

Dear Members:

After the 2005 hurricane season the Apartment Association felt a Hurricane Guide would be helpful to its members. On May 24, 2006 AAGNO held a Hurricane Preparedness Brainstorming Session. One representative from each owner management company was invited to attend. The information compiled from this meeting was used to write the Hurricane Preparedness Guide. AAGNO would like to thank the following members that participated in the Brainstorming Session:

StGermaine Apartments – CLK Multi Family Management  
HRI  
Axxcent Management  
Creekwood\Tonti Properties  
Lee Longstreet  
Latter & Blum  
Patrician Management  
1<sup>st</sup> Lake Properties

The purpose of this booklet is to provide suggestions for property management companies to prepare pre and post emergency and recovery procedures to protect their residents and properties. This book is only a guide, this is not law and you should check with your company's policy before implementing any action. If you have any questions or concerns about the guide please contact Tammy at 504-888-2492.

Sincerely,

Tammy F Esponge  
Association Executive

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## **Communication with Residents**

- At the beginning of Hurricane Season a communication form should be sent to residents (see generic forms)
- In the event of a hurricane or tropical storm request residents to remove all items from their patio or balcony, these items should be placed in their apartments
- Tubs should be filled with water in order to flush toilets should the area loose water supply.
- Request residents to clean out their refrigerators before evacuating.
- Recommend to all residents they should purchase renters and flood insurance for their personal items. The property insurance will not cover resident items.
- If an evacuation order is issued, encourage all residents to evacuate and follow what local officials recommend. Evacuation routes can be found on [www.ohsep.louisiana.gov/evacinfo/stateevactres.htm](http://www.ohsep.louisiana.gov/evacinfo/stateevactres.htm)
- Post emergency – if your company has a web site recommend residents to visit the web site to receive information about the property. If you do not have a web site a phone number should be given to residents to find out information on the property.

## **Information Guide for Residents**

With the threat of Hurricanes you should plan ahead for storms. Listed below are some tips to help you prepare in the event of a storm:

- Provide the on site staff with emergency contact phone numbers.
- Have an evacuation plan in place.
- Purchase Rental and Flood insurance for your personal belongings. You personal property will not be covered by the property/company insurance policy.
- Prepare your apartment – remove all items from the patio and balconies, back up your computer and take a copy of the back up with you, remove items from the windows and cover items as you see fit.
- REFRIGERATOR – Prior to evacuating clean out your refrigerator. Store items in zip loc bags and take with you or dispose of the perishable items.
- Store water for you return, fill water jugs and you tub. There may be limited or no water supply upon your return.
- Pets – In the event you evacuate take your pets with you.
- Items you should have on hand during hurricane season:
  - First Aid Kit
  - Medicine and Prescription Drugs
  - Insurance and Important Documents
  - Bottled Water
  - Canned Food
  - Disinfectants\Bleach and Insect Repellant
  - Flashlight and extra batteries
  - Personal toiletries and Sanitary needs
  - Ice chest
- Check your vehicle – tire pressure, gas, etc.
- Have available cash, if the power goes out ATM will not be available
- Monitor your property\company web site for updates about the property
- Before returning to the area check with local officials to make sure the areas are secure and you are allowed to enter the parish
- Reserve hotel reservations in advance to ensure a place to stay

- If you go to a shelter check to see what the nearest shelter will be available

### **Preparing Your Property and Employees**

#### **PROPERTY, OFFICE and EMPLOYEES:**

- Pick up all moveable items on the property
- Turn off pools
- If your property has access gates you should open all gates before evacuating
- Back up computers and bring back up disk with you, turn computers off and unplug
- Pick electronic items off the floor and cover
- Send notices to residents
- If needed board up office and club house windows
- Secure property club rooms
- Take important documents with you and a list of all residents w\contact information
- Update your contractor list and take a copy with you
- Secure roofs
- Clear all drains and catch basis that they are clear of debris
- If your property has trash chutes, elevators and stairwells secure those areas and make sure they are clear of debris
- Maintenance should have an emergency kit on hand:  
Plywood, screws, vinyl sheeting, flashlight, batteries, duct tape, caution tape and a first aid kit. Other items to include: water, rope, wet\dry vac, mops, buckets, disposable cameras, non perishable food, fire extinguishers, keys to the office and other common areas
- If you have generators check to make sure they are in operable condition and have gas for the generators
- Confirm contractors have completed work and removed items from the property
- Each team member should have a contact list of each team member on the property, the manager should have a contact number for the owner and or supervisor.
- Determine if all team members are evacuating
- Contact your courtesy officer and have a contact number for him\her and make sure they have your contact number

## After the Storm

- A command post should be established for all employees to report to. Information should also be posted on the company web site for employees to keep updated. If your company does not have a web site a phone number should be established.
- Check with local officials to find out if anyone is allowed to enter the parish
- Management and Maintenance staff should return to their properties A.S.A.P. in order to access damage and answer questions from the residents.
- Notify the power company of any fallen trees and power lines
- Any loose debris on the property should be picked up and removed
- Rope off any damaged areas
- A complete property inspection should be completed and all damage should be reported. This should include all units
- Take photos
- Contact any residents that has damage to their units
- If your postal service is not operating in the damaged area you should redirect your mail to a location outside the area using a P.O. box.
- For communication purposes you may want to check into satellite services, Direct Way and Hughes Satellite Service provides a super high speed internet and could also feed Vonage phone service adaptor boxes which emulate standard telephone lines. Net 2 Phone service ([www.net2phone.com](http://www.net2phone.com)) could also be used with a laptop, etc. for making outgoing calls wherever internet connectivity is available.
- AAGNO has a list of other communications, you may contact AAGNO for this list.
- Helpful Phone Numbers: FEMA – [www.fema.gov](http://www.fema.gov) or 1-800-621-3362  
SBA – [www.sba.gov](http://www.sba.gov) or 1-800-U ASK SBA

## **Insurance Tips**

- Consult with your agent or broker pre and post storm
- Obtain a complete certified copy of the insurance policy
- Review the policy for hidden coverage
- Work with insurance company adjusters
- Request advanced payments
- Analyze the necessity of all restoration activities
- Negotiate with all vendors
- Investigate tax relief and/or government benefits
- Investigate legal options
- A website to visit to help with insurance claims, Hurricane Insurance Information Center [www.disasterinformation.org](http://www.disasterinformation.org)
- Insurance policies does not cover flood. Flood insurance is a separate coverage

**Resident Contact Form**

**Name (Leaseholder):** \_\_\_\_\_

**List all occupants of the Apartment:**

\_\_\_\_\_  
\_\_\_\_\_

**Address\Apartment Number:** \_\_\_\_\_

\_\_\_\_\_

**Home Phone:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_

**Work Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Pet Information – Please list what type of pet you own and a brief description:**

\_\_\_\_\_  
\_\_\_\_\_

**Should you evacuate please take your pets with you.**

**In the event of an emergency, please list an out of town contact name and number that may be called:**

**Contact Name:** \_\_\_\_\_

**Contact Phone Number:** \_\_\_\_\_

**Management will not be responsible for your evacuation from the property. Please follow the instructions given by local officials.**



## **Approaching Storm Notification**

As of (date/time) \_\_\_\_\_, the National Weather Service has issued a Storm Warning for Southeast Louisiana. Please monitor the local news and weather Stations for up to date information on this storm. At this time, residents should Implement their own hurricane plan and begin preparing their apartment for a Potential evacuation. It is advised for all residents to heed the warnings of Government officials and evacuate the City/Parish if an evacuation order is issued

Effective immediately, Management will implement its Hurricane Preparation Procedures which includes preparing the property for hurricane conditions. The Staff will remain on property until a mandatory evacuation order is issued by the City/Parish. Once all storm preparedness procedures are completed, all team Members will heed the warning of government officials and leave the City/Parish

\_\_\_\_\_ has established an emergency number for residents to call for information regarding the property after the storm. The number is \_\_\_\_\_.

Information will also be posted ton the web at \_\_\_\_\_.

If you have not done so, please drop your Resident Contact Form at the leasing office.

Thank you for your cooperation

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**AUTHORIZATION TO DISPOSE OF  
RESIDENT'S PERSONAL PROPERTY**

Name of Resident(s):

\_\_\_\_\_

Name of Property:

\_\_\_\_\_

Unit Number:

\_\_\_\_\_

Current Mailing Address:

\_\_\_\_\_

Current Telephone Number: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

The undersigned, resident/residents of \_\_\_\_\_ Apartments, acknowledge that he/she/they have had access to the above referenced unit as of the date of this authorization and that he/she/they have retrieved all items of personal property which he/she/they wish to retain. The undersigned further acknowledges that \_\_\_\_\_ has advised him/her/them to photograph the personal property for supporting and insurance claim should he/she/they have renter's insurance.

The undersigned hereby states to \_\_\_\_\_ that he/she/they are abandoning **ALL ITMES OF PERSONAL PROPERTY WHICH REMAIN IN THE SAID UNIT** ("Abandoned Property") as of the date of this authorization and hereby authorizes \_\_\_\_\_ to dispose of all items of Abandoned Property in any way which \_\_\_\_\_ deems appropriate at no cost to the undersigned. The undersigned hereby releases \_\_\_\_\_ from any and all liability with respect to all items of Abandoned Property.

**THE UNDERSIGNED ACKNOWLEDGES AND UNDERSTANDS THAT  
\_\_\_\_\_ WILL NOT STORE ANY ITEMS OF THE  
ABANDONED PROPERTY FOR THE UNDERSIGNED.**

Management Signature:

Lessee:

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**NOTIFICATION**

**PLEASE FILL IN YOUR NAME, CURRENT MAILING ADDRESS AND TELEPHONE NUMBER. YOU ARE REQUIRED TO NOTIFY THE PROPERTY MANAGER NO LATER THAN \_\_\_\_\_ WHETHER YOU INTEND TO REMOVE ALL PERSONAL BELONGINGS FROM YOUR APARTMENT OR ABANDON THEM. IF WE DO NOT HEAR FROM YOU BY \_\_\_\_\_ WE WILL CONSIDER THE ITEMS AS ABANDONED, AND OUR CONTRACTOR WILL REMOVE AND DISPOSE OF YOUR ITEMS.**

\_\_\_\_\_ I intend to return to \_\_\_\_\_ to inspect and/or remove my personal belongings.

\_\_\_\_\_ I do not intend to return to \_\_\_\_\_ to remove my personal belongings. The undersigned hereby states that he/she/they are abandoning ALL ITEMS OF PERSONAL PROPERTY WHICH REMAIN IN SAID UNIT as of the date of this authorization and hereby authorizes the disposition of all items of personal property in any way which \_\_\_\_\_ deems appropriate at no cost to the undersigned. The undersigned hereby releases \_\_\_\_\_ from any and all liability with the to all items of personal property.

Name of Resident(s): \_\_\_\_\_

Name of Property: \_\_\_\_\_

Unit Number: \_\_\_\_\_ Date: \_\_\_\_\_

Current Mailing Address: \_\_\_\_\_

Current Telephone Number: \_\_\_\_\_

Management Signature:

Lessee Signaure:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please mail form to: \_\_\_\_\_

\_\_\_\_\_

Or fax to: \_\_\_\_\_

## Uninhabitable Unit/Property Notification

Date: \_\_\_\_\_

Property: \_\_\_\_\_

Unit Number: \_\_\_\_\_

Dear Resident:

We sincerely regret to inform you that the devastation caused by \_\_\_\_\_ has rendered your unit uninhabitable and we have no choice but to cancel your lease.

Your apartment has been damaged to such an extent that it is no longer fit for human habitation and the conditions may cause personal injuries, illness, death or additional property damages.

We hope that you agree with this action, taken in concern for your safety, but should you fail to vacate immediately you must assume the full responsibility for any and all consequences including, but not limited to, those listed above as a result of your failure to vacate.

If you vacate your unit as requested, no rent will be due and we will return you deposit in full.

If there are items in your apartment which you will not be able to remove, you must complete and sign the **Authorization to Dispose of Resident's Personal Property**

If you have any question please do not hesitate to call or visit the Rental Office.

Thank You,

\_\_\_\_\_