

HURRICANE GUIDE



Hurricane Season runs June 1 through November 30, 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 and effective hurricane plan in place to help keep your home and loved ones safe.

The FirstService Residential Hurricane Guide



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

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 Your Community Association Manager

If your community is professionally managed, your Community Association Manager should provide information on how to protect your home and direct community staff in securing common areas, systems, equipment and related assets in the event of a hurricane threat.

FirstService Residential creates a customized, comprehensive Disaster Plan, including emergency evacuation information, for each community we manage. We also conduct annual evacuation drills at each community to ensure residents are prepared. For more information on our hurricane preparation services, [contact FirstService Residential](#).



Before or As Hurricane Season Begins



BEFORE JUNE 1 – or as early in the season as possible – create a personal hurricane preparation plan and share it with each family member

Use our Hurricane Preparation Checklist provided to determine if these items need to be purchased, and assign responsibility for obtaining them.

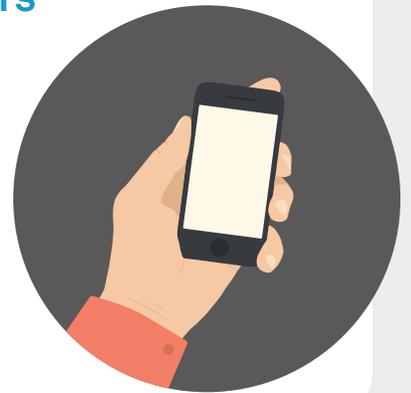
Many states offer sales tax holidays each year, which can help defray your purchasing costs. Find your state's moratorium dates at:

http://www.taxadmin.org/fta/rate/sales_holiday.html



Compile 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 area without windows
- Determine if you live in a mandatory evacuation zone, and, if so, where you will shelter and the route you'll take to get there 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 Community Association Management Company

- ▶ Find out what actions they recommend to prepare your home and community
- ▶ Establish which pre- and post-hurricane activities they and you are responsible for

When a Hurricane is Imminent

The National Weather Service issues alerts for the following conditions within a local area:



Hurricane Watch

An announcement that hurricane conditions are **possible** in your area

- ▶ Watches are issued 48 hours in advance of anticipated onset of tropical storm 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 tropical-storm-force winds.
- ▶ Take Action: Complete storm preparation activities and evacuate if required by local officials.

Hurricane Preparation Checklist



When a hurricane is forecast for your region, immediately begin or complete storm preparations using the checklist below:

When a Storm Could be Headed Your Way (per weather forecasts, 4 – 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
- Can opener (not electricity powered)
- Paper plates and plastic utensils
- Garbage bags
- First aid kit
- Flashlight(s) and batteries
- Candles and lighters or matches
- Battery-powered radio, TV, lantern, hot plate and fan(s)
- Solar-powered cell phone charger
- Gas for barbecue
- Rain gear
- Medicines/prescriptions – Renew and store in a waterproof container
- Baby wipes and hand sanitizer
- Gather insurance documents and store in a waterproof container

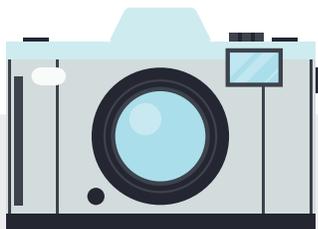


When a Hurricane Watch is Issued (48 hours prior)

- 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)

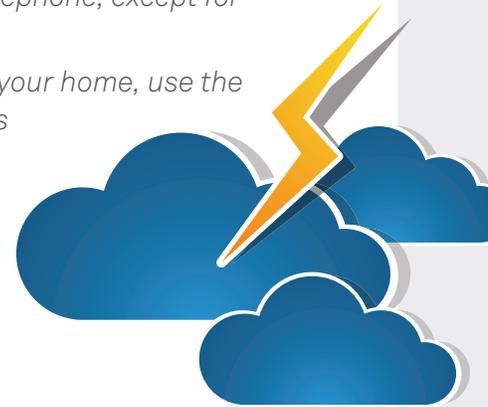
- Get cash
- Fill car(s) with gas
- Charge cell phone(s)
- Back up computer files
- Install hurricane shutters and/or board up windows
- Store or secure outdoor furniture
- Prepare your pool and spa
- Secure your boat
- Fill bathtub with water to bathe and flush toilet
- Turn off breakers or unplug electronics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



During the Hurricane

IF YOU REMAIN AT HOME DURING THE STORM, IT IS ESSENTIAL THAT YOU FOLLOW THE GUIDELINES BELOW:

- 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:

- You must evacuate if you live in a mandatory evacuation zone, a high-rise over 75 feet high or if you don't feel safe staying in your home
- 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



Hurricane Preparation Checklist

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 reported is the first paid!*



Corporate Responsibility

At FirstService Residential, our mission is to make a difference, every day, for the residents and communities we serve. After Hurricane Sandy, we established a \$10 million emergency fund to quickly repair damages to our managed communities before insurance claims were finalized. FirstService Residential teams also worked closely with first responders, contractors, insurance adjustors 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.



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