|  |
| --- |
| Hurricane Preparedness Best Practices for Community Manager Preparations  and for Client Communications |

Required activities and notification procedures for Inclement Weather

To assist us in fulfilling our **Trusted Guidance** promise to clients, some recommended communications related to Severe Weather preparedness and storm management have been compiled. Standardizing this procedure will ensure that all appropriate information will be received by homeowners and Board Members at the appropriate time and enable responses that will best mitigate any damage to homes and common areas.

This memo provides actions to be completed by the Community Manager at each step in the storm preparedness process and specific communication templates to be sent prior to storm season, and when a storm watch is issued, when a storm warning is issued, and to whom these communications will be sent. Use in Conjunction with the Plan that is detailed in the [Extreme Weather Readiness Form](https://myemployeehub.com/intranet/documents/20/145)

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# **Before Hurricane Season (March - May)**

Community Manager things to get done now:

* Verify whether access permits (re-entry passes) will be needed for the HOA location and obtain the permits May/June.
* Complete the Extreme Weather Preparedness Form (found in the HUB Extreme Weather Tab) and placed in Vantaca>Documents>Severe Weather>2020.
* Complete an EXTREME WEATHER PREPAREDNESS PLAN for the Association, listing specific actions to take for preparing the Property if a storm is threatening. Templates for Condo, Marina & POA can be found on the HUB Extreme Weather Tab.
* Update the following data in Additional Information in Vantaca:
* Severe Weather Events Section
* Insurance Information Section
* Ensure Board Members, their Phone Numbers, email addresses are up to date in Vantaca
* Governing Documents are in the Document Section for Vantaca
* INSURANCE: Discuss with the agent what the best phone number to contact in the event there is a big claim. **Give the Board an opportunity to ask the agent questions about coverage now!** *Did you know???? Advance review of insurance coverage is needed because many flood insurance policies have a 30-day waiting period before the policy takes effect? Also, new property insurance coverage is not issued when there is an active, named storm?*
* Storm Water Ponds:
* Can the association pump them down in the event needed (for flooding concerns)?
* If so, what is the protocol? Discuss with Board based on professional findings and document in the event there is a storm.
* On-Site Staff
* Create a check list of responsibilities prior to and after the storm for your onsite staff.
* Document this checklist and go over with staff members.
* Ensure On-Site Name/Phone # correctly entered in Vantaca
* Select and sign an agreement with a mitigation company now so your boards and communities are prepared and not scrambling in the event of an emergency.
* Ensure that the essential service providers are available (tree removal, roofers etc), and able to assist in the event of a storm. Ensure contact information for these service providers and any other information required during a storm is up to date in Vantaca.
* Debris removal after the storm: check governing documents and contact the Municipality:
* Who is responsible for removing debris (municipality, HOA, homeowners)?
  + Identify the service providers that will be responsible for debris removal:
  + Is a contract in force? What are the terms?
  + Where will the debris be piled (constructions debris, yard debris, household goods)?
  + Who will pay for the removal? (check FEMA regulations)

1. **Review resources in the Hub**: <https://myemployeehub.com/pages/cams/cams_way/extreme_weather_and_disaster_management>
   1. For: Elevator Emergencies, Disaster Management - Planning, Preparation, Trusted Guidance
2. **CM to homeowner – what to send & when to send it**: [Hurricane preparedness Best Practices](https://myemployeehub.com/intranet/documents/22/1427)

Client Communications to send **prior to June 1**:

TO THE BOARD:

**Before hurricane season arrives**, let’s take a few minutes at our next meeting to discuss and finalize inclement weather plans. Such items would include:

* Who is responsible for storing and securing loose outdoor items?
* Updating hurricane response team contact information.
* What vendors the board will use for preparation and repair.

Specifically, this community needs policies and plans in place for … **(insert any community-specific items, such as elevators, a marina, pool, etc.)**

* **Attach the extreme weather preparedness board letter and form**
* **attach the severe weather preparedness PREP LIST (customized for the community)**
* **Board needs to complete the extreme weather preparedness form in MAY and approve their plan**

TO THE COMMUNITY:

Hurricane season begins on June 1 and the best time to prepare is before a storm is on its way!

Responsibilities for the Association include maintaining and protecting the common areas and amenities. Owners are required to take appropriate measures prior to storms to protect their property. Take necessary precautions not to just protect your own property, but to protect common areas from your property. Be sure to have any necessary insurance up to date <*and on file with CAMS> (if applicable*).

Prior to Hurricane season, be sure to:

* Confirm policy coverage with your insurance company. Keep all insurance paperwork in water-safe containers. *You are encouraged to ask your agent now about coverage for moving expenses, loss of rental income and displacement coverage (if you cannot use the home) and ‘loss assessment’ coverage (the owner’s responsibility for Condo policy deductibles) in your Homeowner policy or HO6*.
* Make a plan with your family and neighbors in case of an evacuation.
* Ensure all emergency contact information is up to date in the CAMS Owner Portal.
* Check your email or Owner Portal for important information and announcements from the Homeowner Association regarding potential threats to the community.
* **(If applicable to your community)**
  + Help avoid flooding by keeping swales, ditches, and grates clean from debris and free from vegetation.
  + Contact the municipality now for re-entry passes to the area (insert link)

Visit [www.readync.org](http://www.readync.org) to prepare for your safety. Also visit FEMA.gov for excellent resources in keeping your family safe.

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phase 1 Storm Advisory (3-4 days from expected landfall)

Community Manager things to get done now:

* Print out lists of the Severe Weather Protocols from Vantaca, a list of all board member names and contact numbers, insurance contacts and phone numbers and disaster specific vendors (in case of power outages).
* Contact the Extreme Weather team members for each property and confirm expectations.
* Coordinate with pool contractor to store furniture and close pool.
* Coordinate with landscaper to clear drains, store common area items etc.
* Coordinate with Board to get boats out of the water (for Marinas)

**EXTERNAL COMMUNICATIONS THAT THE COMMUNITY MANAGER SHOULD SEND PRIOR TO AND FOLLOWING A SEVERE WEATHER EVENT** (CAMS communications will be sent separately via the Operations Team)

CM Communications to send when a Phase I Storm Advisory is issued:

*\*Edit specific details for your property*

**TO THE BOARD / HURRICANE RESPONSE TEAM**:

Dear Board members,

The National Hurricane Center has predicted that our region will be impacted by <STORM NAME>. We will continue to track the storm’s progress however we must be prepared for all scenarios.

I have been in touch with the pool and landscaping companies in regard to storm prep and we are taking proactive measures to protect the community and the property. Due to the high volume of e-mails I may be unable to respond promptly. Our priority is to get through the storm, and non-essential tasks will take lower priority in the short term. We appreciate your patience.

* ***CM: Contact the approved vendors to ensure their availability to enact policy and plans.***

Please note the following:

- Our offices will be closed Thursday & Friday so all employees can plan for their safety. CAMS has implemented a relay system for calls so that our staff (who may be located in areas that are not immediately impacted) will be able to assist with customer service. Homeowners should check the CAMS website for updates first.

- Association data is stored in the Microsoft cloud and therefore your data is secure.

- Monday (once the area is safe) we will be moving forward with Phase 4 – Post Storm Inspection to prevent further damage. We will email a report to the Board as soon as possible.

- We will check with the board before filing insurance claims.

- Extraordinary Services – Pursuant to our management agreement, services rendered for storm response fall outside of our contract for ordinary day-to-day services. We will keep track of time spent on storm response which will be billed as provided in the management agreement. Normally, this cost can be a billable charge covered by insurance claims that are filed. We will proceed to take action to secure the property and mitigate after-effects from the storm, unless you notify us in advance that you do not want us to undertake the work.

Thank you and be safe!

Phase I **TO BUILDERS**

Prior to the storm: Special communications to builders

Builders, in preparation for the approaching hurricane, please take the necessary actions to secure your building sites.

1. Empty out all dumpsters to prevent materials and trash from blowing all over the neighborhood
2. Pick up all loose lumber and materials that could become dangerous  projectiles during the storm.
3. If the house is enclosed, put all materials and equipment into the garage area for safety reasons.
4. Remove all vehicles, trailers and equipment from the site
5. Contact your porta john vendor and have them pick up and remove the porta johns from your sites for the duration of the storm. This will prevent porta johns from being blown over and spilling/leaking onto the property. If they can’t pick up your porta johns, make sure they are secured and tied down so they don’t blow over.

Once the storm passes through, please have your sites inspected immediately in order to begin the cleanup process

Phase I **TO THE COMMUNITY**:

In light of the Storm Advisory that has been issued, we have entered Phase 1 of our Severe Weather Plan. In anticipation that our area may receive a storm watch or warning, prepare by:

* Removing items from your deck, porch, and yard that may become projectiles or be blown away in high winds.
* Securing trash cans.
* Turning off irrigation systems to prepare for heavy rainfall and saturated soil.
* Inspecting swales, ditches, and grates for vegetation or debris that may cause a backup of water.
* Keeping up to date with local news sources and visit FEMA’s [Ready.gov](https://www.ready.gov/) for additional hurricane preparedness tips**.**
* Checking your Portal for updates from your Association and stay informed by visiting [www.camsmgt.com/weather](http://www.camsmgt.com/weather).
* Notifying family, friends, neighbors and CAMS (via your Portal) so they are aware if you are staying or leaving the area.
* **Add any additional community-specific information here.**

If you are evacuating, plan ahead and leave early to avoid traffic. Turn off water and disconnect all electronics.

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phase 2 Storm Watch (48 hours from expected landfall)

**TO THE BOARD / HURRICANE RESPONSE TEAM**:

Dear Board members,

Attached is the contact information and responsibilities that are on file for your community. Please take a moment of your time to review this information and prepare accordingly. Save these numbers to your cellphone in case of emergency and you are not able to access this document. The phone call and email volume we experience prior to and after being impacted by a storm is extremely high. Our staff is dedicated to communicating with all Boards and Owners; however it must be done on a priority basis in an effort to allow us to mitigate further property damage, if any. Visit [www.camsmgt.com/weather](http://www.camsmgt.com/weather) for information and the most recent updates from CAMS.

Once the storm has passed, and the area has been declared safe for re-entry, we will schedule an inspection and coordinate next steps with the Board. Due to power outages and road closures there may be delays and service interruptions. Updates will be posted to www.camsmgt.com/weather, so please check this site for the latest information.

Thank you and be safe!

Phase 2 **TO THE COMMUNITY**:

**Storm Name** is expected to impact our area within 48 hours.

Visit [www.readync.org](http://www.readync.org) to prepare for your safety. Also visit FEMA.gov for excellent resources in keeping your family safe.

Prepare your property by:

* Removing items from your deck, porch, and yard that may become projectiles or be blown away in high winds.
* Securing trash cans.
* Turning off any irrigation systems to prepare for heavy rainfall and saturated soil.
* **Inspecting swales, ditches, and grates for vegetation or debris that may cause a backup of water.**
* Keeping up to date with local news sources, including **wect.com, wcti12.com, wnct.com.**
* Checking your Portal for updates from your Association and stay informed by visiting [www.camsmgt.com/weather](http://www.camsmgt.com/weather).
* Notifying family, friends, neighbors and CAMS (via your Portal) so they are aware if you are staying or leaving the area.
* **Add any additional community-specific information here.**

If you are evacuating, plan ahead and leave early to avoid traffic. Turn off water and disconnect all electronics.

If you plan to ride out the storm in your home, contact your neighbors who may not be at home to see if you can assist them in any way.

Once a storm has passed, stay in place until authorities declare that it is safe to leave (if not evacuated) or to return home (if evacuated).

Once it is declared safe to do so, help recovery by:

* Inspect your home for any damage and reporting that damage to your insurance company. Take pictures for your records.
* Try to avoid roads so that emergency personnel can access them easily.
* Alert CAMS of emergency situations pertaining to common area amenities by calling 877-672-2267, emailing [cs@camsmgt.com](mailto:cs@camsmgt.com), or accessing your portal at [www.camsmgt.com/owner](http://www.camsmgt.com/owner).
* If there is a life-threatening situation, always call 911.

Your Association and CAMS will do their very best to get everyone back to normal following a weather event. Because it will be difficult to communicate in areas that are affected, CAMS emergency protocol dictates that CAMS will be providing client service during and after storms from offices that are located outside affected areas. Updates will be posted to [www.camsmgt.com/weather](http://www.camsmgt.com/weather), so check this site regularly for the latest information.

Governmental authorities typically allow first responders to enter an area to assess roads, power grids, gas lines, and other potential dangers before they can allow the public to travel. This can take time, sometimes several days, and it is important to avoid hindering that process. **This is best accomplished by staying out of their way so they can complete their work more efficiently, which results in a faster recovery.**

Often, these areas will be restricted, and CAMS employees will not be allowed to visit properties. Our goal, furthermore, is to ensure the safety of our employees by prioritizing life before property.

All residents of an impacted area share the burden, and sometimes our employees are included among the numbers of people who have lost or damaged homes.

Once access to affected locations is cleared by authorities, the CAMS team will make a preliminary assessment of damage and identify priorities for the Association. This can be through a site visit by a CAMS employee or by coordinating with designated residents who remained during the storm.

The first priorities will be to remove debris, including trees, from streets and roofs so that it is safe to access the area. Instructions for debris disposal will be communicated through the CAMS Owner Portal at [www.camsmgt.com/owner](http://www.camsmgt.com/owner). If a roof has suffered a leak, the first step is to dry out the building.

If there is no power, all repairs, including prioritized repairs, will be delayed. Emergency service providers will also be severely impacted and may not be immediately available, even for the most serious damage. We will do our best to work with our vendors to have the best response time that we can. Planning, cooperation, and patience will ensure the best outcome possible for everyone.

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

# Phase 3 – Storm Warning (One Day Before a Storm)

TO THE BOARD/HURRICANE RESPONSE TEAM

**Assist in preparations according to plans and agreements.**

TO THE COMMUNITY

***Storm*** *Name* is expected to arrive in our area tomorrow. Visit [www.readync.org](http://www.readync.org) to prepare for your safety. Also visit FEMA.gov for excellent resources in keeping your family safe.

If you have not done so already, immediately:

* Remove items from your deck, porch, and yard that may become projectiles or be blown away in high winds.
* Secure trash cans.
* Turn off irrigation systems to prepare for heavy rainfall and saturated soil.
* **Inspect swales, ditches, and grates for vegetation or debris that may cause a backup of water.**
* Keep up to date with local news sources, including <insert local tv & radio links here> **wect.com, wcti12.com, wnct.com.**
* Check your Portal for updates from your Association and stay informed by visiting [www.camsmgt.com/weather](http://www.camsmgt.com/weather).
* Notify family, friends, neighbors and CAMS (via your Portal) so they are aware if you are staying or leaving the area.
* **<Add any additional community-specific information here.>**

If you plan to ride out the storm in your home, contact your neighbors who may not be at home to see if you can assist them in any way.

Once a storm has passed, stay in place until authorities declare that it is safe to leave (if not evacuated) or to return home (if evacuated).

Once it is declared safe to do so, help recovery by:

* Inspect your home for any damage and reporting that damage to your insurance company. Take pictures for your records.
* Try to avoid roads so that emergency personnel can access them easily.
* Alert CAMS of emergency situations pertaining to common area amenities by calling 877-672-2267, emailing [cs@camsmgt.com](mailto:cs@camsmgt.com), or accessing your portal at [www.camsmgt.com/owner](http://www.camsmgt.com/owner).
* If there is a life-threatening situation, always call 911.
* Power outages and limited cellphone coverage are common after a storm. Without phone or internet it is difficult to communicate.

Governmental authorities typically allow first responders to enter an area to assess roads, power grids, gas lines, and other potential dangers before they can allow the public to travel. Often, these areas will be restricted, and CAMS employees will not be allowed to visit properties. Our goal, furthermore, is to ensure the safety of our employees by prioritizing life before property.

Once access to affected locations is cleared by authorities, the CAMS team will make a preliminary assessment of damage and identify priorities for the Association. This can be through a site visit by a CAMS employee or by coordinating with designated residents who remained during the storm.

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# After a Storm

**TO THE BOARD/HURRICANE RESPONSE TEAM**

Thank you for your help during the storm. From our conversations and from the property visit, I’ve identified the following priorities:

* Priority One: who will handle?
* Priority Two: who will handle?
* Debris cleanup & staging
* Mitigation- inspections, waivers, removal of personal property
* Insurance – inspection by adjuster, approval for work to begin

Note that damage is not immediately visible after a storm and these are our preliminary findings.

**TO THE COMMUNITY**:

We hope that everyone has come through the storm safely. CAMS and your Board will now begin steps to guide the community back to normal operation.

Once it is declared safe by authorities to do so, help recovery by:

* Inspect your home for any damage and reporting that damage to your insurance company. Take pictures for your records.
* Try to avoid roads so that emergency personnel can access them easily.
* Alert CAMS of emergency situations pertaining to common area amenities by calling 877-672-2267, emailing [cs@camsmgt.com](mailto:cs@camsmgt.com), or accessing your portal at [www.camsmgt.com/owner](http://www.camsmgt.com/owner).
* If there is a life-threatening situation, always call 911.

Since it may be difficult to communicate in areas that are affected, CAMS emergency protocol dictates that CAMS will be providing client service during and after storms from offices that are located outside affected areas. Updates will be posted to [www.camsmgt.com/weather](http://www.camsmgt.com/weather), so check this site regularly for the latest information.

Governmental authorities typically allow first responders to enter an area to assess roads, power grids, gas lines, and other potential dangers before they can allow the public to travel. This can take time, sometimes several days, and it is important to avoid hindering that process. **This is best accomplished by staying out of their way so they can complete their work more efficiently, which results in a faster recovery.**

Often, these areas will be restricted, and CAMS employees will not be allowed to visit properties. Our goal, furthermore, is to ensure the safety of our employees by prioritizing life before property.

Once access to affected locations is cleared by authorities, the CAMS team will make a preliminary assessment of damage and identify priorities for the Association. This can be through a site visit by a CAMS employee or by coordinating with designated residents who remained during the storm.

The first priorities will be to remove debris, including trees, from streets and roofs so that it is safe to access the area. **The Board has also identified the following areas as priorities: <priority one, priority two.>** Instructions for debris disposal will be communicated through the CAMS Owner Portal at [www.camsmgt.com/owner](http://www.camsmgt.com/owner). If a roof has suffered a leak, the first step is to dry out the building.

If there is no power, all repairs, including prioritized repairs, will be delayed. Emergency service providers will also be severely impacted and may not be immediately available, even for the most serious damage. We will do our best to work with our vendors to have the best response time that we can. Please be patient during this emotionally volatile time. Planning, cooperation, and patience will ensure the best outcome possible for everyone.

Track Tropical weather – <https://www.nhc.noaa.gov/cyclones/>

5-day outlook: <https://www.nhc.noaa.gov/gtwo.php?basin=atlc&fdays=5>

2-day outlook: <https://www.nhc.noaa.gov/gtwo.php?basin=atlc&fdays=2>