



This is an important notice.
Please have it translated.
這是個重要通告，請予翻譯。
Это важное уведомление.
Просим перевести его.
Esta es una notificación importante.
Por favor, mande a traducirla.
Sa a se yon avi enpòtan. Tanpri fè tradui l.
これは重要な通知です。
これを翻訳してもらってください。
זוהי הודעה חשובה. אבא תדאגו לתרגומה.
Đây là một thông báo quan trọng.
Vui lòng cho dịch ra.
Este é um aviso importante.
Por favor traduza o mesmo.

Brookline Housing Authority Snow & Winter Storm Policy Approved by Board of Commissioners April 14, 2026

The Brookline Housing Authority (BHA) implements this Snow & Winter Storm Policy to ensure the safety of its tenants, staff, and visitors.

BHA Responsibilities

The BHA Maintenance department removes snow from our State and Federally funded public housing developments¹. The BHA hires a contractor to remove snow at the “LLC” (properties redeveloped using tax credits) properties². BHA may alter the mix between contractors and in-house staff at its discretion. BHA aims to keep our properties clear of snow and ice for safety and to allow for emergency access.

During the winter months snow removal efforts will include pre-treating surfaces, plowing, shoveling, salting, sanding, and applying snow melt on the main sidewalks, parking lots, fire hydrant areas, walkways, dumpster areas, etc.

During storms: BHA will keep roads, parking lots and sidewalks passable for first responders.

After storm: BHA will clear snow and ice from roads, parking lots, and walkways as soon as possible, with a goal depending on weather conditions of clearing within 3 hours of end of snowfall, or by 9 am if snow ends overnight. BHA will prioritize access for emergency vehicles, followed by safe pedestrian access to building entrances.

Staffing Responsibilities: The Director of Maintenance & Modernization in coordination with the Maintenance Foremen will manage all snow removal efforts, while keeping Executive Director and Assistant Executive Director informed of progress and issues. The Director of Maintenance & Modernization (Director) or employee designated in their absence will monitor the weather and make the determination for storm response by the maintenance staff and/or contractor.

Other staff including property management and maintenance dispatcher may help with communication with residents, especially through use of our emergency notification system.

¹ Federal and State Public Housing: 22 High Street, Egmont St. Veterans, Trustman Apartments, High Street Veterans

² 61 Park, 90 Longwood, 50 Pleasant, 32 Marion

Preparation: BHA management will provide advance notice to staff, contractor(s), and residents when snow is forecast. The BHA's maintenance staff and the contractor(s) hired by the BHA will be ready to respond when contacted. They will keep their cell phones charged and be available for immediate response. BHA may use snow stakes and reflective markers to show the locations of walkways, curbs, fire hydrants, etc. Staff will follow occupational safeguards for hearing and vision protection consistent with OSHA requirements. The BHA will provide the proper personal protective equipment (PPE), and the staff and Director and/or foremen will periodically inspect and replace them when needed.

Snow removal efforts will be documented, and records will be kept by the Director of Maintenance. A snow log that identifies the properties maintained, steps taken, person(s) who performed the work, and date and time the work was performed will be kept for each storm or event including follow up efforts such as applying extra ice melt and/or sand to areas prone to freeze after melting.

Tenant Responsibilities

Tenants are responsible for cleaning the snow from their vehicles. They are not to brush or shovel snow onto areas such as parking lots, sidewalks, etc. that have already been cleared.

The BHA may ask that vehicles be removed from our parking lots and parking spaces to have the parking lot plowed and/or treated. BHA will notify residents via BHA's Mass Notification system. Residents must remove their vehicles as directed to allow for efficient snow clearance. Any vehicle that is not moved may be towed at the vehicle owner's expense. BHA will give as much advance notices as possible, and the notification alert will be sent at least three hours in advance to inform residents so that they may clear off their vehicle and be ready to move it from the parking lot to allow for clearing of snow. If a tenant has challenges with moving their vehicle for any reason, they should contact the BHA's maintenance line 617-277-1884 as soon as possible. It is a tenant's responsibility to keep his/her telephone number on file with the BHA up to date with the Property Manager.

It is a tenant's responsibility to arrange for someone to move their vehicle if they are away to avoid being towed during emergencies.

Tenants are responsible for clearing snow and ice from their parking space if they have not been asked to move their car for plowing.

Tenants must not approach BHA or snow removal contractor staff while they are engaged in the operation of snow removal equipment, as the operator's obstructed vision or hearing could result in injury to the resident or the worker.

Tenants should take care during a snowstorm. **Residents leaving their units during a snowstorm do so at their own risk**, as BHA cannot guarantee all walkways, sidewalks, entrances, and parking lots will be free of snow and ice until at least 3 hours after a snowstorm.

Office Closure Policy

BHA will close its central office at 90 Longwood Ave and all property management offices if the governor asks non-essential state workers to work from home. Non-maintenance, non-supervisory staff will not be expected to work and will be paid for their normal workday. BHA will maintain limited remote staffing to cover calls and resident inquiries.

BHA will announce office closures to all residents by mass Notification system, post on website, and if time allows post flyers on each property management office.

Emergency Reporting

We ask for patience from our tenants, especially during larger snow events. The BHA will get to your development as soon as possible. If you have an emergency to report outside of business hours, you may contact our on-call line at (617) 277-2022, and for any life-threatening issues please call 9-1-1.

Other Snowstorm Resources

The Town of Brookline keeps Brookline residents informed of snow emergencies via the [AlertBrookline](#) Mass notification system as well on their website at www.brooklinema.gov. Parking regulations are strictly enforced to ensure that streets remain accessible for snowplows, fire apparatus, ambulances, and other emergency vehicles.

Property-Specific Information:

Tenants are not responsible for snow and ice clearance, except for entrances that only go to their specific apartment. ³See below for property-specific information, including primary responsibility for clearing snow and any areas that are powered by a generator. Note that this section may change without board approval.

Property	Responsibility for Clearing	Parking Restrictions	Generator Power/Heat Location
190 Harvard	BHA	As needed	N/A
61 Park	Contractor	As needed	N/A
90 Longwood	Contractor	As needed	N/A
50 Pleasant	Contractor	As needed	Community Room
32 Marion	Contractor	2 spots for snow storage	Community Room (1 st floor)
Trustman	BHA	As needed	N/A
Egmont	BHA	As needed	N/A
High Street	BHA	As needed	N/A

³ Only applies to Walnut family townhouses

Veterans			
22 High Street	BHA	As needed	N/A
Group Homes	Vinfen	As needed	N/A