

- Lock down dumpster/compactor doors and the gates surrounding them.
- Before the storm's arrival, open the property gates and disconnect power to the gate system.

During

- Safety is the number one priority. Do not put yourself in danger.
- Monitor the flood damage if you can do so safely.
- Continue to update the property supervisor and chain of command on the situation and damage.

After a flood has occurred

- Inspect the property to assess the impact of the flood and the need for cleanup. Report this to your property supervisor.
- Check communications equipment and back-up systems.
- Keep all fire protection systems in service.
- Return any impaired services, including alarms, to service promptly.
- Rope off dangerous areas. Check for washout areas that might undermine the structural integrity of walls or foundations.
- Keep children and pets away from contaminated areas.
- Make sure that no gas or electrical lines are exposed or damaged. Shut down operations that can be adversely affected by water, including elevators and low-lying electrical equipment.
- Check for spilled flammable liquids and contaminants and clean them up first.
- Remove standing water.
- Remove flood debris carefully.
- Clean and dry equipment.
- Debrief with all personnel to make sure that all information is shared.

When flooding affects residents

- Evacuate residents from the flooded apartments, as it may become necessary to discontinue electrical power to these units. Never use elevators.
- As soon as possible, notify your property supervisor of the situation.
- Resident belongings should be insured through their individual renter's insurance.

Hurricane

Hurricanes pose two primary threats to people and properties

1. Damage or injury due to high winds, and
2. Damage or injury due to storm surges and flooding.

It's important to understand the difference between a hurricane watch and hurricane warning to help you know when to prepare.

- A hurricane watch is an announcement that hurricane conditions (sustained winds of 74 mph or higher) are possible within the specified area. Because hurricane preparedness activities become difficult once winds reach tropical storm force, the hurricane watch is issued 48 hours in advance of the anticipated onset of tropical-storm-force winds.
- A hurricane warning is an announcement that hurricane conditions (sustained winds of 74 mph or higher) are expected somewhere within the specified area. Because hurricane preparedness activities become difficult once winds reach tropical storm force, the hurricane warning is issued 36 hours in advance of the anticipated onset of tropical-storm-force winds.

Before hurricane season

- Remove dead branches from trees. They become injury-causing projectiles during a storm with high winds.
- Know what precautions you need to take in turning off valves if you have natural gas onsite.

When a watch is issued

- Monitor local media for weather conditions and emergency information.
- Inform your property supervisor of the approaching storm.
- Distribute notices to each resident and instruct them to move all items from their patios indoors. Also instruct residents to follow the evacuation orders from local authorities. Email communications@taa.org for a sample resident notice. Consider texting residents to tell them to look for the notice.
- Contact your company's IT department and follow its directions for backing up information.
- Unplug all electrical equipment in your clubhouse and office. Get all items off the ground, away from windows and covered with plastic wrap or bags. Label all cables so that you can put equipment back together quickly after the storm. Brownouts (low power) wreak havoc on equipment, especially computers. Power surges, particularly after power goes out in an area or building and then comes back on all at once, usually destroys some equipment and/or starts fires when shorts occur.
- Deposit all monies. Petty cash should be secured with the manager.
- Board up office windows.
- Check roof drains to prevent water accumulation, which might weaken the structure.
- Make sure the answering service, your website and voicemail greeting are updated with important emergency instructions and information for residents.
- Drain about two feet of water from the swimming pool only to prevent the area from flooding. Do not drain the entire pool as that increases the possibility of additional damage to the pool. Store all pool furniture inside.
- Move any water-reactive chemicals to watertight containers. Secure any toxic or flammable chemicals where they are unlikely to contaminate any floodwaters.
- Remove flags from flagpoles.
- Post an emergency phone number on the office door along with resident responsibilities during a storm. If your community communicates with residents via text messaging or email, consider sending the emergency phone number and resident responsibilities via text message or email.

- Check the grounds and put all loose articles in secured storage, including water hoses, trash cans and outside seating.
- Lock down dumpster/compactor doors and the gates surrounding them.
- Before the storm's arrival, open the property gates and disconnect power to the gate system.

When a warning is issued

- Your primary concern should be the safety and well-being of you and your family. With that in mind, obey all evacuation orders from local authorities.
- Communicate to your residents when the property management staff will evacuate the property and how they should reach staff after the hurricane.
- Contact the appropriate vendors and make sure that your community is on the priority list for repairs after the storm.
- Disconnect all circuit breakers to the leasing office, pool pumps, fountains and sprinklers.
- Notify the alarm company that power to the facility is being shut down via the main circuit breaker.
- Shut down elevators if your community has them. Post signs on each floor advising residents to use the stairs.

During the hurricane

- Monitor local media for emergency instructions.
- Stay indoors away from doors and windows. Remain indoors until the "all clear" notice has been given by your local authorities.
- Turn off interior electricity. Use flashlights for light. Avoid using candles if possible.

After

Do not assume that the danger has passed because the storm has. As many fatalities occur after the storm as during the storm. Watch for downed power lines, flooded roads and washed-out bridges.

- Address life and safety issues on a priority basis.
- Carefully check damaged apartments for injured residents. Call 911 if anyone has been injured.
- Never plug-in or reconnect equipment that has been damaged by water. If flooding has occurred affecting electrical systems, have a certified electrician check all systems before you switch on any circuit breakers.
- Mixing water and electricity can result in a fire. Regardless of how high you are in a building, water damage can occur when a window breaks. When that water is combined with plugged in extension cords of appliances you run the risk of shorts, which can result in a fire. Move valuable equipment away from window areas but again make sure the power cord is disconnected so that when the power comes back the combination of water and electricity doesn't create a problem which could have been avoided.
- Check with the answering service and courtesy officer for anything that requires immediate attention.
- Keep a log that includes who, what, where and when along with what repairs were done and when.
- Keep a list of all cash outlays for emergency repairs in case these count toward insurance deductibles. Take pictures or video of the damage.
- Inspect the property and record hazards, damage and needed repairs. Inspect dark areas with flashlights, not candles. Complete a loss report.
- Inform your property supervisor about the status of the property after you've inspected the property.
- Check storage areas for chemical spills. Clean the spills according to proper procedures. See the chemical spills checklist in this guide for more details.