clothing and protective footwear.
- Use proper shoveling techniques to avoid injury.
- Operate snowblowers, plows, and other equipment safely and responsibly.
- Report all injuries or property damage to the property manager immediately.

Snow and Ice Removal Guidelines

Timeline Expectations

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

Required Service Areas

Maintenance staff must clear snow and ice from:

- Main 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

Staff must also ensure building vents (furnace, dryer, stove, and fireplace) remain clear to prevent carbon monoxide buildup.

If specific areas are excluded from staff responsibility (such as stairway entrances to individual units), they must be clearly identified and documented.

Ice Prevention and Treatment

- Apply de-icing materials before, during, and after snow and ice events.
- Monitor for re-freezing and treat surfaces as needed.

Documentation

- Maintenance staff must record each service visit using the [Snow and Ice Removal Tracking Log](#).
- Logs must be submitted to the property manager within 24 hours.

Equipment and Supplies

Maintenance supervisors must maintain adequate supplies and equipment, including:

- Snowblowers and plows (if applicable)
- Shovels and ice scrapers
- Salt and de-icing products
- High visibility safety gear

Equipment checks must be completed by November 1 each year and periodically throughout the season.

Staff Scheduling

- Snow and ice removal is an essential winter duty.
- Failure to report when scheduled or on-call may result in disciplinary action.
- A rotating on-call schedule must ensure 24/7 coverage.
- The maintenance supervisor will communicate storm-related reporting instructions.
- Plow operators may take the plow truck home during severe weather with prior approval. Personal use is prohibited. Operators must safeguard equipment while in their possession.
- Organizations should outline any overtime pay procedures.

Policy Enforcement and Violations

Failure to comply with this policy may result in disciplinary action, including written warnings, suspension, or termination.

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