

HURRICANE PROCEDURE MANUAL  
2019



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## BISHOP'S COURT AT WINDSOR PARKE

### HURRICANE PROCEDURES

The purpose of this manual is to establish procedures for Hurricane Preparations, clean up and restoration of normal business operations pre and post Hurricane specifically for BISHOP'S COURT AT WINDSOR PARKE CONDOMINIUMS ASSOCIATION, INC. The reason for these procedures is to protect the property, our neighbor's property, minimize losses, ensure the life and safety of individuals, and to re-establish normal operations as quickly as possible.

In connection to our commitment for the safety and well-being of our employees and their respective families; Management may at its discretion, send staff home early to make their own preparations before returning to the property.

Following a storm, Management will work diligently to restore the office/clubhouse to full operation as quickly as possible. If curfew is issued or access restrictions detain certain employees from immediately returning to the property, Management will work with outside contractors to restore the office/clubhouse to full functionality.

### COMMUNICATION PROTOCOL

In preparation of the storm, during and after the storm, essential communication with Board Members and community is required. Property Manager should be communicating through the following methods:

- Board Meetings – plan of action needs to be presented
- E-Blasts
- Website Updates
- Property Posting
- Text Messaging

### SEASON START

The Hurricane Season officially starts June 1<sup>st</sup> of each year and ends November 30<sup>th</sup>. The beginning of the season will be the deadline for having some of the following procedures completed or the date to begin other procedures. Review the items that you are responsible for and plan out your schedule so that your deadlines are met. Remember to “plan the work and then work the plan.”



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**1. SUPPLIES**

- A. - Hurricane Supplies must be inventoried by June 1<sup>st</sup> of each year to determine that the Hurricane Supplies are at the levels specified on the Inventory Control form. All items that have a shelf life must be replaced. The Property Manager will be responsible for inventory and purchasing supplies that are below the minimum levels and maintaining minimum levels until November 30<sup>th</sup>. All items that are replaced are to be indicated on the Inventory Control form.
- B. - Hurricane Supplies are not to be used as normal operating inventory.

**2. VENDORS**

Property Manager need to make certain that critical Service Provider (Vendors) such as Tree Service Contractor, Roofing Contractor, Electrical contractor, Plumbing and Landscaping Contractor include a clause or addendum to the Service Contract stating that in the event of a Hurricane your property is given priority status on their list.

**3. MEETINGS**

- A. - Hurricane Preparedness meetings should be scheduled during the month of May to inform and discuss Hurricane Preparedness. The Property Manager should discuss with the Board the established KWPMC protocol to assist the Association before, during and after Hurricane.
- B. - Employees are to attend Hurricane Procedure training sessions. This training will include the role that each department will play prior to and after a Hurricane. The training will be scheduled and tracked by the Property Manager.

**4. SITE**

- A. The Property Manager will inspect the landscaping with the Landscaping Contractor no later than June 1<sup>st</sup> and will be responsible for having all trees and shrubbery trimmed by June 30<sup>th</sup>.
- B. All site lighting must be inspected to verify that light standards and fixtures are secured, and fasteners securing fixtures are tight. This must also be completed by June 1<sup>st</sup>. The Property Manager will be responsible for the supervision of this task.
- C. The Property Manager should assure that the drainage system including parking facility are cleaned if necessary.



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- D. All amenity equipment or structures are to be inspected to verify everything is secured or protected to the best industry standards. This must be completed by June 1<sup>st</sup>. The Property Manager will be responsible for the supervision of this task.
- E. All signage is to be inspected, and any signs that are not structurally sound or secured are to be repaired. The Property Manager to direct this task.
- F. Communication with all vendors need to take place.

**5. BUILDINGS**

- A. The Property Manager will be responsible for inspection of all roof areas and verify that all roof-mounted equipment, lighting and other mechanical equipment is identified. The Property Manager will verify that all roof-mounted equipment is secured to the roof and that all access panels are securely fastened in place.

**6. THE DEPARTMENT HEADS RESPONSIBILITIES**

- A. The Property Manager will notify the Staff that Hurricane Season has begun and schedule training classes during the month of May.
- B. The Property Manager is responsible for updating the Emergency Manual and distributing to Staff.
- C. The Property Manager is responsible for updating the Resident and Board Emergency Manual for distribution electronically (or in paper form if required), to the Association members and Board no later than June 1st.
- D. The Property Manager is responsible for preparing a list of staff cell phone numbers and emergency contacts.
- E. The Property Manager is responsible for establishing a designated location for the on-site team to gather after the event if the amenities on site are compromised and not accessible or safe.
- F. The Property Manager is responsible for the Hurricane Inventory, Hurricane Shutters (if applicable), common areas, the testing and maintenance of the emergency equipment, roof inspections and securing building and site fixtures. The Property Manager will also be responsible for maintaining the maximum levels for all first aid supplies.
- G. The Property Manager will create or review an inventory of all equipment and submit the inventory to the District Manager by May 30<sup>th</sup>. The inventory is to include all



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Manufacturers' information including model number, serial number, date of purchase and replacement cost. This information should be uploaded into KWPLYNK.

- H. The Administrative Assistant will compile and file all inventories in a safe place (KWPLYNK). A designated area to secure and protect all physical on-site equipment and inventories and it will be identified to use for the event.
- I. The Property Manager will obtain any protective materials to cover and secure on-site office equipment. Materials are to be stored on site until November 30<sup>th</sup>.



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## 48-HOUR NOTICE

MANAGEMENT STRONGLY ADVISES THE BOARD OF DIRECTORS, UPON THE DIRECTION FROM LOCAL AUTHORITIES ON EVACUATION ORDERS, TO MAKE DECISION REGARDING SHUT DOWN BUILDING EQUIPMENT.

An email should be sent via email blast to the residents regarding Hurricane Watch directives.

The Property Manager and staff will be responsible for securing the site once the Board of Directors has made the decision shutdown building systems. A secure perimeter is to be established and only residents, tenants, employees and Law Enforcement officials will be permitted on the site. NO vehicular traffic other than utility vehicular traffic used for the Hurricane Preparations will be permitted on the property.

The Property Manager will compile a list of vendors that may need access to the property prior to and after the Hurricane to ensure that no one enters until proper identification is shown to security and an "all-clear" has been issued by local authorities.

### 1. SECURITY OPERATIONS – Management Office

A. The Management Office will be the Pre-hurricane Command Post. The Management Office is to be equipped with the following:

1. Telephone.
2. Emergency Evacuation.
3. List (persons requiring assistance).
4. Telephone numbers of all the staff, cell and home numbers.
5. Emergency telephone numbers.
6. Hard copy of residents' telephone numbers and emergency contacts.
7. Emergency Manual.
8. Telephone books and lists.
9. Battery-operated radio for weather reports.
10. Poster pads.
11. Paper.
12. Markers.
13. Mobile radios & digital camera.
14. Flashlights, batteries.
15. Rain gear.
16. First Aid Kit.
17. Back up phone charge batteries.



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2. MANAGEMENT OFFICE

- A. The telephone is to be used for Hurricane Preparation related calls only.
- B. Residents or Employees and Management staff are not permitted in the area.
- C. Radio communication is to be limited to Hurricane activities only.
- D. Residents requesting information must be directed to the Management Office. Voice mail message should be changed with updated information.
- E. Management will make an additional complete system back-up to an external portable hard drive or cloud. Items of importance should be stored on KWPMLYNK. Back-up should also be performed on any security or FOB systems.

3. SITE PREPARATION

- A. All small potted plants must be removed from the common area and secured. Care must be taken when storing fixtures in the garage to allow free access to the mechanical areas, stairs, and to vehicular traffic. The Property Manager and Maintenance Staff will be responsible for disconnecting irrigation lines as necessary. The Maintenance Staff will be responsible for moving and storing the potted plants.
- B. All exterior umbrellas and pool furniture are to be stored in a secured and protected area. The Property Manager and Maintenance Team will be responsible for ensuring that this is accomplished.
- C. RESIDENTS are responsible for removing all chairs, tables, benches and other items from their patios/balconies. The Maintenance Staff is not responsible for storing items that the resident has left unsecured. The staff is prohibited from entering units unless instructed by the Manager.
- D. All trash cans are to be removed from the common areas and are to be stored in a secured area. The Maintenance Staff is responsible for storing the trash cans.
- E. The Maintenance Staff will shut off all gas lines and pool heater.
- F. All HVAC Systems are to be turned off



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- G. All non-essential main breakers are to be shut down, i.e., elevators, outside lighting, compactors, and the like. All resident electrical disconnects are to be left on. The Maintenance Staff will be responsible for shutting down all electrical systems other than residential units. This is to be done at the last possible moment to allow the resident's time to prepare their units.
- H. The Maintenance crew will be responsible for removing all freestanding signs and securing them.
- I. The Property Manager will verify that all equipment is properly secured.

FINAL WALKTHROUGH

A complete walk-through is to be performed by the Property Manager and Maintenance Crew. A final Walk-through Checklist is to be filled out and a videotape or photographic record should be made to verify that the property is secured, and all preparations have been completed. Remember that we may be in a *mandatory evacuation zone for any Hurricane*. All personnel must clear the property when the evacuation order is given.

NOTICE

1. ALL EMPLOYEES ARE TO BE INSTRUCTED, AS THEY LEAVE, TO MAKE EVERY EFFORT POSSIBLE TO REPORT TO WORK AFTER THE HURRICANE IS OUT OF THE AREA, AFTER EVACUATION ORDER IS LIFTED AND THEIR FAMILIES ARE SAFE! THE MANAGER SHOULD MAKE SURE THAT ALL EMPLOYEES HAVE THE PROPERTY MANAGER'S CELL NUMBER AND THE CHIEF ENGINEER'S NUMBER.
2. EMPLOYEES ARE ALSO TO BE ISSUED IDENTIFICATION CARDS REQUESTED BY THE MANAGER FROM THE PROPER AUTHORITY TO ALLOW THEM ACCESS TO THE AREA AFTER EVACUATION ORDER IS LIFTED. THESE SHOULD BE DISTRIBUTED TO ALL EMPLOYEES BEFORE THEY LEAVE THE PROPERTY.
3. EMPLOYEES MUST PROVIDE MANAGEMENT WITH PHONE NUMBERS AND EMERGENCY NUMBERS (MOBIL PHONE) WHERE THEY CAN BE REACHED.





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## POST HURRICANE

### 1. CENTER OF OPERATIONS

- A. The primary Center of Operations is to be the Management Office if the following criteria are met:
1. The building is structurally sound.
  2. There is power available.
  3. The HVAC equipment is operational.
  4. Telephone equipment is operational.

If the Management Office is not functional, a new designated area will serve as the Center.

FOR SAFETY REASONS NO EMPLOYEE IS TO WALK THE PROPERTY UNTIL A SURVEY HAS BEEN DONE BY THE PROPERTY MANAGER OR MAINTENANCE CREW.

UNIT OWNERS WILL BE RETURNING TO THE PROPERTY AND TELEPHONING FOR STATUS. COMPLETE AND FACTUAL INFORMATION MUST BE AVAILABLE.

### 2. SURVEY OF DAMAGE

KWPMC recommends that the property and office/clubhouse inspection be performed by qualified licensed and insured professionals for all structural building components such as building envelope, foundation, electrical, plumbing, roofing system, HVAC system and etc.

- A. Members of the Hurricane Team will conduct a site survey after designating the Center Location. No one enters the structure alone, minimum 2-persons teams. This survey is to assess the following:
1. The structural integrity of the buildings.
  2. The watertight integrity of the buildings.
  3. The condition of the Electrical Systems.
  4. The condition of the Underground Utility Systems.
  5. Wind and water damage assessment.
  6. Damage to HVAC systems.
  7. Landscape damage.
  8. Clean up needs.
  9. Dangerous areas, which must be closed off.



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After a complete assessment of the property and Hurricane damage, the Hurricane Team will begin the process of setting up operations, securing the property and clean-up land restoration, only in areas where it is safe to do so.

- B. The Property Manager or Maintenance crew will be responsible for taking detailed photos and videos of the condition of the property and any damage.

3. SECURITY

- A. The Property Manager will institute a post-assignment plan to secure the property and barricade unsafe areas. The residents will not be allowed to enter the property until it is safe. No one will be permitted to roam the property unescorted.
- B. Security will be responsible for establishing a liaison between any law enforcement personnel, who have arrived on site, and encourage them to use the Association as their Command Post.

4. OPERATIONS SET-UP

- A. If electrical service is active, the Maintenance Crew will begin to power up only common area electrical systems that do not have any signs of water intrusion and have no physical damage.
- B. Property Manager will be responsible to inform Residents on recovery plans. Communication via e-mail to residents should go out if service is available.
- C. All staff will be responsible for answering management telephone lines and producing memos on current status of property and future plan of action as directed by the Property Manager. The Property Manager will set policy and oversee Security Center Operations.
- D. The Maintenance Crew will oversee the clean-up operation. They will meet with residents that have arrived on site and assist in assessing damage they may have incurred. Residents should make arrangements for emergency boarding up of their broken windows, water extraction, etc.

5. CLEAN UP

- A. The Maintenance crew will be responsible for barricading all areas that are unsafe and keeping them secure until they can be repaired or cleaned up.



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- B. The Maintenance will be responsible for the clean-up of debris in the common areas.
- C. The Property Manager will supervise the removal of water in areas of the office/clubhouse that are flooded and securing areas of the building exterior that have been damaged by the storm.
- D. Residents will be responsible for clean-up in their units.
- E. Use emergency contact list to notify all residents "upon all clear" to assess damage in their unit.

6. RESTORATION

- A. The Maintenance staff will be responsible for the removal and storage of the Hurricane Barricades/Sandbags, etc. All available manpower will assist in this process.
- B. All Maintenance Staff will be responsible for moving all fixtures and furnishings that were stored to their original locations.
- C. The Property Manager and Maintenance personnel will be responsible for inspecting all building lighting. Fixtures that have been damaged or are not operational are to be repaired or replaced.
- D. The Property Manager will be responsible for obtaining contractors to make repairs that are beyond the scope of work for Maintenance personnel to perform.
- E. The Property Manager will be responsible for the restocking of Hurricane Supplies once restoration of normal operations is complete.
- F. Once normal operations have been achieved, the Property Manager will schedule a debriefing meeting to evaluate the preparations and restoration process and determine what could be improved upon in preparation for future emergencies.
- G. Property Manager should organize all critical information collected to open a claim with the Insurance Company.