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## \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DAMAGE ASSESSMENT QUESTIONS (PLEASE INCLUDE QUANTITIES)

How long did it take you and your staffs to arrive back to the property after the storm?

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If there was damage to any of the association’s equipment (A/C, generator, elevator, motors and pumps etc.), what was damaged that is in need of repair and/or replacement?

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Are there areas of the community that need to be re-painted and what areas are they?

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What areas and how much (%) of the community will need landscaping and/or irrigation work as a result the storm?

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If there was damage to light poles, fencing, benches/furniture, netting/screens, storage cabinets, canopies and/or doors, what sustained damage and the quantity (i.e. 27 street lights) that was damaged?

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Was there any roof damage and if so, how many and/or how much of the roof was damaged?

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How many roofs were temporarily repaired (tarps, shrink wrapped etc.)?

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Was there a need for water extraction after the storm, where and how much area was effected?

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Do you have possible mold and/or mildew as a result of moisture and what areas were affected?

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Were there any walls blown out, where and number of units affected?

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If there was glass broken, how many windows, sliding glass doors and/or fixed glass were damaged?

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How long did it take to board up and secure the property?

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If there were glass door or window frame damage, what was damaged and how many were damaged?

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Was there any structural damage in addition to roof damage and if so, where and how much of the structure was damaged?

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How many trees were affected by the storm and what amount of landscape debris had to be removed?

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How much fuel was consumed while the power was out?

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How long was the power out in the community?

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If you were to estimate it at this time, what is the cost of hurricane to the association?

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***Manager’s Duties Prior to Hurricane Season:***

**Completed:**

* Update unit owner and resident emergency contact information (email and telephone)
* Request that unit owners purchase liability insurance and windstorm insurance for unit contents.
* On (date) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(company)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_will conduct a full load test of the generator.
* Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to install and remove flood barriers.
* Pre-negotiate contracts or get confirmations in writing with the vendors needed after a hurricane has passed:
* Drying out:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fuel delivery for generator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Shoring up and securing premises:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Clean-up and debris removal:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Glass companies:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Take photos of inside and outside of building, all common areas and major equipment, furniture, fixtures, art work, computers, if not on file already. Upload photos to computer and make back-up copy to store off-site.
* You must scan on discs the following documents:
* Insurance policies
* Inventories
* Contracts
* As-built plans You should have on discs the following documents:
* Minutes of Board meetings
* Accounting records
* Bank accounts
* Records of units and unit owners
* Vendor lists
* Prepare photo-ID badges for all employees, identifying them as emergency personnel.
* Purchase and refill hurricane supplies for staff and residents (water, flash lights, batteries, rain gear, radio etc.)
* Hold a full staff meeting and review hurricane procedures with staff and define each staff member’s responsibilities during the preparation process (in accordance with “Common Area Preparation”).
* Secure a line of credit with: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_in the amount of your windstorm deductible $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for possible cash needs due to hurricane damage.
* Provide for additional $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_petty cash to be on hand.
* Back up all computer files and store back-ups a) at offsite secure location and b) with other essential documents.
* Determine emergency perimeter doors for access during and after hurricane.
* Assure that at least one analog telephone line is available in the office or at the front desk.

***Manager’s Duties Prior to and During Hurricane Watch:***

**Completed:**

* Contact all staff and have them report to the building.
* Post advisories for residents: the hurricane path, estimated time of landfall and mandatory evacuation information.
* Request that residents remove all balcony furniture within 24 hours.
* Post sign-up sheet for residents who require assistance in preparing their unit on a first-come, firstserve basis.
* Assign hall wardens and inform all residents of the hall warden responsible for their unit.
* Secure all essential documents (board minutes, insurance records, etc.) by bringing the boxes into the conference table.
* Conduct safety checks and assure that all necessary procedures have been completed.
* Supervise and support all staff members during preparation prior to storm.
* Monitor TV and radio broadcasts.
* Maintain active communication with residents and staff.
* Oversee the successful execution of the preparedness procedures.
* After all common area preparations have been completed, the staff may, on a first-come, first-serve basis, assist residents with the removal of items from their balconies.

***Manager’s Duties After a Hurricane has Passed:***

**Completed:**

* Contact all staff and have them report to the property manager.
* Survey the property and assess damage. Take photos and prepare first assessment report.
* Secure property from vandalism and looting.
* Remove storm debris to prevent accidents.
* Secure building structure to mitigate further damage.
* Carry out immediate emergency/temporary repairs (after taking photos)
* Check all units for water damage and remove all wet carpet and drywall to avoid possible mold contamination.
* Do NOT sign any agreements, releases, contracts or other documents submitted by contractors or insurance company without reviewing them with legal counsel!
* Designate an information facilitator to post advisories for residents by email and telephone, following up with letters, updating on damages to their units and common areas.
* Suspend or cancel ongoing contracts such as lawn and pool maintenance if allowed in contracts.
* Review governing documents, particularly anything related to “repair after casualty” provisions in the insurance section to establish process for reconstruction. (Beware of “50% uninhabitable” possible termination provision!)
* Prepare insurance and liability claims. (MUST be submitted within 60 days)**.**