

## **TAHOE PROPERTIES**

Snow is a Regular occurrence at the Lake Tahoe Properties.

**Upon any accumulation of snow overnight, the RMS agent is to contact staff in this order**

1. Maintenance on call for that property at 5am. (If no answer, call back 10 min later)
2. If you still can't reach them, call the Resort Manager
3. After all options have been eliminated contact the CEO at 775-762-2175

**Excessive snow, 6" or more**

1. Thursday – Monday: Contact the Resort Manager at 5am
2. If you're unable to reach the Resort Manager contact on-call Maintenance staff
3. Tuesday & Wednesday: Contact the Grounds Manager

The resort manager will place a call to the Grounds Manager to arrange for casual labor if required. If the Grounds Manager is unable to assist, it will be the responsibility of the Resort manager to ensure labor is procured for the timely removal of snow.

**Ways to acquire snow accumulation at Tahoe properties are as follows**

- North Lake: Contact The Hyatt Regency Resort, Phone number (775) 832-1234
- Ridge Sierra: Contact the Ridge Tahoe, Phone number 775-588-3553.

You may also view the cameras at set points to estimate the amount of snow that has accumulated.

## **THUNDERBIRD**

The Grounds Manager is responsible for snow removal at Thunderbird. Upon any snow accumulation

1. Contact the Grounds Manager at 5am
2. If you cannot reach the Grounds Mgr. contact on-call Maintenance staff
3. If you can't reach maintenance, contact the Thunderbird Resort Manager
4. After all options have been eliminated contact the CEO at 775-762-2175

### **Call information**

When you call in an employee for snow removal they will need to know

- The amount of snow that has accumulated
- Road conditions (road conditions mainly apply for the Tahoe properties)
- Are any of the highways closed? (Acquire information from NDOT website [nvroads.com](http://nvroads.com))

RMS is the intermediary to ensure communications happen. RMS is to monitor the snow conditions via cameras, make sure snow removal is being handled in a timely manner and to check in periodically for status updates.

- RMS Manager is to be advised immediately if snow removal is not happening or appears excessive anywhere.
- Pay particular attention to all walkways and driveways.

## **HOA Snow Plow Contacts**

Tahoe Chaparral -Phil Thompson 530-583-5277

Ridge Sierra- KGID Randy Paulsen (775) 588-7820

# Order of Snow Removal

## Snow Removal Priorities

### **North Lake Properties**

1. Chaparral stairs & Lobby entrance
2. North Lake Lodges stairs, walkways and hot tub area
3. North Lake Lobby stairs and entrance
4. All North Lake Villa front stairs and porches
5. North Lake parking lot including around guest cars
6. Chaparral parking area clear out berm created from HOA snow plow
7. Chaparral unit decks
8. North Lake Villas unit decks

### **Ridge Sierra**

1. Quaking Aspen stairs and walk ways
2. Olympic Court stairs and walkways
3. Olympic Court hot tub areas
4. Quaking Aspen hot tub areas
5. Quaking Aspen roof deck
6. Quaking Aspen parking area including around guest cars
7. Olympic court parking area including around guest cars
8. Olympic court unit patios
9. Quacking Aspen unit patios
10. Quacking Aspen stairs and walkway to septic areas below the building

### **Thunderbird**

\*\* Reminder that we are responsible for the sidewalks from the exterior entrance gate at Thunderbird walking towards Victorian Villas and the exterior sidewalk from VRV park walking to Corporate.\*\*

**USE ICE MELT IN ALL HIGH TRAFFIC AREAS**