



## **Snow Removal Q&A**

Dear Residents of Ashburn Farm Association,

We understand that snow and freezing temperatures lead to increased concerns and questions from residents regarding snow removal efforts. Below, we address some of the most common inquiries and statements we received:

### **Who is Responsible for Plowing my Street?**

Ashburn Farm Association has several different snow plowing arrangements, depending on the location of your street. Townhome Streets and Perennial Lane are plowed and maintained by Ashburn Farm Association, including (in most cases) pre-treatment using salt brine. Single family homes are maintained by VDOT. **Ashburn Farm Association is not responsible for treating state or county-maintained roadways for snow or ice.** VDOT can be contacted at [\(703\) 737-2000](tel:7037372000) and <https://my.vdot.virginia.gov/>.

We request that all efforts are made to move cars from the streets prior to a snowstorm to allow access for VDOT plow trucks to perform their job to the best of their ability.

### **I pay for snow removal in my HOA assessment.**

It depends on where you live! The Ashburn Farm Association has an expense-based budget with two separate line items for snow removal:

- **Private Street Snow Removal:** all townhome neighborhoods are on private streets and are assessed for Snow Removal; additionally, Perennial Lane, in the Ashlea Trail neighborhood is a private street. Ashburn Farm Association is responsible for providing treatment & removal for those areas.
- **Common Area Snow Removal:** all homeowners are assessed for snow removal from common area facilities, trails, access roads, parking lots, and sidewalks.
- **Single Family Homes:** All single-family homes are located on VDOT state-maintained streets, which is why VDOT oversees plowing & treatment. \*Single Family homes are not assessed for private street snow removal or treatments (exceptions exist).

\*For questions regarding your assessments, please contact our financial coordinator at: [dues@afhoa.net](mailto:dues@afhoa.net)

**Please note that snow removal on VDOT streets is funded through state taxes, not assessments.**

### **Why is Association maintained property treated before VDOT streets?**

The Association has a contract with a snow removal Vendor for private streets, trails and facilities. Their teams prioritize snow removal in the following manner: streets are initially opened to one lane to facilitate emergency vehicle access and to inspect conditions in each section of the community. Streets are systematically cleared in the eighteen neighborhoods and Perennial Lane once opened. It can take up to six hours or longer per eight inches of accumulated snowfall to clear all neighborhoods

depending on conditions. Snow removal service will begin in the eighteen townhome neighborhoods when two inches of snow or a quarter inch of ice/sleet have accumulated on paved surfaces or at the discretion of the Association as conditions dictate.

VDOT, on the other hand, prioritizes highways and collector roads before turning its attention to residential streets. VDOT aims to clear residential streets within 48 hours after snowfall ends. Unfortunately, during extremely cold weather, they often rely on salt and sand to address packed snow and ice because snowplows are useless under these conditions.

**Ashburn Farm should collaborate with VDOT to ensure prompt and thorough service.**

The HOA office contacts VDOT 48hrs after the snowfall if Ashburn Farm has not been serviced. We encourage you to do the same by submitting a concern online at [www.VDOT.virginia.gov](http://www.VDOT.virginia.gov) . We must navigate VDOT's standards and protocols. While we will continue to push for a faster response, their 48-hour residential service standard remains unchanged.

**Clearing Sidewalks & Mailboxes**

Be a good neighbor and ensure the sidewalks in front of and alongside your home are cleared promptly after a snowstorm. **Chapter 1022.01 of the Loudoun County Codified Ordinances requires property owners to remove snow and ice from sidewalks adjacent to streets.** This includes sidewalks within VDOT rights-of-way. Clearing mailboxes & sidewalk aprons allow for mail service to continue. Please keep in mind that while clearing the snow, it should be shoveled or blown into your yard and not into the street. Thank you for helping keep Ashburn Farm safe and accessible during winter weather. If you have any questions or need assistance, please contact us at [Maintenance@afhoa.net](mailto:Maintenance@afhoa.net) or [Info@afhoa.net](mailto:Info@afhoa.net).

**Trash Removal**

We understand that the trash service being suspended is frustrating. Ashburn Farm is committed to continuing to communicate with Ashburn Farm Residents as soon as we are notified about a trash suspension notice. Unfortunately, when it comes to snow, the trash service provider cannot drive their trucks down unplowed or iced roads. It is at the discretion of the trash service provider to cancel trash / recycling pick up due to inclement weather. If your trash service is suspended or missed due to inclement weather, please contact Patriot Disposal directly at 703-257-7100 and exercise patience as they continue to navigate the icy conditions. If your trash is overflowing and you cannot wait for trash service to resume, landfills are a great option. Leesburg Landfill is located at 21101 Evergreen Mills Rd.

**A Call for Patience and Civility**

Large quantities of snow are tough for everyone. Association staff have been working diligently with our contractors to fulfill our responsibilities and address issues such as VDOT's missed neighborhoods and other shortcomings. When contacting us with concerns, we ask that you do so professionally and civilly. We understand the frustration and inconvenience caused by the storm—our staff is experiencing it firsthand and often to a greater degree. Nonetheless, we remain committed to professionalism and civility and ask the same from you. Let's work together as a team to overcome these challenges for the betterment of our community. If you have any winter storm-related concerns or questions, please email us at [info@afhoa.net](mailto:info@afhoa.net).