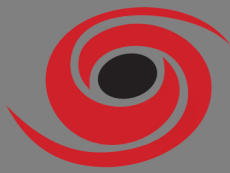


Hurricane Preparation for Associations

Resource Guide



Two keys to weather safety are to prepare for the risks and to act on those preparations when alerted by emergency officials. Our Hurricane Preparedness Guide is designed to assist Community Association Boards of Directors and Property Managers on how to be best prepared in the event of a serious storm or other disaster.



Hurricane Preparation for Associations

Best Practices for Associations

- Pre-contract with vendors each year with details on how soon they will arrive after the “all clear.” Pre-determine a staging area for debris.
- Pre-contract for dumpsters for debris.
- Purchase battery powered walkie-talkies for communicating to employees and vendors when clean up begins (cell phones may not work).
- Pre-determine a remote office site; reestablish office routine as soon as possible.
- Use the association’s telephone voice mail outgoing message to give information to residents who will undoubtedly be calling you .
- Use the Association’s website or mobile app to keep evacuated residents informed (designate a volunteer to do this) OR have a volunteer from each block or building make phone calls to alert owners.
- If you have a manned gate, make sure the attendants and the residents know at what point the attendants will be sent home and that the gates will be locked in the open position to provide emergency ingress and egress.
- Inform residents ahead of time what the Board and management staff will and will not be doing for them before, during and after the storm event.
- Encourage residents to make their own preparations and evacuation plans to have their own NOAA radios.
- Board members should have a list of each other’s phone numbers, next of kin contacts, and vital information (type of vehicles, tag numbers, etc.) to enable contact and for security purposes.
- Be aware of and publish the locations of emergency shelters and local evacuation routes.
- Pets should never be left behind; be aware of shelters for pets or that allow pets with owners.
- Make plans to shut down and secure clubhouses and other amenities; furniture storage; electric shutoffs; water shutoffs are a must.
- Make sure copies of important papers and files are kept safe and can be moved at a moment’s notice.
- Publish a priority repair and reinstatement list, to inform residents of what will be restored first in the community.
- Stock a closed utility trailer with emergency supplies, recovery equipment and tools, such as first aid kits, chainsaws, ladders, rope, tarps, tape, hammers, flashlights and lanterns, extension cords, squeegees, mops, gloves, boots, rain slickers, etc.



Hurricane Preparation for Associations

Useful Contacts Before, During, and After a Storm

FEMA

www.FEMA.gov

1.800.621.FEMA (3362)

US Army Corps of Engineers

www.usace.army.mil

1.202.761.0567

U.S. Department of Housing and Urban Development (HUD)

www.hud.gov

1.800.245.2691

Center for Disease Control and Prevention (CDC)

www.cdc.gov

1.800.CDC.INFO (1.800.232.4636)

Disaster Assistance Improvement Program

www.disasterassistance.gov

Citizen Corps Partner Program

www.citizencorps.gov

NOAA/National Weather Service

www.nhc.noaa.gov

1.305.229.4470

Florida Division of Emergency Management

www.floridadisaster.org

850.413.3369

Florida Department of Elder Affairs

800.96.ELDER (35337)

American Red Cross

www.redcross.org

1.800.RED.CROSS (733.2767)

The Salvation Army

www.salvationarmyusa.org

1.800.SA.TRUCK (728.7825)

The National Emergency Response Team (NERT)

www.nert.usa.org

1.207.948.3499

The National Organization for Victim Assistance

www.try.nova.org

1.800.TRY.NOVA (879.6682)



Hurricane Preparation for Associations

Helpful Reference Checklist

INFORMATION ON EACH RESIDENT

- Name/unit number
- Other residences
- Next of kin name(s)/contact info
- Identifying features
- Social security number
- Medications
- Cell phone number
- Email address

INFORMATION ON EACH EMPLOYEE

- Address
- Home and cell phone numbers
- Email address
- Social security number
- Next of kin name(s)/contact info
- Medications

BANK INFORMATION

- Account numbers
- Authorized signatures
- Certificates of deposits
- Other investment documents

INSURANCE POLICIES

- Nature/extent of coverage, carrier, policy number
- Name(s) of agents with pertinent information

VENDOR LIST

- Pool maintenance, security, landscape maintenance, roofer, etc.
- Professionals – CPA, Insurance Agent, Attorney, and Manager

INVENTORY OF FURNITURE & EQUIPMENT

- Detailed descriptions
- Photographs
- Receipts
- Serial numbers

EMERGENCY SUPPLIES

- Emergency medical supplies
- Food
- Water
- Waterproof matches
- Defibrillator
- Flashlights
- Battery-operated radio
- Emergency generator and an ample supply of fuel to power the generator for an extended period of time
- Tools, such as shovels, crowbars and a power saw, might be considered

BUILDING PLANS

- A set of as-built plans and specifications.
- Location of shut-off valves and structural components
- Names, addresses, telephone numbers and e-mail addresses of the architects, engineers, contractors and sub-contractors who designed and built the structures

BUDDY SYSTEM

- Let a neighbor or property manager know if you will be away from your unit for an extended period of time
- Make sure residents who might need special assistance are identified

DATA INVENTORY

- Maintain a record of information maintained in the community's information systems.
- Regularly back up all data to a safe and accessible location.



Hurricane Preparation for Associations

Tropical Storm or Hurricane **Warning** Association To-Do List

- 1. Distribute the Hurricane Preparedness Plan:** Consider re-distributing the hurricane plan to all residents via email or door posting. Place extra copies in common areas.
 - 2. Emergency Board Meeting:** Set up a meeting for the Board and management to review the hurricane plan and discuss each person's responsibilities.
 - 3. Emergency Community Meeting:** Set up a meeting for residents to attend to ask any questions they have.
 - 4. Invoice Payment:** When possible, pay all invoices due in the coming two weeks to avoid any late charges.
 - 5. Electronic Records:** If relevant, make sure all electronic records are backed up onto hard drives. At least one Board member and the management team should have a copy.
 - 6. Hard Copy Records:** If relevant, place all hard copy records in watertight containers and place them in a high location. Better yet, determine if a Board member or manager is able to remove the records from the property and place them in a secure location.
 - 7. Unplug Electronics & Appliances:** Turn off and unplug any association computers, faxes, printers, camera systems, gym equipment, appliances or other electronics. If possible, remove electronics from the floor and place them in the highest available location.
 - 8. Blank Checks:** Consider signing enough blank checks to distribute one to each Board member and one to the property manager. These may be used to begin restoration efforts after the storm.
 - 9. Outside Property:** Any exterior property (e.g. pool furniture, potted plants, dog waste stations, recycling bins, dumpsters & seating areas) should be brought inside. Certain items may be placed into the pool as well if there is insufficient inside storage. Any property that cannot be moved should be strapped down or otherwise secured.
 - 10. Propane Tanks:** Any propane tanks should be shut off.
 - 11. Common Air Conditioners:** Shut off any common area air conditioners.
 - 12. Irrigation System:** Turn off the association's landscaping irrigation system.
 - 13. Window Boarding/ Hurricane Shutters:** Board windows and/or lower hurricane shutters as previously agreed by the Board.
- In the event of an evacuation, you should also:**
1. Send an email to the community and post notices in common areas of the evacuation requirement.
 2. Provide evacuation assistance to any disabled residents.
 3. Knock on the door of each unit, if possible, to ensure all residents have evacuated.
 4. Unlock or open any entrance gates or doors so that residents may flow freely in and out of the property. The association may consider reactivating these systems after all residents have evacuated to deter possible looting post-storm.
 5. After all residents have evacuated, disable all elevators on the top floor of the building.



Hurricane Preparation for Associations

“After” a Tropical Storm or Hurricane Association To-Do List

- **Survey & Photograph Property:** Board members or managers should return to the property when possible to survey the damage and photograph the property for insurance purposes.
- **Communicate with Residents:** Associations should be sure to communicate routinely with residents via email or via the community’s website. Residents should be informed of the status of the property, the actions the Board is taking, and when they can come back. The association should identify any areas of the property that are off-limits due to extensive damage and communicate these areas to residents.
- **Hold Board Meeting:** Boards should hold a meeting as soon as possible (even if via phone) to discuss next steps.
- **File Insurance Claims:** Associations should begin filing claims immediately. Insurance companies are often swamped with claims after a storm and the longer the association waits to file a claim, the longer it will likely take for the claim to be processed and payment to be received.
- **Consider Payment Options:** After a hurricane, if major damage has been sustained, associations will likely have to pay a sizable deductible (discussed above) before their insurance companies will cover any damage. If an association has enough operating or reserve funds to cover the hurricane deductible, than the association may use such funds. However, if the association does not have funds available to cover the deductible, they may need to consider obtaining a line of credit.
- **Contact Appropriate Vendors:** Associations should immediately contact their preferred vendors to begin cleanup and obtain bids for repairs. Landscaping companies typically offer a cleanup service to remove plant debris from the community. Further, the association’s fire safety systems vendor should complete a full inspection of the community’s system immediately to ensure it’s up and running.
- **Repairs List:** Boards or property managers, in coordination with hurricane disaster specialists, restoration specialists or other vendors, should create a full list of necessary repairs in order of priority. The cost of each item should be included.
- **Power & Water:** Reestablish power & water when feasible.
- **Access Systems:** Reactivate property access systems.
- **Window Boards/ Hurricane Shutters:** In situations where window glass is not broken, remove window boards and lift hurricane shutters.
- **Elevators:** Reactive elevators.
- **Association Property:** Return all association property to standard locations.