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Property Management Emergency Preparation and Response Guide

The purpose of this booklet is to provide suggestions for property management companies to prepare pre- and post- emergency and recovery procedures to protect their residents and properties. This book is only a guide, it is not law and you should check with your company's policy before implementing any action.

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Hurricane Basics



The ingredients for a hurricane include a pre-existing weather disturbance, warm tropical oceans, moisture, and relatively light winds aloft. If the right conditions persist long enough, they can combine to produce the violent winds, incredible waves, torrential rains, and floods we associate with this phenomenon.

Each year, an average of ten tropical storms develop over the Atlantic Ocean, Caribbean Sea, and the Gulf of Mexico. Many of these remain over the ocean and never impact the U.S. coastline. Six of these storms become hurricanes each year. In an average 3-year period, roughly five hurricanes strike the U.S. coastline killing approximately 50 to 100 people anywhere from Texas to Maine. Of these, two are typically "major" or "intense" hurricanes (a category 3 or higher storm on the Saffir-Simpson Hurricane Scale).

What is a Hurricane?



A *hurricane* is a type of tropical cyclone, which is a generic term for a low pressure system that generally forms in the tropics. The cyclone is accompanied by thunderstorms and, in the Northern Hemisphere, a counterclockwise circulation of the winds near the earth's surface. Tropical cyclones are classified as follows:

Tropical Depression: An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds* of 38 mph (33 kt**) or less.

Tropical Storm: An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of **39-73 mph (34-63 kt)**.

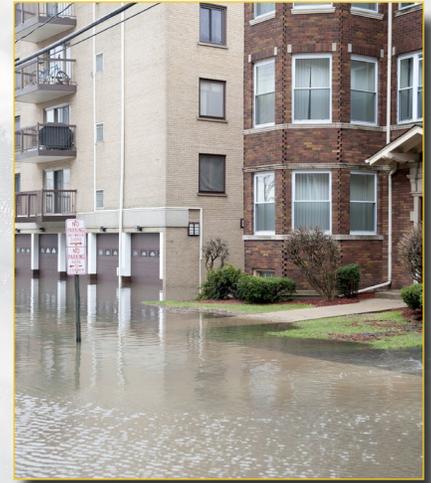
Hurricane: An intense tropical weather system of strong thunderstorms with a well-defined surface circulation and maximum sustained winds of **74 mph (64 kt) or higher**. Hurricanes are categorized according to their strength of their winds using the **Saffir-Simpson Hurricane Scale**. A *Category 1* storm has the lowest speed winds, while a *Category 5* hurricane has the strongest. These are relative terms, because lower category storms can sometimes inflict greater damage than higher category storms, depending on where they strike and the particular hazards they bring. In fact, tropical storms can also produce significant damage and loss of life, mainly due to flooding.

* Sustained winds: a 1 minute average wind measured at about 33 ft (10m) above the surface.

** 1 knot= 1 nautical mile per hour or 1.15 statute miles per hour. Abbreviated as "kt".

Hurricane Names

When the winds from these storms reach 39 mph (34 kts), the cyclones are given names. Years ago, an international committee developed names for Atlantic cyclones (The History of Naming Hurricanes). In 1979 a six year rotating list of Atlantic storm names was adopted alternating between male and female hurricane names. Storm names are used to facilitate geographic referencing, for warning services, for legal issues, and to reduce confusion when two or more tropical cyclones occur at the same time. Through a vote of the World Meteorological Organization Region IV Subcommittee, Atlantic cyclone names are retired usually when hurricanes result in substantial damage or death or for other special circumstances.



Names for Atlantic Basin Tropical Cyclones

2018	2019	2020	2021	2022	2023
Alberto	Andrea	Arthur	Ana	Alex	Arlene
Beryl	Barry	Bertha	Bill	Bonnie	Bret
Chris	Chantal	Cristobal	Claudette	Colin	Cindy
Debby	Dorian	Dolly	Danny	Danielle	Don
Ernesto	Erin	Edouard	Elsa	Earl	Emily
Florence	Fernand	Fay	Fred	Fiona	Franklin
Gordon	Gabrielle	Gonzalo	Grace	Gaston	Gert
Helene	Humberto	Hanna	Henri	Hermine	Harold
Isaac	Imelda	Isaias	Ida	Ian	Idalia
Joyce	Jerry	Josephine	Julian	Julia	Jose
Kirk	Karen	Kyle	Kate	Karl	Katia
Leslie	Lorenzo	Laura	Larry	Lisa	Lee
Michael	Melissa	Marco	Mindy	Martin	Margot
Nadine	Nestor	Nana	Nicholas	Nicole	Nigel
Oscar	Olga	Omar	Odette	Owen	Ophelia
Patty	Pablo	Paulette	Peter	Paula	Philippe
Rafael	Rebekah	Rene	Rose	Richard	Rina
Sara	Sebastien	Sally	Sam	Shary	Sean
Tony	Tanya	Teddy	Teresa	Tobias	Tammy
Valerie	Van	Vicky	Victor	Virginie	Vince
William	Wendy	Wilfred	Wanda	Walter	Whitney

Basic Hurricane Safety Actions

- Know if you live in an evacuation area.
- Know if your home's vulnerability to storm surge, flooding, and wind.
- Have a written plan based on this knowledge.
- At the beginning of hurricane season (June 1), check the supplies for your disaster supply kit, replace batteries and use food stocks on a rotating basis.
- During hurricane season, monitor the tropics.
- Monitor **NOAA Weather Radio**; it's an excellent as well as official source for real-time weather information and warnings.
- If a storm threatens, heed the advice from local authorities.
- Evacuate if ordered.
- Execute your family plan.



Watching vs. Warning— Know the Difference

A **HURRICANE WATCH** issued for your part of the coast indicates the possibility that you could experience hurricane conditions within **36 hours**.

This watch should trigger your family's disaster plan, and protective measures should be initiated, especially those actions that require extra time such as securing a boat, leaving a barrier island, etc.



A **HURRICANE WARNING** issued for your part of the coast indicates that sustained winds of at least **74 mph** are expected within **24 hours** or less. Once this warning has been issued, your family should be in the process of completing protective actions and deciding the safest location during the storm.

Saffir-Simpson Hurricane Scale



TROPICAL STORM

WINDS: 39-73 MPH



CATEGORY 1 HURRICANE

WINDS: 74-95 MPH

No real damage to buildings. Damage to unanchored mobile homes. Some damage to poorly constructed signs. Also, some coastal flooding and minor pier damage.



CATEGORY 2 HURRICANE

WINDS: 96-110 MPH

Some damage to building roofs, doors and windows. Considerable damage to mobile homes. Flooding damages piers and small craft in unprotected moorings may break moorings. Some trees blown down.



CATEGORY 3 HURRICANE

WINDS: 111-130 MPH

Some structural damage to small residences and utility buildings. Large trees blown down. Mobile homes and poorly built signs destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain may be flooded well inland.



CATEGORY 4 HURRICANE

WINDS: 131-155 MPH

More extensive curtain-wall failures with some complete roof structure failure on small residences. Major erosion of beach areas. Terrain may be flooded well inland.



CATEGORY 5 HURRICANE

WINDS: 156 MPH & UP(135+KT)

Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Flooding causes major damage to lower floors of all structures near the shoreline. Massive evacuation of residential areas may be required.

RCI's 10 Point Family Disaster Plan

1. Discuss the type of hazards that could affect your family. Know your home's vulnerability to storm surge, flooding, and wind.
2. Locate a safe room or the safest area in your home for each hurricane hazard. In certain circumstances, the safest areas may not be your home, but within your community.
3. Determine escape routes from your home and places to meet. These should be measured in tens of miles rather than hundreds of miles.
4. Have an out-of-state friend as a family contact, so all of your family members have a single point of contact.
5. Make a plan now for what to do with your pets if you need to evacuate.
6. Post emergency telephone numbers by your phones and make sure your children know how and when to call 911.
7. Check your insurance coverage—flood damage is not usually covered by homeowner insurance.
8. Stock non-perishable emergency supplies and a disaster supply kit.
9. Use a NOAA weather radio. Remember to **replace the batteries every 6 months**, just as you would with smoke detectors.
10. Take first aid, CPR, and disaster preparedness classes.



Pet Plan

Before the Disaster

1. Make sure that your pets are current on vaccinations. Pet shelters may require proof of vaccination.
2. Have a current photograph.
3. Keep a collar with identification on your pet and have a leash on hand to control your pet.
4. Have a properly sized pet carrier for each animal— carriers should be large enough for the animal to stand and turn around.
5. Plan your evacuation strategy and don't forget your pet. Specialized pet shelters, animal control centers, veterinary clinics and friends and relatives out of harm's way are all potential refuges for your pet during a disaster.
6. If you plan to shelter with your pet—work it into your evacuation route planning.



During the Disaster

1. Animals brought to a pet shelter are required to have:
2. Proper identification collar and rabies tag, proper identification on all belongings, a carrier or cage, leash, an ample supply of food, water and food bowls, any necessary medications, specific care instructions and newspapers or trash bags for clean-up.
3. Bring pets indoors well in advance of a storm— reassure them and remain calm.
4. Pet shelters will be filled on a first come, first served basis. Call ahead and determine availability.

After the Disaster

1. Walk pets on a leash until they become re-oriented to their home; often familiar scents and landmarks may be altered and pets could be easily confused and become lost. Also, downed power lines, reptiles brought in with high water and debris can all pose a threat for animals after a disaster.
2. If pets cannot be found after a disaster, contact the local animal control office to find out where lost animals can be recovered.
3. Bring along a picture of your pet if possible.
4. Pets can become aggressive or defensive after a disaster—be sure to closely monitor their behavior.

Don't forget your pet when preparing a family disaster plan!

- Pet Disaster Supply Kit
- Proper identification including
- Vaccination records
- Ample supply of food and water
- A carrier or cage
- Medications
- Muzzle, collar, and leash

Disaster Supply Plan

- **Water:** at least 1 gallon per person for 3-7 days
- **Food:** 3-7 day supply for each person
 - non-perishable packaged or canned food/juices
 - foods for infants or the elderly
 - snack foods
 - non-electric can opener
 - cooking tools/fuel
 - paper plates/plastic utensils
- Blankets, pillows
- **Clothing:** seasonal, rain gear, sturdy shoes
- First aid kit, medicine, prescription drugs
- Special items for infants/elderly
- Toiletries, hygiene wipes, moisture wipes
- Flashlights, batteries
- Radio: battery operated and NOAA weather radio
- Telephones: fully charged, charging cords
- Cash: small bills, credit cards
- Keys
- Toys, books, games
- Important documents in a waterproof container:
 - insurance
 - medical records
 - bank account numbers
 - Social Security cards
- Tools
- Vehicle fuel tank topped off
- Pet care items
 - identification/vaccinations
 - medication
 - ample supply of food and water
 - a carrier or cage
 - muzzle and leash

Top-5 Destruction Hurricanes in the United States

Over the past 14 years

Total Damage **\$223**
billion

Total Fatalities **2,145**
people

The most dangerous states in the US:



Rank	Hurricane Name	Category
1	Hurricane Katrina	Category 5
	Formed August 23, 2005	Damage \$125 billion
	Dissipated August 31, 2005	Fatalities 1,836
	Areas affected: South Florida, Louisiana (especially Greater New Orleans), Mississippi, Alabama, Florida Panhandle, most of eastern North America	
2	Hurricane Ike	Category 4
	Formed September 1, 2008	Damage \$30 billion
	Dissipated September 15, 2008	Fatalities 195
	Areas affected: Florida Keys, South Central United States, Southeast Texas	
3	Hurricane Wilma	Category 5
	Formed October 16, 2005	Damage \$29.1 billion
	Dissipated October 27, 2005	Fatalities 62
	Areas affected: East Coast of the United States (particularly South Florida)	
4	Hurricane Ivan	Category 5
	Formed September 2, 2004	Damage ~\$20 billion
	Dissipated September 24, 2004	Fatalities 25
	Areas affected: Alabama, Florida, Louisiana, Texas and most of the eastern United States	
5	Hurricane Charley	Category 4
	Formed August 9, 2004	Damage \$18.9 billion
	Dissipated August 15, 2004	Fatalities 27
	Areas affected: Florida, South Carolina, North Carolina	

Have a Place to Go

Develop a family hurricane preparedness plan before an actual storm threatens your area. If your family hurricane preparedness plan includes evacuation to a safer location for any of the reasons specified in this report, then it is important to consider the following points:

- If ordered to evacuate, do not wait or delay your departure. If possible, leave before local officials issue an evacuation order for your area. Even a slight delay in starting your evacuation could result in significantly longer travel times as traffic congestion worsens.
- Select an evacuation destination that is nearest to your home, preferably in the same county, or at least minimize the distance over which you must travel in order to reach your intended shelter location.
- In choosing your destination, keep in mind that hotels and other sheltering options in most inland metropolitan areas are likely to be filled very quickly in a large, multi-county hurricane evacuation event.
- If you decide to evacuate to another county or region, be prepared to wait in traffic. The large number of people in the state who must evacuate during a hurricane will probably cause massive delays and major congestion along most designated evacuation routes; the larger the storm, the greater the probability of traffic jams and extended travel times.
- If possible, make arrangements to stay with the friend or relative who resides the closest to your home and who will not have to evacuate. Discuss with your intended host the details of your family evacuation plan well before the beginning of the hurricane season.
 - If a hotel or motel is your final intended destination during the evacuation, make reservations before you leave. Most hotels and motels will fill quickly once evacuations begin. The longer you wait to make reservations, even if an official order has not been issued for your area/county, the less likely you are to find hotel/motel room vacancies, especially along interstate highways and in major metropolitan areas.
- If you are unable to stay with friends or family and no hotel/motel rooms are available, use a shelter as a last resort.
- Remember, shelters are not designed for comfort and do not usually accept pets. Bring your disaster supply kit with you to the shelter. Find pet-friendly hotels and motels.



Communication with Residents

- At the beginning of hurricane season, a communication form should be sent to residents (see generic forms).
- In the event of a hurricane or tropical storm, request residents remove all items from their patio or balcony; these items should be placed inside their apartments.
- Tubs should be filled with water in order to flush toilets should the area lose water supply.
- Request residents clean out their refrigerators before evacuating.
- Recommend to all residents they should purchase renter's and flood insurance for their personal items. The property insurance will not cover resident belongings.
- If an evacuation order is issued, encourage residents to obey the order and follow what local officials recommend.
- Post emergency: if your company has a website, recommend residents visit the website to receive information about the property. If you do not have a website, a phone number should be given to residents to use to find out information about the property.



Information Guide for Residents

- With the threat of hurricanes you should plan ahead for storms.
- Listed below are some tips to help you prepare in the event of a storm.
- Provide the on-site staff with emergency contact phone numbers.
- Have an evacuation plan in place.
- Purchase rental and flood insurance for your personal belongings.
- Your personal property will not be covered by the property/ company insurance policy.

- Prepare your apartment— remove all items from the patio and balconies, back up your computer and take a copy of the back up with you.
- Remove items from windows and cover items as you see fit.
- Clean out your refrigerator prior to evacuating. Store items in Ziploc bags and take with you, or dispose of perishable items.
- Store water for your return. Fill water jugs, as well as your bathtub. There may be limited or no water supply upon your return.
- Pets—in the event that you evacuate, take your pets with you.



Items you should have on hand during hurricane season:

- First aid kit
- OTC medicine and prescription drugs
- Insurance documents
- Bottled water
- Canned food
- Disinfectants, bleach, insect repellent
- Flashlights with extra batteries
- Personal toiletries
- Ice chest
- Battery operated radio with extra batteries
- Check your vehicle—tire pressure, gas and oil levels
- Have some cash money on hand. If the power is out, ATM's will not be available.
- Monitor your property/company website for updates about the condition of the property
- Before returning to the area, check with local officials to make sure the area is secure and you are allowed to enter.
- Reserve hotel reservations in advance to ensure a place to stay.
- If you go to a shelter, check to see before what the the nearest shelter will be available.

Preparing Your Property & Employees

Property, office, & employees

- Pick up all movable items on the property.
- Turn off pools.
- If your property has access gates, you should open all gates before evacuating.
- Back up computers and bring back up files with you; turn off computers and unplug them.
- Remove electronic items off the floor and cover with waterproof material.
- Send notices to residents.
- If needed, board up office and club house windows.
- Secure property club rooms.
- Take important documents with you and a list of all residents with contact information.
- Update your contractor list and take a copy with you.
- Secure roofs
- Clear all drains and catch basins of any debris.
- If your property has trash chutes, elevators and stairwells, secure those areas and make sure they are clear of debris.
- If you have generators, check to make sure they are in operable condition; have fuel for the generators.
- Confirm contractors have completed work and removed items from the property.
- Each team member should have a contact number for the owner and/or supervisor.
- Determine if all team members are evacuating.
- Contact your courtesy officer and have a contact number for him/her and make sure they have your contact number.

Maintenance should have an emergency kit on hand:

- | | |
|---|---|
| <input type="checkbox"/> Plywood screws | <input type="checkbox"/> Shop Vac |
| <input type="checkbox"/> Vinyl Sheeting | <input type="checkbox"/> Mops |
| <input type="checkbox"/> Flashlights | <input type="checkbox"/> Buckets |
| <input type="checkbox"/> Duct Tape | <input type="checkbox"/> Fire Extinguishers |
| <input type="checkbox"/> Caution Tape | <input type="checkbox"/> Camera |
| <input type="checkbox"/> First Aid Kit | <input type="checkbox"/> Non-perishable food |
| <input type="checkbox"/> Water | <input type="checkbox"/> Keys to office, common areas |
| <input type="checkbox"/> Rope | |



After the Storm

- A command post should be established where all employees can report. Information should also be posted on the company website. If your company does not have a website, a phone number should be provided.
- Check with local officials to find out if anyone is allowed to enter the county/community.
- Management and maintenance staff should return to their properties as soon as possible in order to access damage and answer questions from the residents.
- Notify the power company of any fallen trees and/or power lines.
- Any loose debris on the property should be picked up and removed.
- Rope off any damaged areas.
- A complete property inspection should be completed, and all damage should be reported.
- Take extensive photographs.
- Contact any residents that have damage to their units.
- If your postal service is not operating in the damaged area, you should redirect your mail to a location outside the area using a post office box.
- For communication purposes, you may want to check into satellite services.

Helpful Contact Information:

FEMA: 1-800-621-3362 or fema.gov

SBA: 1-800-U ASK SBA or sba.gov



Insurance Tips

- Consult with your agent or broker before and after the storm.
- Obtain a complete certified copy of the insurance policy.
- Review the policy for hidden coverage.
- Work with insurance company adjusters
- Request advance payments
- Analyze the necessity of all restoration activities.
- Negotiate with all vendors.
- Investigate tax relief and/or government benefits.
- Investigate legal options.
- Insurance policies do not cover flood damage.
- Flood insurance must be obtained as separate coverage.

Resident Contact Form

Name (Leaseholder): _____

List of all occupants in apartment:

_____	_____
_____	_____
_____	_____

Address/Apartment Number: _____

Home Phone: _____

Mobile Phone: _____

Work Phone: _____

Email: _____

Pet Information: please list what type of pet you own and a brief description:

In the event of an emergency, please list an out-of-town contact name and number that may be called:

Contact Name: _____

Contact Phone Number: _____

Management will not be responsible for your evacuation from the property. Please follow instructions given by local officials.

Approaching Storm Notification

As of *(date/time)* _____, the National Weather Service has issued a storm warning for

. Please monitor the local news and weather stations for up-to-date information on this storm. At this time, residents should implement their own hurricane plan and begin preparing their apartment for a potential evacuation. It is advised for all residents to heed the warnings of government officials and evacuate the city/county/parish if an evacuation order is issued.

Effective immediately, management will implement its hurricane preparation procedures which includes preparing the property for hurricane conditions. The staff will remain on the property until a mandatory evacuation order is issued by the city/county/parish. Once all storm preparedness procedures are completed all team members will heed the warning of government officials and leave the city/county/parish.

_____ has established an emergency number for residents to call for information regarding the property after the storm. The number is _____. Information will posted on the Internet at:

If you have not done so, please drop your ***Resident Contact Form*** at the leasing office.

Thank you for your cooperation.

Uninhabitable Unit/Property Notification

Date: _____

Property: _____

Unit Number: _____

Dear Resident,

We sincerely regret to inform you that the devastation caused by

_____ has rendered your unit uninhabitable and we have no choice but to terminate your lease.

Your apartment has been damaged to such an extent that it is no longer fit for human habitation and the conditions may cause personal injury, illness, death, or additional property damage(s).

We hope that you agree with this action, taken in concern for your safety, but should you fail to vacate immediately you must assume full responsibility for any and all consequences including, but not limited to, those listed above as a result of your failure to vacate.

If you vacate your unit as requested, no rent will be due and we will return your deposit in full.

If there are any items in your apartment which you will not be able to remove, you must complete and sign the Authorization to Dispose Resident's Personal Property.

If you have any questions, please do not hesitate to call or visit the Rental Office.

Thank you,

Notification

Please fill in your name, current mailing address, and telephone number. You are required to notify the property manager no later than _____ whether you intend to remove all personal belongings from your apartment or abandon them. If we do not hear from you by _____, we will consider the items as abandoned, and our contractor will remove and dispose of your items.

I intend to return to _____ to inspect and/or remove my personal belongings.

I do not intend to return to _____ to remove my personal belongings.

The undersigned hereby states that he/she/they are abandoning all items of personal property which remain in said unit as of the date of this authorization and hereby authorizes the disposal of all items of personal property in any way which _____ deems appropriate at not cost to the undersigned.

The undersigned hereby releases _____ from any and all liability with the to all items of personal property.

Name of resident: _____

Name of property: _____

Unit Number: _____

Date: _____

Current Mailing Address: _____

Current Telephone Number: _____

Management Signature: _____

Lessee Signature: _____

Please mail form to: _____

or email/FAX to: _____