

LAUREL HILL SNOW REMOVAL FAQ

- 1) **What is the Association responsible for clearing during a snowstorm?**
Private streets within the community and common areas access points and the clubhouse parking lots. We are responsible for all pipe stems, and the townhouse communities.

- 2) **What is Fairfax County responsible for clearing during a snowstorm?**
VDOT is responsible for all of Centex (except for the pipe stems) and Laurel Crest Drive, all of Bitterroot Court , Bluebonnet Drive and Rhododendron Cir/Ct. Please see the following link to find out the county responsibility <http://www.fairfaxcounty.gov/news2/new-map-shows-who-maintains-roads-in-fairfax-county/>.

- 3) **What is the Builder responsible for clearing during a snowstorm?**
Pulte Homes is responsible for the rest of Laurel Hill not mentioned above.

- 4) **When does the Associations crew begin plowing and salting of the streets?**
Once two inches of snow has accumulated, and as often as feasible thereafter so that the streets are passable by emergency vehicles and residents are able to get out (if necessary).

- 5) **Why doesn't the crew put salt on the roads before it snows?**
Putting salt on road surfaces prior to a snowfall wastes time and money since the salt blows right off the streets. Salt is most effective after the snow has accumulated about an inch and the temperature is 20 F/-6 C or higher. Under these conditions, the salt and snow will mix, melting the snow into a slush that can be plowed off the pavement. This melting action will occur within two hours, less if cars are already using the roads. If the temperature is below 20F/-6C, the salt will not melt the snow and ice. Abrasives are put down for traction, and calcium chloride can be added to melt the ice and snow.

- 6) **At what point can I expect the sidewalks to get cleared?**
Clearing the sidewalks in a typical area snowstorm of a minimum of 2", is generally started at the conclusion of the snowfall. In heavier storms, the operation is continuous. The Association is responsible for a few select sidewalks for walking school students. It is smart to purchase a small bag of ice melt to keep in your home or vehicle for your sidewalks.

7) I want to call the office to speak to someone, but I keep getting the answering machine. What should I do?

Every effort is made to open the office during storms. In heavy storm events, it is sometimes not possible so please leave a message on the answering machine, as they will be monitored from home however the best way to reach me is through email at d.carlson@cardinalmanagementgroup.com.

8) I spent a lot of time digging out my car. I left for a while and when I returned someone parked in my space! I put a chair or some other barricade in the parking space but someone removed it and still parked in my space. What should I do?

This is a complaint we hear frequently during snowstorms. Please keep in mind that the parking areas within the community are open to all on a first come, first serve basis. Digging out a car is hard work. We certainly hope each of you would be respectful of your neighbors' efforts to do so and find another place to park.

9) Please do not shovel snow into the street.

Snow is "moved" not "removed", and it will be plowed right back behind vehicles and at curbs in the parking lots. Please do your best to place snow elsewhere.

FREEZING TEMPERATURES & WATER FAQ

Water has a property that causes expansion as it freezes. This expansion puts tremendous pressure on the material that is containing it, including metal and plastic pipes. Expanding water can cause pipes to break regardless of the strength of the container. Pipes that freeze are usually those exposed to severe cold, like outdoor hose bibs and water supply pipes in unheated interior areas like kitchen cabinets, basements or attics. In addition, pipes that run against exterior walls that have little or no insulation are also subject to freezing.

Tips for Preventing Frozen Pipes:

- Locate and insulate pipes most susceptible to freezing. Insulation made especially for this purpose is typically available at your local building supplies retailer.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals out of the reach of children.

- Running water through the pipe, even at a trickle helps prevent pipes from freezing because the temperature of the water running through it is above freezing.
- If you will be away from your home, keep the thermostat at a reasonable temperature to make sure all areas with water pipes are kept above freezing.

Tips for Detecting Frozen Pipes

- If you turn on a faucet and only a trickle comes out, suspect a frozen pipe.
- Locate the suspected frozen area of the water pipe. Likely places include pipes running against exterior walls or where your water service enters your home through the foundation.
- A hot water supply line can freeze just as a cold water supply line can freeze. If water is not running through the pipe the water temperature becomes cold.

Tips for Repairing Frozen Pipes:

- Contact a licensed plumber.
- Make sure you and your family knows how to shut off the water, in case pipes burst. Stopping the flow of water can minimize the damage to your home.

Additional tips regarding seasonal plumbing concerns can be found at www.fcwa.org.

Thank you,

Laurel Hill Community Association

