

IMPORTANT NOTICE:
SUNNYHILL'S SNOW REMOVAL POLICY
THE FOLLOWING EXPLAINS WHAT WE NEED YOU TO DO:

It is SunnyHill's policy to clear snow within 24 hours or sooner, of the snow fall stopping.

WE NEED THE COOPERATION OF EVERY TENANT –THIS IS FOR YOUR BENEFIT IF WE CANNOT DO THIS PROPERLY, REFREEZING WILL CAUSE HAZARDOUS CONDITIONS FOR EVERYONE USING THESE LOTS PLUS

We are billed by the hour, so the longer the staff waits for cars to be moved, the higher the costs. Eventually those costs are considered in rent increases. Please help to keep the cost down. Any vehicles not removed, may be subject to being towed at the owners expense.

PLEASE, WHEN YOU HEAR THE EQUIPMENT ARRIVE OR ARE ALERTED BY SUNNYHILL STAFF, YOU MUST CLEAN YOUR CAR OF SNOW AND MOVE IT FROM THE LOT TO BE SURE IT IS LOCATED WHERE WE ARE NOT WORKING.

WE WILL NOT BE RESPONSIBLE FOR ANY CAR LEFT IN AN AREA THAT IS BEING PLOWED. DO NOT LEAVE THE PREMISES AND LEAVE YOUR CAR PARKED IN AN AREA THAT PREVENTS CREWS FROM MAKING A CLEAN SWEEP ALONG THE PARKING AREAS.

If you are going to be away for more than one day or while we may be plowing, please leave your car keys with a neighbor or park in an out of the way location such as the overflow parking areas.

PLEASE CLEAN THE SNOW OFF OF YOUR CAR BEFORE THE LOT IS CLEARED, SO THAT WE CAN REMOVE ALL OF THE SNOW AT ONCE. Please, use empty spaces around the complex to temporarily park.

You may pull your car to the street to park while our lot is being cleaned.

IF YOU CAN NOT MOVE YOUR CAR, WE WILL BE HAPPY TO RATHER THAN HAVE YOU GET HURT.

HELPFUL IDEAS: When you get home the night we are expecting a snow, please try to park all cars next to each other to allow long gaps for equipment to get in to clean up the snow. All parking lots should be cleared of vehicles when the snow removal equipment gets to your parking lot! Please listen for the equipment and be ready to move your vehicles to help the operators.

After the snow is removed from one section, you need to move your car to allow the large equipment to remove all of the snow from the next section without hand labor. This enables the men to more safely maneuver the large equipment, get the equipment closer to the buildings, and remove the snow that has built up between the cars. We know how inconvenient and hazardous it is for tenants to deal with iced up piles of snow ridges in between cars for weeks after the snow melts. REMEMBER, the better job we do initially, the less hassle for you in the days to follow. Shoveling by hand leaves clumps of snow, which later freeze and become hazards.

COLDBROOK MEADOWS

740-750 Cumberland Ave. tenants are asked to park all cars in the row nearest the building when we are expecting snow. When you hear the equipment, please watch and as they finish one section, move your vehicle to the row facing the street. Park perpendicular to the street at a 90-degree angle. We are doing our best to clean up for your convenience. One car parked in the area can ruin the planned system.

760-770-780 Cumberland Ave. Once this area is cleared, we ask the cars to be moved to the opposite row. Once both 740 & 750 rows are cleared, we want 760, 770 & 780 cars to pull over into the lots at 740 & 750 until the equipment can clean out 760, 770 & 780. **EVERY TENANT MUST COOPERATE OR IT WON'T WORK!**

(Over)

Please note that in hazardous weather conditions or if the walkways and parking lots are not cleared, you are asked to stay inside until we are able to clear walks.

IF YOU CANNOT GET TO THE DUMPSTER AREA FOR AN EXTENDED PERIOD OF TIME, put your trash in a closed trash bag and call during normal office hours to ask our service person to remove your trash.

EMERGENCY SITUATIONS ARE ONLY THOSE THAT ARE CONSIDERED LIFE THREATENING OR DAMAGING TO THE BUILDING! Please trust us to do the best we can. The fewer interruptions we have, the faster we can take care of things. If there is something we have missed, please give us a call, but remember that when you are snowed in, our staff may also be snowed in. This means there may only be one person answering phones. If you get the answering machine and it is not an emergency situation, please don't use the emergency extension. Your cooperation will make things better for everyone.

SEE OTHER SIDE FOR SPECIFIC PROCEDURES FOR EACH APARTMENT COMPLEX

GENERAL WINTER WARNINGS TO NOTE IN EXTREME WEATHER

Hot water pipes freeze before cold water pipes. In sub-zero weather, PLEASE let the hot water faucet drip in the kitchen sink and to have a small stream of cold water running in the bathroom sink or tub. This is especially important if pipes are on an exterior wall. In below freezing temperatures, it is important to let the cabinet doors under your kitchen sink and bathroom sink open. This allows the heat to circulate and helps avoid freezing pipes.

If you go away for more than 1 day, please do not turn your thermostat down below 68 degrees. Pipes may freeze with excessive wind chills. This heat savings is not worth the potential damage and inconvenience.

Historically, we have enjoyed the spirit of cooperation from most of our tenants. Many of you try to make our jobs easier and we appreciate that. Your cooperation and courteous consideration is valued by every member of our staff, especially those who may not be able to get out themselves. We will always work with you to give you the best possible service and we appreciate your help in extreme circumstances, so to all of you....THANK YOU!

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Tanya K. Nitterhouse and Staff of SunnyHill Properties, Inc.