



FirstService
RESIDENTIAL

Hurricane Property Operations Guide: High-Rise



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Section 1 – Timeline

1A – CAM’s Timeline for Hurricane Preparations

The Manager should use the timeline as a guide for current year hurricane preparations beginning in January.

Section 2 – Board of Directors

2A – Management’s Letter to the Board

Management’s letter to the Board of Directors requesting that they adopt the Hurricane Plan set forth throughout the Hurricane Preparedness Guide. The Regional Director should present this to the Board of Directors.

2B – Waiver from Board

The Board of Directors must sign this waiver if they disagree with Management’s procedures to shut off systems during a hurricane. This form must be presented with the letter above.

2C – Release for Associates

Present to the Board of Directors and explain that this will be executed at the time of evacuation if an associate decides to stay.

Section 3 – Residents

3A – Communication Instructions to Residents

The Manager should follow the instructions for proper communication with their residents prior to and during the hurricane season.

3B – Unit Owner Release Form

This form should be executed by all unit owners and become part of the orientation package and unit owner file. It takes liability off the associates and the association if an associate has to enter a unit during an emergency.

3C – Resident Alert Script Template

This Resident Alert Script is a standard template that should be followed when a weather advisory has been issued.

3D – Damage Survey

For use by residents and the Manager after a hurricane.

Section 4 – Associates

4A – Letter to Associates – English

Part of the New Associate Package. The Regional Director will explain Management’s procedures to all associates at the staff hurricane meeting. Associates will sign and keep a copy.

4B – Letter to Associates – Spanish

Part of the New Associate Package. The Regional Director will explain Management’s procedures to all associates at the staff hurricane meeting. Associates will sign and keep a copy.

4C – Emergency Response Identification

Create identification badges for all associates, using company letterhead. Send a list of all associates to local police departments.

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4D – Post-Hurricane Communication Procedure

Managers should fill in this form and distribute to their staff.

Section 5 – Checklists

5A – Hurricane Planning Checklist

The Manager should follow the checklist as it applies to their association.

5B – Hurricane Supplies Needed

The Manager should use this list as a basis for supplies that they may need before and after a hurricane. There are blank lines for the Manager to add items as necessary.

5C – Common Area Preparations

The Manager should adjust this template to be property specific.

5D – Hurricane Warning Checklist

The Manager should follow the checklist as it applies to their association.

5E – Hurricane Recovery Checklist

The Manager should follow the checklist as it applies to their association.

5F – Hurricane Preparedness Checklist for Regional Directors

The Regional Director should follow this checklist for each of their association.

5G – Hurricane Equipment Shutdown/Start-up

For Manager and Maintenance Supervisor to use

5H – Hurricane Season Preparation Dry Run

For Manager to conduct in May

Section 6 – Workbook

6A – Pre-Hurricane – Closing of Building Checklist

The Manager and Regional Director should follow checklist prior to a hurricane.

6B – Post Hurricane - Emergency Team Response Questionnaire

The Manager and Regional Director should fill out the questionnaire after a hurricane.

Section 7 – Supplemental Documents

7A – Supplemental Document Instructions

The Manager will use the instructions as a guide for filling out their supplemental documents.

7B – Post-Hurricane Emergency Service Vendors

The Manager will use the example provided to create a contact list for their association.

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Manager's Timeline for Hurricane Preparations

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Property Team Reviews Prior Year Plan with Regional Director (Sections 5, 6)	√											
Obtain Revision Certificate and/or Revised Documents (FSRConnect)		√			√							
Commence Bid Process for Property Specific Needs (Document 5A)			√									
Current Year Hurricane Plan on Board Meeting Agenda (Documents 2A, 2B)				√								
Present Vendor Contracts for Pre- and Post- Hurricane Work for Board Approval				√								
Develop a Property Specific Resident Communications Plan (Document 3A)				√								
Review Hurricane Plan With Staff and Distribute Associate Letters (Section 4A-C)					√							
Insert "Supplemental" Municipal Guides into Manual (Document 7A)						√						
Review Hurricane Season Preparation Dry Run Guide (Document 5H)						√						

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2300 Maitland Center Parkway, Suite #101
Maitland, Florida 32751
Phone: (407) 644-0010

Dear Board of Directors:

FirstService Residential is committed to the safety and well-being of the communities we manage, the board members and residents we serve, and our associates. With hurricane season starting June 1st, our community association managers are preparing now.

We are pleased to provide you with the following protocol established to assist each of our associations with hurricane preparation. It is our recommendation that the board of directors reviews the property-specific plan prepared by the Community Association Manager and adopts the protocol outlined below.

FirstService Residential's protocol for hurricane preparations and procedures to secure and safeguard your property are as follows:

- When a **Hurricane Watch** is issued (*hurricane conditions are expected in the area within 48 hours*), your property management team will begin securing the building(s). These procedures are detailed in the *Hurricane Preparation Manual* developed specifically for your building.
- When a **Hurricane Warning** is issued (*hurricane conditions are expected in the area within 36 hours*) and after all hurricane watch property preparations have been completed, non-essential personnel will leave the property under the direction of the community association manager.. The essential personnel, as defined in the property's *Hurricane Preparation Manual* will remain at the property to maintain essential services and assisting residents.
 - A **Mandatory Evacuation Order** issued by local government officials initiates a critical time frame within which the essential personnel must execute the final securing protocols before the storm reaches your community. During a Mandatory Evacuation Order, essential personnel will shut down the community's applicable mechanical systems as defined within the property's disaster plan. This proactive approach is intended to protect essential mechanical

systems from sustaining damage during the height of the storm. Upon completion of system shut down, essential personnel will follow the mandatory evacuation order and leave the property.

FirstService Residential will not require or encourage associates to remain on the property in violation of an evacuation order. In the event that the board of directors desires direct support following the evacuation order, and assuming that a FirstService associate(s) volunteers to support this request, both the board of directors and the associate must agree to a separate Release Agreement which releases the associate from FirstService employment and transfers employment of the associate and all associated employment risk to the association during the extent of the evacuation order. Once the evacuation order is lifted, the associate will return to FirstService Residential employment.

- **After the storm**, when the Mandatory Evacuation Order has been lifted and winds fall below 35 MPH, essential personnel will return to the property when it is safe and prudent to do so. All other personnel will report back to the property under the direction of the Community Association Manager.

Once reviewed by the Board of Directors, your community association manager will distribute the procedures to all residents. We are happy to answer any questions you might have, and we value your efforts to maintain a safe environment for both residents and staff.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shannan Amandi', with a stylized flourish at the end.

Shannan Amandi, Regional Director
FirstService Residential - Maitland

The mode of communication between the community association manager and residents differ from community to community, i.e. mass email, Resident Alert, written letters, etc.

Prior to Hurricane Season:

In April, the community association manager should send a communication to the residents before the start of hurricane season (see 1A) in order to.

- Alert residents to the association's approved hurricane plan for the season.
- Create a communication plan between the residents and management in the event of power loss and/or shutdown of operations.
- Remind residents to begin their preparations early if they are going to be out of town during hurricane season (for example, snowbirds) or if they have special needs.

Prior to a Hurricane:

- Follow the "Resident Alert Script Template" (see 3C).

Following a Hurricane:

- Use appropriate communication medium (depending on power availability and/or other conditions) to alert residents as to the status of the community and availability of the "Damage Survey" form (see 3D).

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FirstService Residential Resident Alert Voice Script Template

This is a Resident Alert Voice Script that should be tailored to your community and should be no longer than 15-20 seconds.

Sample Voice Script:

Good *[morning, afternoon, evening]* residents. This is *[insert name, from FirstService Residential]* your community association manager from *[insert name of Association]*.

A weather advisory has been issued by the National Hurricane Center, which states that *[please add specifics]*. The staff is currently securing the common areas. At this time, residents should move all furniture and loose items from *[patios, balconies etc.]*

Please monitor local weather bulletins for condition updates.

Buenos *[días, tardes, noches]* residentes. Les habla *[inserte el nombre, de FirstService Residential]*, el administrador de su asociación *[inserte el nombre de la Asociación]*.

El Centro Nacional de Huracanes ha emitido un aviso meteorológico, que establece que *[por favor agregue detalles]*. El personal está protegiendo las áreas comunes. En este momento, los residentes deben mover todos los muebles y artículos sueltos de sus *[patios, balcones, etc.]*

Por favor, manténgase atento a los boletines meteorológicos locales para actualizaciones sobre las condiciones.

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FirstService Residential Sample Damage Survey

PROPERTY NAME

UNIT OWNER'S NAME

UNIT NUMBER

TELEPHONE (DAY)

TELEPHONE (EVENING)

EMAIL ADDRESS

BUILDING EXTERIOR

Roof Damage

Yes

No

Leaking

Roofing material missing

Other (please describe)

Window Damage

Yes

No

Have you already repaired?

Yes

No

Broken panes of glass

(how many)

Location(s)

Window frame damage

(how many)

Location(s)

Screens

(how many)

Location(s)

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FirstService Residential Sample Damage Survey

Sliding Glass Door Damage Yes No

Have you already repaired? Yes No

_____ Broken Glass

_____ Damaged Frames/Tracks

Building Signage Damage (please describe) _____

Fence Damage (please describe) _____

Balcony Damage (please describe) _____

BUILDING INTERIOR

Drywall Damage Yes No

_____ Hole or warping of wall/ceiling (please describe)

_____ Paint stains only

_____ No interior damage

Please use the space below to describe any other damage that you want to report.

_____ Yes, I have taken photographs and/or video which the Association may utilize.

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Dear Associate:

FirstService Residential is committed to the safety and well-being of our clients, communities, and associates. Hurricane season begins June 1 and continues through the end of November. Preparation affords us the opportunity to serve our clients and guide our residents in the event of an emergency.

FirstService Residential's policy for hurricane preparations and procedures is as follows:

- When a **Hurricane Watch** is issued (*hurricane conditions are expected in the area within 48 hours*), we begin securing the building(s). These procedures are detailed in the *Hurricane Preparation Manual* developed specifically for your building.
- When a **Hurricane Warning** is issued (*hurricane conditions are expected in the area within 36 hours*) and after all property preparations have been completed, non-essential personnel, under the direction of your community association manager, will leave the property. The essential personnel – as defined in the property's *Hurricane Preparation Manual* - will remain at the property, maintaining services and assisting residents.
- A **Mandatory Evacuation Order** creates a critical time frame within which the associates must execute the final mechanical protocols before the storm reaches your building. During a Mandatory Evacuation Order, essential personnel will shut down the community's applicable mechanical systems such as, but not limited to, elevators, HVAC equipment, domestic water pumps, pool equipment, lake fountains, etc. This proactive approach is intended to protect essential mechanical systems from sustaining damage during the height of the storm. Upon completion of system shut down, essential personnel will follow the mandatory evacuation order and leave the property, followed by the Community Association Manager once the completed evacuation of the property is reported to the Board of Directors and the Regional Director. **Management does not require or encourage associates to remain on the property in violation of an evacuation order.**
 - *FirstService Residential discourages any associate from remaining on the property in violation of an evacuation order. If you are working at an association where an evacuation order is in effect, you must observe the order and leave the property. Consult with your supervisor concerning the timing of your evacuation.*
 - *While some associates have expressed willingness to voluntarily stay on property once evacuation orders are announced, FirstService Residential cannot allow anyone to remain at the site as a company associate under these circumstances. By doing so, you will be acting outside the scope of this company directive, and at your own risk. Any associates remaining on*

property will do so as an employee or agent of the association and not as an associate of FirstService Residential. A separate Release Agreement must be signed by you and the board if you choose to remain on site during a mandatory evacuation.

- **After the storm**, when the Mandatory Evacuation Order has been lifted and winds fall below 35 MPH, essential personnel will return to the property when it is safe and prudent to do so. All other personnel will report back to the property at the direction of the Community Association Manager once winds have dropped below 35 MPH and it is safe and prudent to do so. Any associate who cannot report back to work, **for any reason**, must inform his/her manager or human resources partner.

For important updates and guidance regarding FirstService Residential offices please call FirstService Residential's Emergency Hotline number 305.428.5139 or 1.855.823.4433.

In the event the board suspends the payroll during absences due to a mandatory evacuation, non-exempt associates will have the option of using any available personal time off (PTO) to be compensated for any time missed.

It is critical to the safety of our associates and the communities we manage that all associates perform their duties as assigned and assist others as needed. Your efforts are important and appreciated.

Sincerely,



Shannan Amandi, Regional Director
FirstService Residential - Maitland
2300 Maitland Center Parkway
Suite #101
Maitland, Florida 32751

Associate signature

Date

Print name

Primary work location



FirstService Residential Sample Damage Survey

PROPERTY NAME

UNIT OWNER'S NAME

UNIT NUMBER

TELEPHONE (DAY)

TELEPHONE (EVENING)

EMAIL ADDRESS

BUILDING EXTERIOR

Roof Damage	Yes	No
-------------	-----	----

<hr/>	Leaking	
<hr/>	Roofing material missing	
<hr/>	Other (please describe)	<hr/>
<hr/>		
<hr/>		

Window Damage	Yes	No
---------------	-----	----

Have you already repaired?	Yes	No
----------------------------	-----	----

<hr/>	Broken panes of glass	(how many)	<hr/>
Locations(s)			
<hr/>	Window frame damage	(how many)	<hr/>
Location(s)			
<hr/>	Screens	(how many)	<hr/>
Location(s)			

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FirstService Residential Sample Damage Survey

Sliding Glass Door Damage Yes No

Have you already repaired? Yes No

_____ Broken Glass

_____ Damaged Frames/Tracks

Building Signage Damage (please describe) _____

Fence Damage (please describe) _____

Balcony Damage (please describe) _____

BUILDING INTERIOR

Drywall Damage Yes No

_____ Hole or warping of wall/ceiling (please describe)

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FirstService
RESIDENTIAL

2950 N. 28 Terrace
Hollywood, Florida 33020
Phone: 954.925.8200
Toll Free: 800.927.4599
Fax: 954.378.2298

ESSENTIAL PERSONNEL AUTHORIZATION FORM

The holder of this identification pass is a member of the
FirstService Residential Emergency Response Team for

Community
Association: Sea Coast Gardens II & III

FirstService Associate Name: _____

Date: _____

Signature: _____

Board President/
Board Member Signature: _____

Staff Signature: _____

Sea Coast Gardens II & III Hurricane Planning Checklist (March)

Place a checkmark beside each item as they are completed:

- Present Hurricane Adoption Plan to the Board of Directors (month of April)
- Conduct Hurricane Briefing with staff during the month of May. Define each staff member's responsibilities during the preparation process (in accordance with "Common Area Preparation").

Team Members:

Responsibilities:

- Update unit owner and resident emergency contact information (email and telephone)
- On (date) _____ (company) _____ will conduct a full load test of the generator (If applicable).
- Assure that, in addition to the elevators and emergency lighting, the following systems are connected to the emergency generator:
 - Garage gates
 - Entry systems
 - Security systems and cameras
 - Trash compactor
 - Telephone system
 - Office lighting and some outlets for recharging batteries
- Contact _____ to install and remove floor barriers.
- Pre-negotiate contracts or get confirmations in writing with the vendors needed after a hurricane has passed:
 - Water restoration: _____
 - Fuel delivery for generator: _____
 - Shoring up and securing premises: _____
 - Clean-up and debris removal: _____
 - Glass companies: _____

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Sea Coast Gardens II & III

Hurricane Planning Checklist (March)

- Landscaping: _____
- Elevators: _____
- Roofing: _____
- Generator: _____
- Take photos of the community, all common areas and major equipment, furniture, fixtures, artwork, and computers, if not on file already. Upload photos to computer and make backup copy to store off-site.
- Scan and backup the following documents (most are available via Connect portal):
 - Insurance policies
 - Inventories
 - Contracts
 - As-built plans
 - Minutes of Board meetings
 - Accounting records
 - Bank accounts
 - Records of units and unit owners
 - Vendor lists
- Prepare identification badges for all associates or city-required association letters, identifying them as emergency personnel.
- Purchase and refill hurricane supplies (water, flashlights, batteries, rain gear, radio, sandbags, etc.)
- Secure a line of credit with _____ in the amount of your windstorm deductible \$ _____ for possible cash needs due to hurricane damage (If applicable).
- Review county evacuation procedures. (www.volusia.org)
- Update shelter locations
 - Shelter Location: _____ Phone Number: _____
 - Shelter Location: _____ Phone Number: _____
 - Shelter Location: _____ Phone Number: _____

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Sea Coast Gardens II & III

Suggested Supplies Prior to Hurricane Season

Remember to code to a separate GL Code!

QUANTITY	SUPPLIES	WHERE STORED
	POOL SHOCK	
	1/4" ROPE	
	CONSTRUCTION-GRADE PLASTIC	
	RAINCOATS	
	RAIN BOOTS	
	FLASHLIGHTS	
	BATTERIES	
	BATTERY-OPERATED RADIO/TV	
	DUCT TAPE	
	UTILITY KNIVES	
	2 x 4 WOOD	
	4 x 8 SHEETS OF PLYWOOD	
	SCREWS, NUTS, BOLTS	
	LARGE WET VAC	
	TOWELS	
	CAMERA	
	SANDBAGS	
	CAUTION TAPE	
	HAND CRANK RADIO	
	ABSORBENT SOCKS	
	WATER	
	SPARE FIRE SPRINKLER HEADS AND INSTALLATION TOOL	
	NON-PERISHABLE THREE DAY SUPPLIES FOR ASSOCIATES	
	FILL 5 GALLON FUEL TANKS FOR POWER WASHERS AND BLOWERS	
	FIRST AID KITS	

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During a Tropical Storm/Hurricane Watch or Warning

BBQ, POOL & SPA AREA	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
REMOVE GARBAGE CANS, ASH TRAYS, CLOCKS, LIFE RINGS, ETC. (Watch)			
REMOVE POTTED PLANTS (Watch)			
MAKE SURE ALL DRAINS ARE CLEAR AND FREE OF DEBRIS AND TEST PUMPS (IF ANY) (Watch)			
REMOVE MOST POOL DECK FURNITURE (Watch)			
CLOSE OFF AREA AND POST SIGNS THAT POOL IS CLOSED (WHERE?) (Warning)			
REMOVE CANOPIES (Warning)			
REMOVE LANAI UNITS' FURNITURE (Warning)			
LOWER WATER LEVEL BY ONE FOOT (Warning)			
SHUT OFF ALL POOL AND FOUNTAIN PUMPS (Warning)			
SHUT OFF ALL GAS FOR POOL AND SPA (Warning)			
REMOVE/SECURE GRILLS, OUTDOOR KITCHEN EQUIPMENT			
ADDITIONAL AMENITIES	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
REMOVE LOOSE ITEMS IF PRESENT (Watch)			
REMOVE NETS AND WIND SCREENS (Warning)			
MAKE SURE AREA DRAINS ARE CLEAR OF OBSTRUCTION/DEBRIS (Watch)			
REMOVE GARBAGE CANS (Watch)			
REMOVE ANY AND ALL FURNITURE/BENCHES, CHAIRS, FOUNTAINS (IF APPLICABLE) (Warning)			
REMOVE VOLLEYBALL NETS (Warning)			

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Sea Coast Gardens II & III

Common Area Preparations

ROOF AREA	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
REMOVE LOOSE ITEMS (INCLUDING WALKING PADS) IF PRESENT (Watch)			
MAKE SURE ALL ROOF AREA DRAINS & OVERFLOW ARE CLEAN AND CLEAR OF OBSTRUCTION/DEBRIS (Watch)			
SECURE ALL ROOF DOORS (Warning)			
SECURE EXHAUST FANS WITH HURRICANE STARPS/CABLES (Warning)			
SECURE LAUNDRY EXHAUST VENTS (Warning)			
SECURE ELEVATOR VENT SHAFTS (Warning)			
COVER ELEVATOR SHAFT OPENINGS****(Warning)			
SECURE COOLING TOWERS (Warning)			
SECURE ALL ROOF EQUIPMENT (Warning)			
CHECK LIGHTNING RODS (Watch)			
DOMESTIC & FIRE PUMP SYSTEMS	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
CHECK FOR PROPER OPERATION AND AUTOMATIC SETTINGS (Watch)			
CHECK FUEL LEVELS/TOP OFF TANK (Prior to watch)			
ENSURE DOORS TO ROOM ARE OPERATIONAL AND IN GOOD CONDITION (Watch)			
CLUBHOUSE	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
REMOVE ACCESSORIES, VASES, TABLETOP DECORATIONS, HANGING PICTURES (Watch)			
ROLL-UP RUGS			
SECURE ALL DOORS (MAG LOCKS MAY BE INOPERABLE) (Warning)			
INSTALL SHUTTERS (Watch)			
PREPARE SANDBAGS (Watch)			

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ALARM SYSTEM	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
UPDATE/VERIFY EMERGENCY CONTACTS FOR ALARM COMPANY <i>(Watch)</i>			
ELEVATORS	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
POST SIGNS IN ALL ELEVATOR LOBBIES <i>(Watch)</i>			
CONSULT WITH ELEVATOR COMPANY <i>(Watch)</i>			
REFER TO SECTION 5G – EQUIPMENT SHUTDOWN-STARTUP <i>(Warning)</i>			
PARKING GARAGE	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
REMOVE LOOSE ARTICLES <i>(Watch)</i>			
CHECK DRAINS FOR OBSTRUCTION, CLEAN IF NECESSARY <i>(Watch)</i>			
PREPARE SANDBAGS <i>(Watch)</i>			
REMOVE GATE ARMS FROM GATE OPERATORS/OPEN SWING GATES <i>(Warning)</i>			
JET CLEANING OF DRAINS <i>(Pre-watch)</i>			
EMERGENCY GENERATOR (NOT APPLICABLE)	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
CHECK FOR AUTOMATIC TRANSFER SWITCH OPERATION ON CONTROL PANEL. SWITCH SHOULD BE NORMALLY SET AT AUTO POSITION			
CONDUCT ANNUAL MAINTENANCE INSPECTION TO INCLUDE REPLACEMENT OF BATTERIES, OIL AND RADIATOR FLUID <i>(Pre-watch/start of hurricane season)</i>			
MAKE SURE THERE IS AN ADEQUATE SUPPLY OF FUEL <i>(Pre-watch and top off if possible, under watch)</i>			
TRASH	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
SECURE ALL BINS <i>(Watch)</i>			
SECURE ALL LOOSE ARTICLES <i>(Watch)</i>			
PLACE EMPTY DUMPSTER UNDER TRASH CHUTE <i>(Warning)</i>			
REMOVE ALL CONSTRUCTION ROLL-OFF CONTAINERS AND DUMPSTERS <i>(Watch)</i>			

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Sea Coast Gardens II & III

Common Area Preparations

NOTIFY RESIDENTS	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
POST NOTICES (Watch)(Warning)			
RESIDENT ALERT (Watch)(Warning)			
MASS EMAIL (Watch)(warning)			
MANAGEMENT OFFICE	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
CONTACT VENDORS AND REQUEST PRIORITY ASSISTANCE FOR POST-STORM CLEAN UP (Beginning of hurricane season and during Watch)			
SECURE, DISCONNECT, AND COVER ALL ELECTRONIC EQUIPMENT, COMPUTERS, PRINTERS, COPY MACHINES, FILES, ETC. (Warning)			
SECURE ALL ESSENTIAL DOCUMENTS (BOARD MINUTES, INSURANCE RECORDS, RESIDENT & OWNER FILES, ETC.) BY BRINGING BOXES TO SAFE ROOM ON HIGHER FLOOR (WHERE?) (Warning)			
BACK UP ALL ELECTRONIC DATA (Daily and set to automatic)			
MOVE FURNITURE AND OFFICE EQUIPMENT FROM WINDOW AREAS, PLACE IN MIDDLE OF THE ROOM. MAKE SURE THAT ITEMS SUCH AS WET VACS, MOPS, BROOMS, AND SAWS ARE AVAILABLE AND ON-SITE FOR POST-STORM CLEAN UP. (Watch/Warning)			
HURRICANE SHUTTERS (IF APPLICABLE)	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
INSPECT/INSTALL SHUTTERS (Inspect prior to Hurricane Season and at watch) (Install at warning)			
INSTALL FLOOD BARRIERS (Inspect prior to Hurricane Season and at watch) (Warning)			
PERIMETER AREAS	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
SECURE ALL PERIMETER DOORS (MAG LOCKS MAY BE INOPERABLE) (Warning)			
REMOVE ANY EXTERIOR FURNITURE AND PLANTERS (Watch)			
PREPARE SANDAGS ** do not place sandbags to impede ingress and egress (Watch)			
SECURE TREE SUPPORTS (Watch)			

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Sea Coast Gardens II & III

Common Area Preparations

ADDITIONAL AREAS (IF APPLICABLE)	STORAGE LOCATION	PRIMARY ASSOCIATE	ALTERNATE ASSOCIATE
KITCHEN			
MEDITATION AREAS			
SAUNA/SPA			
SECURITY CHECKPOINT/GUARDHOUSE			
BBQ AREA/CHICKEE HUTS			
MARINA/BOAT SLIPS			
MAINTENANCE SHOP			
NURSERY			
INDOOR RACQUETBALL COURTS			
SUBLEVEL AREAS – CELLARS, STORAGE, ETC.			
ASSOCIATE LOUNGE			
GYM			
SATELLITE DISHES			
RESIDENTS' LOUNGE			
FLAGS, BANNERS, AND SIGNS			
EXTERIOIR FOUNTAINS			
EXTERIOR ARTWORK/INSTALLATIONS			

NOTE:

1. This document is a generic form and should be tailored to your association.
2. Some of these items should be taken care of at the beginning of hurricane season.
3. Many of our buildings are equipped with “Mag Locks.” Check with your Maintenance Supervisors to see if these locks are connected to your generators. You may need to have cable locks or rope to secure some of these doors in case the generators fail and/or the Mag Locks deactivate. You cannot lock or block off emergency fire exits; they must still be able to exit from the inside.

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Sea Coast Gardens II & III Hurricane Warning Checklist

Place a checkmark beside each item as it is completed:

- Contact all staff and have them report to the building to review assignments and perform preparedness operations.
- Request that residents remove all balcony furniture immediately.
- Post sign-up sheets for residents who require assistance in preparing their unit on a first-come, first-served basis.
- Ensure all essential documents are uploaded in Connect and physical copies secured on property:
 - Insurance policies
 - Inventories
 - Contracts
 - As-built plans
 - Minutes of Board meetings
 - Accounting records
 - Bank accounts
 - Records of units and unit owners
 - Vendor lists
- Conduct safety checks and ensure that all necessary procedures have been completed.
- Ensure all exterior and mechanical room doors are secured and protected from wind and water intrusion.
- Supervise and support all department heads during preparation prior to storm.
- Accommodate as many cars as physically possible in the upper levels of the garage on a first-come, first-served basis.
- Maintain active communication with residents, staff, and your direct supervisor. Twice daily mass emails and text alerts recommended with storm updates.
- Oversee the successful execution of the preparedness procedures.
- After all common area preparations have been completed, the staff will, on a first-come, first-served basis, assist residents with the removal of items from their balconies.

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Sea Coast Gardens II & III

Hurricane Recovery Checklist

After the storm has passed, the winds are below 45 mph sustained, and an all-clear has been issued, we expect essential personnel to return to work to assess the situation. When sustained winds have dropped below 35 mph, all other personnel must return to work as soon as site management and corporate gives the "all clear". All Associates should wear comfortable clothing and proper shoe wear while inspecting property, roofs, and common areas. PPE requirements must be observed.

Place a checkmark beside each item as it is completed:

- Contact all staff and have them report to the property if able.
- Survey the property and assess damage. Take photos and prepare the first assessment report. Please ensure you and your staff observe safety guidelines while conducting property assessment. Remain especially diligent about visible evidence of structural damage, exposed electrical conductors, Natural Gas or other fuel leaks, and anything else potentially dangerous.
- Secure property from vandalism and looting. Ensure not to block off fire egress.
- Remove storm debris to prevent accidents. Please ensure associates are observing safety guidelines.
- Secure building structure to mitigate further damage.
- Carry out immediate emergency/temporary repairs (after taking photos). Document everything with photos and/or video and label/save/store immediately at the end of each day.
- Check all units for water damage and remove all wet carpet and drywall to avoid possible mold contamination. Please ensure you have obtained written unit owner or written Board authorization first.
- Do NOT sign any agreements, releases, contracts, or other documents submitted by contractors or insurance companies unless approved by insurance adjustor, without reviewing them with legal counsel and the Board.
- Post advisories for residents by email and telephone, following up with letters, updating on damages to their units and common areas.
- Have insurance broker and attorney review governing documents, particularly anything related to "repair after casualty" provisions in the insurance section to establish process for reconstruction. (Beware of "50% uninhabitable" possible termination provision).
- Prepare insurance and liability claims as they are discovered.
- Call Emergency Board Meeting to discuss post-hurricane recovery efforts.
- Establish meeting series with recovery team including contractors, insurance agent, board representative, and management team.

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FirstService Residential

Hurricane Preparedness Checklist for Regional Directors

Storm: _____

Property: **Sea Coast Gardens II & III**

If communication is down, report to your assigned Regional FirstService Residential Office at 5pm each day to meet with your Regional President and Vice President to discuss further plans.

Enter Date and Initial at completion of each item below:

PRE-HURRICANE & TROPICAL STORM ALERT

- _____ Review hurricane procedures with CAM
- _____ Review hurricane procedures with Board President
- _____ Ensure with CAM all emergency contact information for staff is up to date
- _____ Ensure with CAM that staff expectations are clear and concise

HURRICANE WATCH - POSSIBILITY OF APPROACHING STORM

- _____ Ensure CAM has sent out alert via email AND text system and has operational knowledge of the Resident Alert System remote operation
- _____ Contact Board of Directors and review notification plans for community, as well as timeline for removing all objects from exterior common areas, equipment shutdowns and staffing
- _____ Visit property to assure that procedures are in action

HURRICANE WARNING - STORM DEFINITELY APPROACHING

- _____ Communicate with property to ensure that hurricane preparations are underway
- _____ Ensure CAM has issued proper email, text and Resident Alerts regarding impending storm
- _____ Ensure CAM has all releases from associates signed for those who will be voluntarily staying at the property. Report a list of these individuals to VP
- _____ Ensure that the CAM contacts landscaping company to discuss debris removal after Storm

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FirstService Residential

Hurricane Preparedness Checklist for Regional Directors

_____ If **NOT IN** evacuation zone:
Review temporary hurricane-related schedule for staff with the CAM and Board of Directors if needed

_____ If **IN** evacuation zone:
• Finalize/verify the staff timeline for locking down the property and leaving the site with the CAM and BOD
• Address expected timeline for return to work with the staff

DURING THE STORM

_____ If property is staffed during the storm, call Front Desk from time to time to receive an update on the condition of property

_____ If possible, communicate with Board members or unit owners staying at the property

_____ Contact Vice President to update them on property conditions

POST STORM

_____ Visit property to evaluate condition of building and access. Wear FirstService Residential Shirt, wear issued Emergency Response Identification and place FirstService Residential magnetic "Emergency Assessment Team" sign on vehicle door.

_____ Check if building on emergency power? If so, estimate when generator fuel will run out

_____ Plan with the CAM to contact fuel company for refueling. Communicate this information to Vice President.

_____ Ensure CAM has contacted insurance broker

_____ Help the CAM contact restoration, window boarding, and/or landscaping companies as Needed. Ensure CAM documents all staffing, and work being performed by companies for reference against future invoicing. Including man hours, equipment staging, and names of every worker assigned to building. Set up a location where all outside contractors must register in and out.

_____ Request help from other Regional Directors as needed

_____ Inform Vice President of status

_____ Inform Board of Directors of status

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These recommendations are for shutting down and starting up equipment during extreme circumstances such as a hurricane warning. Equipment shut down and start-up must adhere to all laws and legal requirements including the Florida Fire Prevention Code and local ordinances.¹

When shutting down any piece of equipment, follow manufactures' guidelines. Exercise proper safety by using the Lock-Out-Tag Out System, including wearing any PPE as appropriate.

Every building has a unique way of shutting down equipment due to its complexity, location, and age. Consult with your mechanical, elevator, electrical, and plumbing contractors for their recommendations prior to shut down.

Elevator recommendations preceding, during, and after a hurricane

Elevator shutdown and machine room

- All mechanical room doors should be checked for proper operation and repair as needed. Install sea wall barriers, sandbags, and board openings to mechanical rooms as necessary to avoid wind and water damage. Make sure mechanical room doors are in good condition and secured.
- Prior to shut down, consult with your elevator contractor, local fire marshal, and applicable governing agency.
- Prior to shut-down test the fireman recall. Test phase I and phase II functions of the elevators.
- Depending on the guidance provided by the elevator contractor, local fire marshal, and governing agency, elevators may be parked near the center of the hoist way or at the top floor.
- Shut down your elevator system at the mainline disconnect in the machine room. If necessary, you also can shut off the elevators by using the key switches in the cabs and turning it to Inspection.
- If one of the elevators needs to be on stand-by for emergency use do not open electrical disconnect.
- Test generator transfer switch with elevators to identify which elevators are supported by generator.
- Secure mechanical equipment on roof as per elevator contractor recommendations.
- Ensure machine room doors are in good condition and secured.
- Make sure a set of elevator override keys are inside the emergency box in the lobby.

¹ FirstService recommends that the association consult with the appropriate departments in its local governing body and the local fire marshal as well as all relevant vendors and contractors with regard to equipment and system shut down and start up prior to, during, and after a storm. If the association proceeds in a way that is contrary to the advice provided, it will hold FirstService Residential, its directors, officers, employees and agents harmless and provide it with defense and indemnity from any claims and/or damages which arise from and/or results from and/or are related to the determination to proceed contrary to the advice provided.

FirstService Residential also recommends that the association consult with its attorney regarding possible legal implications if the association does not follow the advice provided by the local governing body, the local fire marshal, and its vendors and contractors.

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Elevator Start-Up

- Prior to starting any equipment, ensure all electrical panels, disconnects, pumps and mechanical rooms are dry and free of any water intrusion. Have the appropriate mechanical, elevator, electrical, and plumbing contractors onsite during start up.
- Although your elevator equipment may have no apparent water damage, be cautious. Unseen structural damage can cause an emergency shutdown if you operate the elevator system before the elevator contractor completes an inspection.
- Check elevator machine room and make sure there is no water damage to any of the equipment or any water present in room or elevator pit. If you notice any water in the room or on equipment, please contact your elevator company to have equipment inspected.
- Close elevator electrical disconnects.
- Inside the elevator cab with elevator key take elevator out of independent or inspection.
- Elevator should now be back in full service.

Cooling tower recommendations preceding, during, and after a hurricane

Hurricane force winds can cause severe damage to cooling towers, most of this risk can be minimized with good ongoing preventative maintenance. The Fan is particularly susceptible to damage, increased wind speeds can cause wind milling which may bend blades, cause impact of the blades, or otherwise damage the fan and cooling tower. This damage could be expensive and lead to the association's air conditioning being unavailable for weeks or months depending on what is damaged how. Thus, shutting down the cooling tower and physically securing the fan blades is recommended to limit this potential. This will mean the association is without air conditioning in all areas served by the cooling tower, this is typically both common areas and residential units.

Before a hurricane

- Ensure the equipment is maintained and in good condition including any fasteners, tie downs, fill, or other materials. Any equipment on the roof should be either removed or fastened in place to reduce the risk of damage to the equipment.
- Speak with your water treatment company about considerations for temporary changes to the water treatment to protect water that may be stagnant for a short period of time.
- Coordinate with mechanical contractors to ensure timely inspection of the equipment prior to restarting it after the storm passes

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As the hurricane is imminent

- Shut off electrical supply to the mechanical equipment
- Ensure everything is fastened as securely as possible
- Physically block and or tie down fan blades to prevent wind milling
- Make sure basin covers are fastened, remove, or tie down, or remove any loose items on the fan deck
- Secure any loose casing or louvers
- Remove anything that cannot be secured from the surrounding area
- With the cooling tower shut off, shut down the condenser loop. (See Condenser Loop)

When the hurricane passes

- Do not turn the equipment back on until everything associated with the systems have been inspected by experts
- Warm stagnant water is a breeding ground for bacteria including but not limited to Legionella. If the cooling tower has been shut down for any length of time, it may be necessary to clean the basin. Review this with your water treatment company.
- Ensure the cooling tower fill, fan, and electrical supply have been for inspected for damage before they are turned back on. Damage to the systems that could have been dealt with quickly and simply can change to bigger issues if the systems are turned on before they are addressed. (See Condenser loop for implications there)

Condenser Loop recommendations preceding, during, and after a hurricane

The condenser loop equipment in an association may or may not be protected from the implications of a hurricane. If the system is using a cooling tower, a hurricane may likely require it being shut down to limit wind damage (See 5G Cooling Tower). If the condenser loop pumps are shut down the water source heat pumps in the association need to be shut down. This means no AC in the building while the hurricane passes. This short-term hardship makes it more likely the association equipment can be up and running more quickly.

Before a hurricane

- Ensure the equipment is maintained and in good condition including any fasteners, tie downs, fill, or other materials. Any equipment on the roof should be either removed or fastened in place to reduce the risk of damage to the equipment.
- Note areas of potential for water intrusion
- Coordinate with mechanical maintenance companies for reviewing equipment before the system is turned back on

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As the hurricane is imminent

- Shut off electrical supply to the mechanical equipment
- Ensure everything is fastened as securely as possible
- Protect mechanical rooms as well as mechanical and electrical equipment from water damage
- Remove anything that cannot be secured from the surrounding area

When the hurricane passes

- Do not turn the equipment back on until the systems have been inspected by experts.
- Warm stagnant water is a breeding ground for bacteria including but not limited to Legionella. If the cooling tower has been shut down for any length of time, it may be necessary to clean the open loop and Cooling Tower basin (See 5G Cooling Tower). Review this with your water treatment company.
- Ensure the mechanical and electrical equipment have been inspected by experts to ensure they are free from damage and are thoroughly dry before turning back on. Damage to the systems that could have been dealt with quickly and simply can change to bigger issues if the systems are turned on before they are addressed.

Roof Top Unit (and other mechanical equipment) recommendations preceding, during, and after a hurricane

The roof top fresh air units (and other various mechanical equipment) may or may not be protected from a hurricane. If the condenser loop pumps are shut down the water source heat pumps need to be shut down. If the air conditioning systems are tied to the condenser loop, this means there will be no air conditioning in the building until the hurricane passes.

Before a hurricane

- Ensure the equipment is maintained and in good condition including any fasteners, tie downs, fill, or other materials. Any equipment on the roof should be either removed or fastened in place to reduce the risk of damage to the equipment.
- Note areas of potential for water intrusion in order to protect from water when a hurricane is on its way
- Coordinate with mechanical maintenance contractor for reviewing equipment before the system is turned back on

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As the hurricane is imminent

- Shut off electrical supply to the mechanical equipment
- Ensure everything is fastened as securely as possible
- Protect mechanical rooms as well as mechanical and electrical equipment from water damage
- Remove anything that cannot be secured from the surrounding area

When the hurricane passes

- Do not energize the equipment until the systems have been inspected by appropriate contractors.
- Ensure the mechanical and electrical equipment have been inspected by appropriate contractors to ensure they are free from damage and are thoroughly dry before turning equipment back on. Damage to the systems that could have been dealt with quickly and simply can become larger issues if the systems are turned on before the damage is addressed.

Generator and Other Emergency Power Equipment (If Applicable)

The generator and associated equipment and systems are life safety equipment. Before implementing any changes to the functioning of these systems please ensure you consult with the association's mechanical, electrical, and plumbing engineers, generator maintenance contractor, insurance company, and association attorney. There may instances where this equipment's normal functioning should be limited, but that does not often occur. Before making any changes to these systems, ensure the board of directors is aware of all the associated implications and has made a decision to move forward.

Generator shutdown

- Make sure fuel tank is not going to be contaminated with water intrusion.
- Outdoor fuel tanks - Create barrier around fuel tank to avoid any fuel spill due to pipes or tank rupture in severe weather.
- Secure fuel line or natural gas valves.
- Secure room and outside air dampers to avoid water intrusion.
- At the generator panel turn toggle switch to "OFF" position.
- Turn generator breaker to "OFF" position.
- Secure mechanical room doors for any wind or water intrusion.

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Generator Start up

- If generator mechanical room is flooded do not attempt to start generator.
- Make sure there is no standing water in room.
- We recommend having your generator contractor onsite prior to starting generator.
- Visually inspect generator, fuel tanks, fuel lines, gas lines and gas pipes for any damage.
- If any damage is detected to generator or fuel system contact your generator contractor for further inspection and repairs on generator.
- Turn generator breaker to "ON" position.
- Make sure generator block heater is working and engine block is warm before starting engine.
- If engine block is not warm do not start generator, contact your generator contractor
- Check radiator fluid level to be normal.
- Check batteries to be charged.
- Check and test panel lights.
- At the generator panel turn toggle switch to "RUN" position.
- Once generator starts, monitor oil pressure and water temperature for normal ranges and run generator 15 minutes.

Swimming Pools & Deck Area Equipment

Possible Storm

- Secure or remove all loose items on the pool deck (safety equipment, etc.).
- Increase chlorine levels.

Imminent Storm Approaching

- Shock pools
- Drain pools down a few inches. Do not drain pools, spas, or wading pools completely. Start this procedure early due to time constraints of waiting for water to drain. Auto fills will need to be shut off
- Once the pool water level has been lowered, turn off electric to all pool motors, chemical feeders, heaters, etc., at the breaker. *NOTE: If a sump pump is located with the pool equipment, make sure this is operational. DO NOT shut off power to sump pump
- If the motors or chemical feeders are in an area that may flood or are exposed to weather, you should exercise proper lock out tag safety procedures, remove and store securely Warranties on motor and equipment will be voided due to water damage or "storm" damage (electrical surges, etc.)
- Lock and/or secure mechanical rooms and Val Pak pool equipment lids.
- Remove or secure all furniture, tables, umbrellas, etc., from the deck. DO NOT throw furniture into the pool
- Secure all outdoor amenities on pool deck including bathroom doors
- Clean all deck drains to ensure that they are clear and working

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Following the Storm

- Start the process of debris removal. Depending on the amount of debris, staining or damage to the pool(s), they may need to be drained and cleaned out with a light acid wash. Some large/bulky debris may need to be removed by the landscaping company (tree branches, palm fronds, large amounts of sand, etc.). This cleanup process can take a couple of days.
- Turn on the autofill once the debris is cleaned out.
- Test water chemistry and shock as necessary.
- If possible, start pump systems. Do NOT start systems with debris still in the pool(s) as this may be detrimental to the filtration system. Some pools may need to be cleaned using portable pumps and vacuums prior to using the filtration system. If the pool pumps are not operational, chemicals cannot be automatically fed into the pool(s). All chemicals should be manually fed until the pumps are operational.
- Cleaning of filters will be necessary more often until the pool is clear of debris and chemistry is balanced.
- Pool service provider should provide notification of when the pool(s) are safe to use.

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Hurricane Preparation Dry Run

The Hurricane Preparation Dry Run is to be performed in May of every year to prevent misunderstandings when a hurricane is on the radar.

GOALS

- To understand the disasters that can happen in your community.
- To know what to do to be safe and mitigate damage.
- To increase your preparedness.
- To participate in community resilience planning.

PREPARE YOUR PEOPLE: Hold a Preparedness Discussion

- **Associates:** Need to review all job expectations, work schedules, equipment shutdowns, individual responsibilities, and requirements before, during and after the storm. Who is essential and stays during the evacuation order?
- **Board Members:** Review hurricane plans, equipment shutdowns during different wind events and who will be on staff before, during and after the storm.
- **Residents:** Distribute hurricane plans, county information (including updated shelter info), gather/update special needs list. Inform community of projected communication schedules via text, email, and Resident Alert, depending on status of storm.

PREPARE YOUR ASSOCIATION ASSETS

Review installation, securing and/or shutdown/startup procedures on the following equipment:

- Flood Barriers
- Cooling Tower/Condenser Loops
- RTUs
- Other Roof Items
- Elevators
- Boiler(s)
- Pool Equipment
- Garage or Low-Lying Area Sump Pumps

Ensure the following equipment is secure from wind-driven rain or flooding:

- Elevator Rooms
- Generator Room
- Mechanical Room Doors/Windows/Vents
- Fans
- Domestic Water Pumps
- Pool Equipment

Verify storage area or securing for the following:

- Pool Furniture
- BBQ
- Outdoor Kitchen
- Fire Pit
- Tennis Equipment (Nets, Windscreens, etc.)

Utilities:

Locate and identify:

- Electrical Shutoffs
- Natural Gas Shutoffs
- Water Risers

Information:

- Review all insurance and documentation (reference 6A of Hurricane Binder).
- Back up all data to cloud or remote location.

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FirstService Residential

Pre-Hurricane Closing of Building Checklist

Insurance

Take photos and create notes outlining the condition of association's heavy equipment including the condition of the roof

If elevators are turned off, make notes of where the cabs are left, and guidance given from the elevator service company and municipality

Ensure that all the association's insurance policies are uploaded and available to all stakeholders

Upload any emergency contacts provided by association's insurance agent.

Notate and upload direct claims contacts for each of the association's insurance carriers (Property, Liability, Equipment Breakdown, Flood). This information can be found in the insurance policies.

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FirstService Residential

Pre-Hurricane Closing of Building Checklist

Notate deductibles in your association's property policy in dollars. The hurricane deductible is likely noted as a percentage. Multiply that percentage by the Total Insured Value number in the policy.

Quantify the man hours and resource spend necessary to prepare the building.

Financials

Quantify the cash on hand? (Do they just need a cash management report?)

Discuss with the board the hurricane deductible and how it could be funding (*well in advance of hurricane season*) including homeowners policy loss assessment, emergency lines of credit and cash position.

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FirstService Residential

Post Hurricane – Emergency Team Response Questionnaire

Listen to local officials for information and special instructions.

Be careful during clean-up. Wear protective clothing and work with someone else.

Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.

Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.

Save phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messages or social media to communicate with family and friends.

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FirstService Residential

Post Hurricane – Emergency Team Response Questionnaire

How long did it take you and your staff to safely arrive back to the property after the storm?

List any visible damage to the association's equipment (A/C, generator, elevator, motors and pumps, lake fountains, gates, etc.) that requires repair and/or replacement?

Were there any breaches to the building façade or windows? Have you engaged with an outside structural engineering company to quantify and repair?

If it can be safely done, take post storm photos and create notes detailing the condition of all the association's heavy equipment including the condition of the roof.

Was there any roof damage? (Do we need to conduct a moisture test. Do you VISIBLY see any damage?)

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FirstService Residential

Post Hurricane – Emergency Team Response Questionnaire

Is there any viable water damage within the building? Take photos and make notes of where.

Is there any visible mold in the building? Did you bring a hygienist and if so, was mold found?

List damage (including quantities) to light poles, fencing, benches/furniture, netting/screens, storage cabinets, canopies and/or doors.

Contact the association's property/glass/boiler/flood insurance carrier if the building or association property sustained any damage.

Quantify the man hours, activity and additional resources used to recover the building from the storm.

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FirstService Residential

Post Hurricane – Emergency Team Response Questionnaire

How long was the power out in the community? How much fuel was consumed while the power was out?

How much fuel was consumed while the power was out?

Protocol for resident communication and displacement

Financial Protocol for mobilizing financial resources

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Adjuster

Obtain emergency procedures and contact information for an adjuster from your insurance carrier.

Post-Hurricane Emergency Service Vendors

Obtain contact information for local diesel fuel providers, disaster relief and restoration, and day laborers.
(See 7C for example)

Equipment Guides

Ensure there are relevant shut down and start up procedures on paper and drilled by the personnel before hurricane season. (See both Dry Run and Equipment RPs for Examples)

Association procedures

Ensure the board has agreed to and is aware of the relevant procedures, ensure you discuss the implications of the recommendations. After the board agrees to and signs off on the relevant procedures, help the board communicate these to the residents (When will the associates be on site until? When will the AC be on or off? When will the Elevators be available or not? Water? Internet?)

Municipal Guides

Local municipalities within the state of Florida generally offer a website dedicated to hurricane planning. This section of the Hurricane Preparedness Guide is intended for the Manager to print and insert those documents which describe the county-specific suggestions.

Examples:

- <http://www.miamidade.gov>
- <http://www.broward.org>
- <http://www.pbcgov.com>
- <http://www.seminolecountyfl.gov>
- <http://www.orangecountyfl.net>

Note:

Some websites offer a comprehensive plan that includes shelter information, evacuation zones, etc. Other sites will require the Manager to search within the county site for the various documents

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Diesel Fuel Providers

Admiral Oil.....	305-371-3835
Anchor Petroleum.....	954-764-2407
Black Oil	786-914-0784
Blaylock Oil	305-247-7249
Dade Fueling.....	305-378-8737
Fine Oil	305-638-4812
Land & Sea Petroleum, Inc.....	305-940-4864
	954-978-3835
Lank Oil	954-978-6600
Luk Fuel	305-432-3487
Miami Oil.....	786-505-6864
Palmdale	954-818-4603
Peterson Fuel Delivery	954-764-3835
Petrol Florida.....	305-681-6204
Port Consolidated.....	305-687-1266
	954-522-1182
	800-683-5823
Quick Fuel.....	800-522-6287
Tropic Oil Company.....	305-888-4611
Urbieta Oil.....	305-331-9099

Natural Gas Providers

Teco Peoples Gas.....	877-832-6747
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Disaster Relief and Restoration

ISC Services (Stu Taub)	561-376-6111
First OnSite Property Restoration (John Paul)	305-233-0500
Paul Davis Restoration (Nicole Hardy)	304-899-6144
Rolyn (Katie Tucker)	704-773-6081
ServPro (Gail Williams)	561-795-5410
South Florida Water & Mold (Lisa Cozzi)	305-895-4880

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Day Laborers or Temporary Labor

Labor Ready (Ingrid Rodriguez) 786-295-6182

Electricity

Florida Light & Power.....800-468-8243
Duke..... 407-629-1010
Teco..... 813-223-0800
Georgia Power..... 888 660-5890
Beaches Energy904 247-6241

Elevators

Kone..... 877-276-8691
Otis Elevators..... 800-233-6847
Schindler..... 800-225-3123
ThyssenKrupp..... 877-230-0303

Generator

Aggreko 844-814-3610
Megawattage..... 954-328-0232
Sunbelt Rentals..... 800-667-9328
United Rentals.....800-877-3687

Landscaping (Tree removal)

Brightview.....877-389-4873

Fire Protection/Life Safety

Advanced Fire & Security..... 888-916-7474

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Hurricane GUIDE

2023 Season

Hurricane season runs from June to November, bringing the possibility of strong and potentially damaging winds and storm surges to the hurricane-prone East and Gulf Coasts.

If you live in these areas, it's critical that you have a smart, effective hurricane plan in place to help keep your home and loved ones safe.

This hurricane guide contains valuable planning and preparation information, timelines and checklists. Please use it as a resource to help keep your family and property safe before, during and after a storm.



What to Expect **From FirstService Residential**

Your community association manager will direct your community staff in securing common areas, systems, equipment and related assets in the event of a hurricane threat. Your management team will communicate important information to residents, including links to emergency management services, storm season policies, evacuation orders and necessary updates. However, your management team is not responsible for helping residents secure their own homes.

FirstService Residential has prepared a customized, comprehensive emergency plan for your community, including a communication plan, evacuation plan and flood information.

Hurricane Watch or Hurricane Warning, *what's the difference?*

The National Weather Service issues alerts for the following:



Hurricane Watch

An announcement that hurricane conditions are possible in your area.

- Watches are issued 48 hours in advance of the anticipated onset of hurricane-force winds.
- Take Action: Begin or continue storm preparation activities and listen for updates from local officials.

Hurricane Warning

An announcement that hurricane conditions are expected in your area.

- Warnings are issued 36 hours in advance of anticipated onset of hurricane-force winds.
- Take Action: Complete storm preparation activities and evacuate if required by local officials.



Hurricane Preparation *checklist*



Before June 1

(Or as early in the season as possible)

- Create a personal hurricane preparation plan and share it with each family member.
- Begin to stock your home and community for storm season:
 - Test and check expiration dates on existing supplies and replace as needed
 - Many states offer sales tax holidays each year, which can help lower the cost of storm supplies. Find your state's moratorium dates at: http://www.taxadmin.org/fta/rate/sales_holiday.html
- Collect important addresses and phone numbers:
 - Family members
 - Insurance company
 - Shelters (including pet-friendly shelters)
 - Generator-powered gas stations
 - Generator-powered grocery stores
 - Your utility company
 - National Hurricane Center
 - Federal Emergency Management Agency (FEMA)
 - Your community association management company
- Select your home's safe room — an interior room, closet or another area without windows.
- Determine if you live in a mandatory evacuation zone.
- If so, where will you shelter and what route will you take if an evacuation order is given.
- Trim trees and shrubs around your home.
- Purchase and/or test existing generators.
- Review your insurance policy or contact your agent to ensure you have active personal HO6 policies and special assessment coverage.
- Consult with your FirstService Residential management team:
 - Find out what actions they recommend to prepare your home and community
 - Establish who is responsible for which pre-and post-hurricane activities

When a Storm Is Headed Your Way

(Per weather forecasts, 4 to 5 days prior to landfall)

Gather existing items or purchase:

- At least one gallon of drinking water per person, per day
- Chlorine to decontaminate water
- Non-perishable packaged or canned foods, juices and snack foods
- Manual can opener
- Paper plates and plastic utensils
- Garbage bags
- First-aid kit
- Flashlights and batteries
- Candles and lighters or matches
- Battery-powered radio, TV, lantern, hot plate and fans
- Solar-powered cell phone charger
- Gas for barbecue
- Rain gear
- Medicines/prescriptions — Renew and store in a waterproof container
- Baby wipes and hand sanitizer
- Insurance documents in a waterproof container



Hurricane Preparation *checklist*

Hurricane Preparation *checklist*



When a Hurricane Watch Is Issued (48 hours prior to landfall)

- Clean, sterilize and fill available containers with water for emergency drinking purposes.
- Photograph and/or videotape your property and contents (with date stamps) as baseline documentation. Store images to cloud and/or print and store in waterproof containers.
- Pack freezer contents tightly to conserve cold temperatures in case you lose power.
- Gather the following and secure in luggage or waterproof containers:
 - Reading materials, toys and games for family members
 - Toiletries and equipment for family members
 - Several changes of clothing
 - Blankets and pillows for each family member
 - Pet food, water, carriers and leashes. Ensure pets wear ID tags with your name/phone number

When a Hurricane Warning Is Issued (36 hours prior to landfall)

- Get cash.
- Fill cars with gas.
- Charge cell phones.
- Back up computer files.
- Install hurricane shutters and/or board up windows.
- Store or secure outdoor furniture.
- Prepare your pool and spa.
- Secure your boat.
- Fill bathtub with water to bathe and flush toilet.
- Turn off breakers or unplug electronics to prevent damage from electrical surges.

During the Hurricane

You must evacuate if you live in a mandatory evacuation zone or if you don't feel safe staying in your home.

If you remain at home:

- Be sure your entire family stays in your safe room.
- Monitor hurricane updates via radio, TV and internet.
- Even if storm conditions subside, stay indoors until you receive official word that the hurricane is over. In many cases, conditions worsen again after periods of calm.
- Keep curtains and blinds closed and stay away from windows to avoid injuries from broken windows or flying glass or debris.
- Turn off utilities if instructed to do so. Otherwise, turn the refrigerator thermostat to its coldest setting and keep doors closed to retain cold air.
- Avoid using your telephone, except for emergencies.
- When you do leave your home, use the stairs, not elevators.

If you evacuate:

- Only take what you really need, such as your cell phone, medications, identification (driver's license or passport), clothing, food, water, toiletries and cash.
- Before you leave, unplug electrical appliances and turn off your home's gas, electricity and water.
- Travel roads and highways recommended by emergency workers, even with traffic, because other routes may be blocked by debris or fallen trees.



After the Hurricane Is Over

- As soon as it is safe to leave your home or re-enter your community, place tarps over damaged roofs, windows and doors and remove debris to reduce the threat of injuries and further damage.
- Be aware of hidden dangers like downed power lines and water-covered holes.
- Run generators only in well-ventilated outdoor areas (never indoors) to prevent carbon monoxide poisoning.
- Discard all food that may no longer be safe, especially if your home lost power. When in doubt, throw it out.
- Photograph or video all damages to document necessary repairs or replacement. Do not accept any money offered by insurance companies to release or settle claims.
- Immediately contact your insurance agent to report all damages — the first to report is usually the first paid!



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Corporate Responsibility

At FirstService Residential, our goal is to make a difference, every day, for the residents and communities we serve.

To help our customers through major disasters, we immediately establish emergency loan funds to quickly repair damages to our managed communities before insurance claims can be finalized. FirstService Residential teams work closely with first responders, vendors, contractors, insurance adjusters and residents to help families return home as quickly and safely as possible.

That's the kind of full-service commitment that adds value and protects lifestyles — a service promise only FirstService Residential can keep.

Making a Difference. Every Day.

As North America's property management leader, FirstService Residential knows how devastating hurricanes can be. As part of our full-service management, we prepare tailored emergency plans for each managed community and provide comprehensive guidance, information, resources and support to help residents prepare and recover when hurricanes strike.

Contact Us Today

877.278.6468 | www.fsresidential.com