General responsibilities in a fire, flood, or natural disaster resulting in property damage.

First Employee at Scene
1. Assess the situation. Is danger over? Are people safe?
2. Call appropriate authorities (police, fire department, etc.).
3. Call Community Manager. If Community Manager is not available call next level of authority.
4. Call other available employees.
5. Begin informing affected residents by going door to door or by phone.

Community Manager
1. Visit scene, assess the situation, and cooperate with authorities.
2. Inform your Regional Property Manager.
3. Complete the Incident Investigation Report and fax to the corporate office.
4. Take and submit photos/video.
5. Start incident log of events. Include names and times.
6. Obtain names, phone numbers, and comments from witnesses.
7. Document any information that might be useful for insurance or liability purposes.
8. Deal with media as necessary.

Service Manager
1. Make sure residents are evacuated (if applicable) to designated assembly areas.
2. Take inventory of needed supplies.
3. Call contractors as needed to secure the community.
4. Secure the community when police or fire department releases control of the area.
5. Begin cleanup.

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