



Preserve at Deep Creek Snow Removal Procedures

January 2024

Overview

The purpose of this document is to describe the procedures and responsibilities relating to the clearing of snow and ice from the streets, sidewalks, and parking lots within The Preserve at Deep Creek.

Streets

The streets are still the responsibility of the developer. Any homeowner whose street has not been cleared of snow and ice in a timely manner can call **the Middletown Public Works Department (302-376-8419)**. The town, in turn, will contact the developer.

When the streets are conveyed to the Town of Middletown, the procedure for registering complaints will remain the same: contact the Middletown Public Works Department.

Clubhouse Sidewalks, Parking Lots, and Mailboxes

These areas are the responsibility of the HOA. We have contracted with a snow removal vendor to handle services in those areas. Our current policy with the vendor is as follows:

- If we receive 3" of snow or more crews will automatically be dispatched.
- Crews will also be dispatched any time the HOA makes a request for service.
- The contractor's policy with all their customers is that they do not put down any ice-melting materials unless specifically asked to do so. When asked:
 - Salt is used in the parking lots.
 - A less corrosive material is used for sidewalks.
 - The Board will make a determination about the need for ice-melt on a "per incident" basis.

In the event of snow or ice the Board and vendor will immediately discuss the best course of action. The vendor will stay in contact with the Board until the snow has stopped and all sidewalks have been cleared.

Common Area Sidewalks

There are sidewalks throughout the community that are not in front of an individual lot. Those sidewalks are the HOA's responsibility.

- Our vendor has a map of those areas and will clear them at the same time they are working on the clubhouses and parking lots.
- If a homeowner sees a common area sidewalk that has not been cleared, please **contact the property manager at manager@pdchoa.com** or use “My Items” on the property manager’s portal to make a service request.

Homeowner Sidewalks

Sidewalks in front of owner lots are the responsibility of the homeowner.

- The town of Middletown ordinance requires snow removal within 24 hours.
- As this is a town ordinance and not mentioned in our Declarations, it currently lies outside the authority of the HOA to enforce.
- If you wish to report a home whose sidewalks have not been cleared in a timely manner, please contact the Town of Middletown.
- Note that if you have a corner lot, the sidewalks in front of and on the side of your home are your responsibility.
- If your sidewalk includes a short “ramp” to the crosswalk, you must make sure it is cleared, as well.

Report an Issue

Neighborhood Streets: Middletown Public Works 302-376-8419

Clubhouse, Mailboxes, sidewalks: manager@pdchoa.com