



## Snow and Ice Clearance Policy

### Aim

The Snow and Ice Clearance procedure aims to set out how Castlehill Housing Association (CHA) will deal with snow and ice clearance in the neighbourhoods we manage. CHA operates over a wide geographical area, this in addition to customer demand influences our snow and ice clearance response.

### Related Policies

- Estate Management Policy

### Procedure

#### **Housing for Older People Schemes (Independent Living)**

In icy or snowy conditions, CHA will, where reasonably practicable, ensure that one access path between properties and the common facilities is cleared and treated with a sand/salt mixture. CHA recognise that this will not always be practicable and will depend on a health and safety risk assessment being carried out by staff at the time. Consideration will need to be given to the current weather conditions and forecast as well as the capabilities of the member of staff.

At Independent Living Schemes this task will be carried out by the Scheme Co-ordinator or the Relief Scheme Co-ordinator on duty at the time and will take place once during the day as weather conditions allow and dictate.

In conditions where clearance is beyond the capability of scheme staff, the Association may instruct a local contractor to assist where practical. The costs associated with this will be passed on to the tenants through the service charge. CHA operates over a wide geographical area, this in addition to customer demand and availability of contractors will influence our capacity to instruct a local contractor.

The Property Services Officer for the scheme will take reasonable steps to ensure that sand/salt supplies are available.

Car parks or individual parking spaces will not be cleared or treated by the Association and tenants or visitors use these facilities at their own risk.

No additional provision will be made for periods when the Scheme Co-ordinator is off duty.

At Ruthrie Court and Richmondhill Court there is a gritting and snow clearing service level agreement with a contractor, this is charged back to tenants through service charges.

#### **Amenity Schemes**

The Association will take reasonable steps where practical to ensure that adequate supplies of sand/salt are left in an appropriate location for use by tenants/sharing owners.

In particularly extreme conditions, the Association may instruct a contractor to assist with clearance of pathways, where practical this is rechargeable to tenants through the service charge.

Additional local arrangements can be put in place at individual shared ownership developments, where sharing owners wish the association to provide for this through the service charge.

#### **General Needs Schemes**

In schemes where there are access paths (not tenement buildings with direct access to the public footpath) the Association will take reasonable steps to ensure that there are adequate supplies of sand/salt for use by tenants however weather conditions may not allow safe delivery of sand/grit. Where the scheme has parking, the Association makes no provision for clearance of car parks or individual parking spaces and tenants, sharing owners or visitors use these facilities at their own risk.

#### **Office Premises**

The Association will take reasonable steps to arrange for the Property Services Joiner to clear snow from the office foot paths and spread sand/grit on the foot paths, office staff should not clear snow or spread sand/grit.

The office car park will not be cleared, and staff use these facilities at their own risk. If car parks are inaccessible due to snow or ice, staff should make alternative parking arrangements or work from home.