



# HEATHERRIDGE SNOW PLAN



The following plan is in effect for Plowing after at least a 2” snow has fallen

**Snow Removal Goal:** The goal of our HUA Departments during and after any snow event is to keep our roads passable to the greatest extent possible. This means that to the greatest extent possible, motorists can travel on roads even if the roads may not be completely clear of snow or ice, especially in extremely cold conditions.

**You should know:**

- For most snow events HUA expects to have all tasks accomplished within 24 hours after the completion of the storm event. Unusually heavy snow events will extend this timeline.
- We do not have full-time staff over the weekends. If snow events occur on weekends, staff is called in for overtime duty, but cannot work without sleep and meal breaks.

**Street and Parking Lot Plowing:** Our approach to plowing is that we start with areas that are utilized by the most number of residents, and work towards areas that are used by smaller groups of residents.

**You should know:**

- Heavily-traveled streets are done first, courts and roadways done in rotating order with each snowfall (includes condo horseshoe drives). StoneyBrook driveway areas and all parking lots are done next.

*Please note: Manchester, Colby Road, Leonard, HeatherRidge Drive, Edington and Regency Court are dedicated streets maintained, plowed, and salted by the Village of Gurnee.*

**Shoveling:** As with the rest of our snow removal procedures, shoveling happens only after 2” of snow has fallen. Shoveling of residential porch or porch steps is not the responsibility of the HUA.

**You should know:**

- For your safety and convenience, keep a bucket of salt or melting crystals by your doors, as well as a small shovel or broom to clear your porch and steps.
- The shoveling of walkways and sidewalks is contracted out. Contractors may not know our property as well as our staff, but we supervise the work.
- In terms of shoveling priority, handicapped areas are first, followed by condos and the HUA building sidewalks (due to the amount of foot traffic). We then clear all walkways and sidewalks throughout the rest of the complex. Mailboxes and dumpsters are next, followed by garage fronts. Clearing is repeated as necessary.

**Also, please remember:**

- ⇒ It is impossible to plow drifts and areas that are blocked by parked cars.
- ⇒ We cannot plow parking areas full of cars and it may be hours before your parking lot comes back into the rotation. Driveways that have cars parked outside cannot be plowed.
- ⇒ StoneyBrook driveway plowing is contracted out. Residents have the option to “opt-out” of the plowing, call the HUA Office to be on that list. In the unfortunate case you think there was damage from plowing, report it immediately, we cannot honor complaints months later.



**Our crews do their very best to serve everyone as quickly as possible, but please remember that we are talking about 956 units, over 35 streets/courts, dozens of parking lots, rec centers, HUA buildings, and mailboxes within HeatherRidge that must be cleared following a snow event. We ask for your patience as we work through all necessary clearing and cleanup, following these events.**

***If you have more questions or need specific help, please call at the HUA Office (847) 816-9300***