



FirstService
RESIDENTIAL

Hurricane **GUIDE**

2019 Season

Hurricane season runs from June to November, 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, effective hurricane plan in place to help keep your home and loved ones safe.

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 FirstService Residential**

Your community association manager will direct your community staff in securing common areas, systems, equipment and related assets in the event of a hurricane threat. Your management team will communicate important information to residents, including links to emergency management services, storm season policies, evacuation orders and necessary updates. However, your management team is not responsible for helping residents secure their own homes.

FirstService Residential has prepared a customized, comprehensive emergency plan for your community, including a communication plan, evacuation plan and flood information.

Hurricane Watch or Hurricane Warning, *what's the difference?*

The National Weather Service issues alerts for the following:



Hurricane Watch

An announcement that hurricane conditions are possible in your area.

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



Hurricane Preparation *checklist*



Before June 1

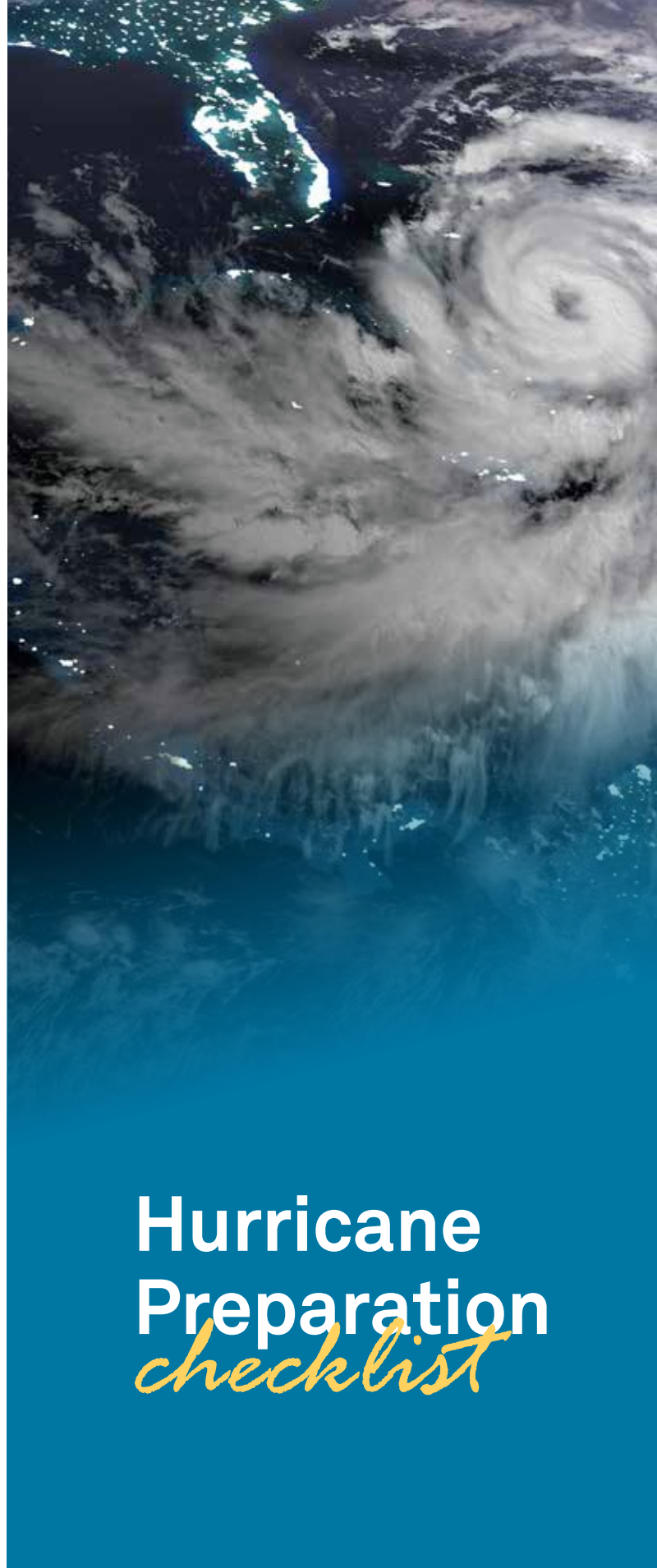
(Or as early in the season as possible)

- Create a personal hurricane preparation plan and share it with each family member.
- Begin to stock your home and community for storm season:
 - Test and check expiration dates on existing supplies and replace as needed
 - Many states offer sales tax holidays each year, which can help lower the cost of storm supplies. Find your state's moratorium dates at: http://www.taxadmin.org/fta/rate/sales_holiday.html
- Collect 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 another area without windows.
- Determine if you live in a mandatory evacuation zone.
- If so, where will you shelter and what route will you take 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 FirstService Residential management team:
 - Find out what actions they recommend to prepare your home and community
 - Establish who is responsible for which pre-and post-hurricane activities

When a Storm Is Headed Your Way (Per weather forecasts, 4 to 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
- Manual can opener
- Paper plates and plastic utensils
- Garbage bags
- First-aid kit
- Flashlights and batteries
- Candles and lighters or matches
- Battery-powered radio, TV, lantern, hot plate and fans
- Solar-powered cell phone charger
- Gas for barbecue
- Rain gear
- Medicines/prescriptions — Renew and store in a waterproof container
- Baby wipes and hand sanitizer
- Insurance documents in a waterproof container



Hurricane Preparation *checklist*

Hurricane Preparation *checklist*



When a Hurricane Watch Is Issued (48 hours prior to landfall)

- 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 to landfall)

- Get cash.
- Fill cars with gas.
- Charge cell phones.
- 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

You must evacuate if you live in a mandatory evacuation zone or if you don't feel safe staying in your home.

If you remain at home:

- 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:

- 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.



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 to report is usually the first paid!



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Corporate Responsibility

At FirstService Residential, our goal is to make a difference, every day, for the residents and communities we serve.

To help our customers through major disasters, we immediately establish emergency loan funds to quickly repair damages to our managed communities before insurance claims can be finalized. FirstService Residential teams work closely with first responders, vendors, 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.

Making a Difference. Every Day.

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

Contact Us Today

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