



# METROPOLITAN

AT LAKE EOLA

## HURRICANE PROCEDURES

### OVERVIEW

Hurricanes pose particular dangers to coastal areas, especially near the Gulf of Mexico and the Eastern Seaboard. Inland regions near these areas are also at risk, though generally, to a lesser degree. Because a hurricane's path is usually tracked for days, there is normally time for preparation and preventative measures. These measures can limit both personal and property losses.

The following guidelines have been prepared to assist you in professionally managing for this type of disaster. The focus is on the items that will help to insure that we perform our fiduciary responsibilities to both our owners and residents. These guidelines are in no way all-inclusive and must be used in conjunction with common sense and sound property management principles.

### OBJECTIVES

Our objectives when faced with any type of disaster should be as follows:

1. Protect human life.
2. Minimize property loss.
3. Assist where needed.
4. Act in a proactive manner – think one step ahead.
5. Be responsive to residents' needs.
6. Expedite clean-up measures.
7. Work closely with the insurance adjusters.

These goals will enable you to stay focused on the job at hand. They will also give your team direction during this very stressful time.

## PROCEDURE

### 1. PREPARING FOR A HURRICANE

- A. Contact your immediate supervisor and alert them of the situation. Carefully outline the seriousness of the situation and steps that you feel are necessary to protect life and property.
- B. Set up a communication center. This should be a centralized location where all affected residents can call for up-dates and directions. This should be manned on a twenty-four hour a day basis. Check-in calls should be required each hour.
- C. Notify residents of the impending situation and the danger that it presents. This can be accomplished by knocking on doors, property prepared door hangers, or telephone calls. It is best to get all team members involved in this effort. Make team members responsible for specific buildings and unit numbers. This way no one should be missed or neglected.
- D. Specifically notify elderly and disabled residents to make sure they are aware of the situation and have made the necessary plans to secure and protect themselves and their belongings.
- E. Notify all team members of the situation and let them know the role they will play in the emergency preparation. Make assignments at this time for both pre-emergency and post-emergency preparation and cleanup.
- F. Notify residents to remove all belongings from patios and common area hallways/breezeways. This can be done at the same time that you notify them of the impending danger. **IT IS IMPORTANT THAT EVERYTHING IS REMOVED FROM THE BALCONIES.** Loose items will become flying projectiles in the wind and will break patio doors and windows.
- G. Remove all pool furniture from the pool area and secure it indoors. Umbrellas should be taken indoors and secured. Remove freestanding trash receptacles and clay flowerpots from the pool area.
- H. Remove and secure all flags, banners, and signs. If there is sufficient warning and time, a professional sign company should be used to remove large signs and secure them. In the case of hurricanes, you may have as much as two (2) days warning which will allow you to have a sign company come in and secure all signage.

- I. Remove all debris or freestanding items from the roofs of all buildings (remember the office and clubhouse). This will eliminate flying projectiles as the winds increase.
- J. Office and clubhouse windows should be boarded to eliminate breaking and exploding glass.
- K. Give staff members their post-storm assignments and schedule sufficient personnel for the post-emergency clean up.
- L. Call your local refuse removal contractor and get on the priority waiting list for construction dumpsters; this should eliminate the one to two week wait that everyone else will have if the storm is destructive. If you wait until after the storm, you will be at the bottom of the list and could wait a long time for service. Try to be first on the list. If the storm is not severe, you can always cancel your request.
- M. Latch dumpster enclosure doors. Lock them if you have the proper hardware. This will keep them from flapping in the wind and being torn off.
- N. Secure and lock all common area bathroom facilities.
- O. Remove or secure all common area trash receptacles.
- P. Unplug and secure all computer and electronic office equipment. Get all of the electronic equipment off the floor. You may want to use large, plastic milk crates; these work well and allow for drying.
- Q. Back-up all computer reports and perform day end functions prior to unplugging computer. Take the back-up discs with you. This way you ensure that no information will be lost.
- R. Cover all filing cabinets with plastic so that the files are not destroyed by water intrusion.
- S. Move office, clubhouse, and model furniture away from window areas. If possible, move it to the middle of the room or into an area where there are no windows.
- T. Secure and lock all models and vacant units.
- U. Secure and lock shop and storage areas. Make sure that items such as wet vacs, mops, brooms, saws, and ladders are close to the entry for easy access for post-storm clean up.

- V. Call vendors and request priority assistance for post-storm clean up. This is specifically true of landscape contractors (to remove debris), roofers, and trash removal companies. You can always cancel this request if the storm is less severe than anticipated.
- W. Secure a generator (rental) for the office. This way your office can be ready as soon as possible to assist residents.
- X. Cover office desks and furniture with plastic.
- Y. Cover model furniture with plastic.
- Z. If there is sufficient time, remove office and pool awnings.
- AA. Assign an office person to man phones and answer resident questions prior to and immediately following the storm.
- BB. Touch base with the Regional Director and your Board of Directors of the impending storm.
- CC. Call vendors and have them set aside adequate lumber and plastic for post-storm clean up and repair.
- DD. Know where all electrical boxes, water, and gas shut-off valves are located.
- EE. Purchase Hurricane Emergency Kit items and store in office.
- FF. Keep an inventory of employee skills that could be helpful; i.e., CPR, second language, etc.
- GG. Have a plan for reuniting your family. You will not be able to function at work effectively if you are worried about your loved ones.

Obviously, each piece of real estate will pose its own set of peculiar circumstances. You should be aware of these peculiarities before the emergency arises. As you become aware of these peculiarities you will want to add to the above checklist to make sure you do not forget anything.

## 2. HURRICANE EMERGENCY KIT

Prior to the storm, the following items should be purchased and stored in the office:

- A. Six (6) flashlights/lanterns with batteries for 3 days.
- B. Two (2) five-gallon water containers filled with fresh drinking water.
- C. Two (2) five-gallon coolers filled with block and crushed ice.
- D. Four (4) cases of assorted carbonated drinks.
- E. Two (2) pair of gloves for each maintenance person.
- F. One (1) pair of rubber boots for each maintenance person.
- G. Twenty-four (24) ten-inch candles with matches (in watertight bag or container).
- H. Assorted snack foods (i.e. crackers, cookies, etc.).
- I. Paper drinking cups and plates; plastic knives, forks, and spoons; napkins and paper towels.
- J. Two (2) OSHA approved first aid kits.
- K. A propane stove (optional).
- L. A battery-operated radio/TV with batteries for three days.

## 3. DURING A HURRICANE

- A. Stay indoors and away from windows and other glassed areas. Do not go outdoors during the “eye” of the hurricane.
- B. Continue to listen to local radio station for official National Weather Service Reports. **DO NOT** phone the radio station or the National Weather Service for information since lines are needed for emergency communications.
- C. If the calm storm center, or “eye,” passes directly overhead, there will be a lull in the wind, lasting from a few minutes to an hour or more. Stay in a safe place unless emergency repairs are absolutely necessary.
- D. Watch for rising water.
- E. Stay away from fallen wires.

#### 4. AFTER THE HURRICANE

- A. The first priority must be the safety of the residents followed by the protection of the property. **NOTE:** All employees are urged to use caution in exposing themselves to blood and/or open wounds.
- B. The first contact should be for help in controlling the situation: fire department, ambulance, utility company, etc.
- C. Walk the property to assess the damage. Check for downed power lines, ruptured gas lines, structural and roof damage. **DO NOT TOUCH** downed power lines! Call the utility company. If gas is detected, do not use matches, lighters or turn on any electrical switches. Shut off the gas and notify everyone in the area immediately.
- D. Call your Regional Manager and Board of Directors immediately with the assessments of damage.
- E. Depending on the severity of the occurrence, decisions must be made to determine what should be done to protect the property from additional loss (boarding up windows, removal and storage of personal property, etc.). This decision should be made with your Board of Director's approval. Be sure to include these costs when reporting damages to the insurance company.
- F. Man office phones to answer resident questions and concerns.
- G. Schedule sufficient personnel to assist residents and begin clean up of debris.
- H. If there are down utility lines, you should immediately contact the appropriate utility company stating the location of the break.
- I. After the damage has been assessed, contact the appropriate vendors and contractors (in conjunction with your Board of Directors) to expedite clean-up and resident safety.
- J. Set up an information center where residents can meet and be informed as to clean-up progress. Have a large coffeepot available (generator driven if necessary). This may be the only hot liquid available to them (depending on utility damage).
- K. Keep residents apprised of the situation. Keep the phone lines open and manned. Communication is critical in keeping your residents calm.

- L. Cover damaged roof areas with plastic rolls or tarps as quickly as possible. This will prevent further water damage. Make sure the materials are secure and will not blow off the roofs.
- M. Get the office up and functional as soon as possible. This builds resident confidence in the clean-up effort and eliminates confusion.
- N. Remove debris from the community as quickly as possible.
- O. Parking lot entrances and exits must be cleared and maintained. This is important so that emergency vehicles have adequate access.
- P. Continually communicate with personnel and supervisors.
- Q. Process all invoices for reimbursements using the procedures found on page 8 of this procedure.
- R. Bids for major repairs may be needed before the insurance adjuster can offer a fair settlement. This must have your Board's approval.
- S. After reviewing the bids and documentation, the adjuster will recommend a settlement amount. Your Board of Directors must sign the Proof of Loss. Contract work should not be started until the insurance company has authorized the claim and your Board of Directors has approved the contractor to begin work.
- T. Property insurance does not provide for the temporary housing of residents in hotels, motels, or other apartments, nor does it cover the residents' personal possessions. The resident's insurance policy covers these types of expenses. *Every resident should be encouraged to have renter's insurance to properly insure his/her belongings against theft, fire, water damage, or other hazards.*
- U. Every effort should be made to place displaced resident. The Red Cross is also available to assist residents in finding shelter and emergency provisions. Local number is 407-420-1114

## 5. STATEMENTS TO THE MEDIA

- A. **In all cases**, press and media reporters requesting information **under any circumstances** must be referred to your Property Manager.
- B. If you are unable to avoid direct contact with the media, you should:
  - Refer them to your PM. Then, contact your Board of Directors **immediately**.
  - If asked questions, state the following: **“Right now, our primary concern is for our residents. We will follow up with you regarding this situation after we have more information. Thank you for understanding.”**
  - If asked for names of victims, injured, or deceased, ask them to contact the police or local hospital. **DO NOT GIVE OUT NAMES!!**
  - **IN ALL CASES**, try to get the name and publication of the reporter who asked for the information. Give this information to your PM immediately.
- C. All news releases, publicity events, interviews and media events should be coordinated through your PM.
- D. Management personnel must keep in mind that the impact of any information given to the press can affect Portofino, community relations, and employee morale.

## 6. PROCESSING INVOICES AND PAYABLES FOR REIMBURSEMENT

- A. All invoices relating to the emergency are to be coded to the appropriate account code.
- B. These invoices are to be copied and entered on a Log by category, i.e., building, site work, loss of revenue, etc.
- C. Enter these invoices in the system in a separate batch. This provides a double check against your log total.
- D. Payroll is submitted for reimbursement by copying the payroll register and tracking time spent on clean up, etc. this pertains to all help including temporary, contract, and on-site.



- E. This total is then recorded on the reimbursement form with all the above copied as back up. Again, it is extremely important that this procedure is followed, as labor is one of the major costs of disaster clean up.
- F. Unaccounted for expenses will be brought to the attention of the PM for follow-up.

## **Emergency Notice to Residents**

### ***HURRICANE SEASON IS HERE***

Dear Resident(s):

Now that the hurricane season is upon us, we here at The Metropolitan at Lake Eola, are concerned about your safety and well being.

**IN THE EVENT THE CONDOMINIUM COMPLEX IS IN AN EVACUATION AREA, RESIDENTS SHOULD STAY TUNED TO LOCAL NEWS CHANNELS AND COMPLY WITH ALL MANDATORY EVACUATION ORDERS. ANYONE REMAINING ON PROPERTY DURING A MANDATORY EVACUATION DOES SO AT THEIR OWN RISK.**

When the National Hurricane Center issues a Hurricane Warning advisory, the following procedures should be taken to ensure your safety and the safety of others.

1. All plants, furniture and other items from your patio must be removed and moved indoors. This is MANDATORY. Any items left on the balcony will be removed by maintenance.
2. Remain calm and keep listening to local news for weather conditions, evacuation routes and nearest shelter locations.
3. Purchase in advance, bottled water, ice and non-perishable items, such as canned food, packaged food, paper and personal products, and manual can opener.
4. Do not leave pets unattended at the property. There are shelters and kennels that will board your pet in case of evacuation.
5. Obtain necessary prescriptions and medications and keep with you in the event of evacuation.
6. Keep flashlights and battery operated radio/TV handy with extra batteries.
7. Clean and fill bathtub with water.
8. Automatic Teller Machines will not be working in case of power outage. You'll want to make arrangements for cash needs.
9. In the event of power failure, turn off all appliances and keep refrigerator door closed. (Food will stay cool for 24 hours.)
10. Fill your vehicles gas tank before storm arrives.
11. Avoid downed power lines and report them to your local electric company as soon as possible.
12. Take refuge in a small interior room during the storm.
13. Keep all windows and doors closed through the storm. Do not crack a window or door during the storm. Draw your verticals and drapery materials over the windows to protect from the possibility of shattering glass.
14. Take your automobile and personal property insurance policies with you. Remember that our insurance covers ONLY the building structure and not the contents or personal belongings.

Lastly, we want to extend our appreciation to you for your cooperation. Your safety is our primary concern. Our staff will be available on an emergency basis only prior to any mandatory evacuations if you should need any assistance.

Sincerely,

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Property Manager