



Lawn Care & Snow Removal Guidelines

For Homeowner Associations Managed by Signature Companies, LLC

Please do not contact your HOA coordinator if guidelines are being met. Questions/concerns must be submitted online at www.signaturecompaniesllc.com. You will be contacted within 14 business days by email only if management deems the HOA-related request to be serviceable.

Any extra lawn care or snow removal services that are above & beyond what is provided by the HOA will be billed directly to you from the lawn care or snow removal company.

LAWN CARE

1. Mowing is completed weekly as needed (includes trimming and bagging & removal of clippings).
2. Lawns will receive granular fertilizer and liquid weed control as needed.
3. Lawn care is not provided inside inaccessible fenced areas or areas outside of the HOA property.

Homeowner responsibilities related to lawn care include:

1. Sweeping lawn clippings and fertilizer granules off patios and sidewalks.
2. Remove all objects from the lawn. This is including but is not limited to planters, cords, dog chains, newspapers, yard decor, landscaping lights, sports equipment, and garbage cans.
 - a. Neither lawn care companies nor the HOA will be responsible for damage to these or any other items left out, or any damage caused by them.
3. Keep lawns free of pet waste. In the event an owner fails to clean up after a pet, weekly services will be skipped until all pet waste is removed.

SNOW REMOVAL

1. Snow removal from driveways, sidewalks, mailbox bank areas, and private streets occurs when 2+ inches fall per the National Weather Service's measurements.
2. The goal is to have snow cleared within 16 hours after it has **stopped** snowing. If it stops in the evening or overnight, removal may begin the next day. The same goes for salting/sanding the roads (different crews). Boulevard sidewalks are cleared within 48 hours per city code.
 - a. **Please remember that snow removal takes time.** If the snow stops at 4:00 AM, it is not realistic to expect everything will be cleared by the time you leave for work that morning. If you must travel and cannot shovel yourself, have a plan in place ahead of time for someone to assist you.
3. HOA is not responsible for clearing public streets, nor do they always come back after the city plows go by as we are unable to know the city's schedule.
4. If a quick melt is anticipated (even if 2+ inches), removal may not occur to conserve funds.

5. Timely removal of snow may not be possible during heavy snowfall rates, high winds, ice, high moisture snow or if they have “opened” your development already.
 - a. “Opening” during higher snowfalls and/or high winds keeps the development passable with an AWD vehicle for those that must travel. To save time and HOA funds, they will only remove a portion of the snow which makes it look incomplete and rather messy until the final cleanup is done later.
 - b. There may be events in which they are not able to keep your development “open” such as heavy snowfall rates, high winds, ice, or high moisture snow.
 - c. Entry sidewalks and fronts of garage doors are not opened during an event, they are only cleared once at the end of an event.
6. Extreme drifting or windrows will be assessed and action taken on a case-by-case basis.
7. The HOA is not responsible for ice dams or damage caused by them.
8. The snow removal company should not be contacted for questions/concerns (in person or by phone/email). Instead, submit them via the online HOA form at www.signaturecompaniesllc.com.
For those reporting missed areas, photos are required for the HOA to address such concerns.

Homeowner responsibilities related to snow removal include:

1. It is suggested to own a shovel for minimal snowfall and/or drifting due to high winds.
2. Ice-melting driveways and paths to your front door are your responsibility.
3. Remove all objects in the path of snow removal (including any buried in the snow). This is including but not limited to planters, cords, dog chains, newspapers, yard decor, landscaping lights, sports equipment, and garbage cans.
 - a. Neither snow removal companies nor the HOA will be responsible for damage to these or any other items left out, or any damage caused by them.
 - b. If they’re visible in the walkway/driveway, snow will not be removed there.
 - c. Crews pile/push the snow on the grass closest to the area they’re clearing, regardless of any objects that may be in the way as space may be limited to where they can push/pile it.
4. Driveways with parked vehicles will be skipped altogether as the tractors may not be able to maneuver as necessary without damaging the vehicle and snow blower/shovel crews are designated for walkways only to conserve HOA funds.
5. Do not walk behind, drive behind or approach any of the snow removal equipment. Weather conditions can make it very difficult for them to see you from their equipment.

Your understanding of these guidelines and participation in homeowner responsibilities is greatly appreciated.