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| **For the attention of:**  |
| We felt that it might be helpful to share some information about our provisions for snow/icy weather and the risks associated with this around our grounds.We have discussed the subject with our Insurance Broker and Health & Safety Consultant. What follows is based on their advice to us: |
| Xxxxx Ltd is obliged, as is any property owner, to do all that is practicable to ensure residents and visitors are kept safe and we will work hard to ensure this happens. It should be noted that it is not practical to ensure that there are no risks from slipping during the extremes of winter weather. XXXXX Ltd will make regular weather forecast checks and, where practicable, will grit the main roadways on the Estate for the benefit of residents. Walkways and car parking areas will not always be treated but salt bins are strategically placed around the site for residents to salt any such area around their property or vehicle if they are concerned. The state team will salt areas if they see or become aware of an issue whilst doing their rounds. The Estate team is not employed to provide cover 24/7; therefore, it will not always be possible or practicable for gritting to take place and even if we were able to grit 24 hours a day the weather can impact on how effective gritting is so care should always be taken when moving around the estate when the pathways are wet or when temperatures are low.Residents are encouraged to help themselves and each other to stay safe by using the grit provided and by highlighting areas that might become unsafe to enable issues to be focused upon. Helping each other at this time will help to prevent accidents occurring. |
| Actions we are taking to try to limit the risks include: * Regular forecast checks
* Winter safety checklist
* Regular inspection
* Clearing routes of leaves and debris
* Gritting main roadways
* Providing grit bins to each area for use by residents as required
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| If frost, ice or snow is forecast the best times to grit are early in evening before the frost settles or early in the morning. As more of our residents are likely to be coming home early in the evening than leaving early in the morning, we will focus any gritting to be done early evening. As none of the team works at the weekend, it is unlikely that any gritting will take place at all on Saturday or Sunday evenings so extra care may be required at these times. Residents can put grit down to help here if they wish. Please be aware that we are trying to balance the management of risk with the impact on your service charges and if we need to put in additional resource the cost will impact on all residents eventually. If residents can support by using the grit provided this will help us minimise costs to you.Please be aware that ‘dawn frost’ can occur on dry surfaces when early morning dew forms and freezes on impact with the cold surface. It can be difficult to predict when or where this condition will occur.Salt can stop ice forming and cause existing ice or snow to melt. It is most effective when it is ground down, but this will take far longer on pedestrian areas than on roads because of lack of footfall. Therefore, adding salt to all our pedestrian areas on a routine basis may not provide the benefit needed verse the cost to you all as residents. Similarly, spreading of salt on car parking areas could potentially cause salt damage to vehicles so we are trying not to overdo this. It is felt that it is better to provide the grit and to work together to add salt/grit when it is needed than to spend large amounts of resource routinely gritting when it is not required or will only increase the amount of salt around our vehicles. Obviously, we know that vehicles will be picking up road salt out on the highway, but we do not want to add to it when not required. Residents and the team are encouraged to use the grit when there is a risk developing or a slippery surface is identified |
| Please be assured that we are doing all we can to protect everyone and maintain reasonable service costs for residents. Residents and guests are expected and encouraged to always take reasonable care and responsibility for their own safety.Sometimes there can be a tendency to look for someone to blame if you have a slip during the icy weather but both trying to ensure a totally safe environment during bad weather and responding to claims after an incident of this type will only lead to significant increases in service charges and / or insurance costs. |

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| Additional Notes: |
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| Document completed by (Print name) |       |
| Signature |       | Date |       |