

HURRICANES{ XE "HURRICANES" }

Severe windstorms often occur with substantial advance notice. While hurricane landfall locations are difficult to predict, fairly accurate estimates are provided by the National Weather Service. You should tune to The Weather Channel or other appropriate TV or radio new source to remain current on updated information.

Hurricane Intensity Scale

Hurricanes are rated in intensity on the Saffir-Simpson Hurricane Scale. This scale rates hurricanes by their wind speed, barometric pressure, storm surge height, and damage potential.

Category	Wind Speed	Barometric Pressure	Storm Surge	Damage Potential
1 (Weak)	74 - 95 mph 65 - 82 kts	28.94" or more 980.02 mb or more	4.0' - 5.0' 1.2 m - 1.5 m	Minimal damage to vegetation
2 (Moderate)	96 - 110 mph 83 - 95 kts	28.50" - 28.93" 965.12 mb - 979.68 mb	6.0' - 8.0' 1.8 m - 2.4 m	Moderate damage to houses
3 (Strong)	111 - 130 mph 96 - 113 kts	27.91" - 28.49" 945.14 mb - 964.78 mb	9.0' - 12.0' 2.7 m - 3.7 m	Extensive damage to small buildings
4 (Very strong)	131 - 155 mph 114 - 135 kts	27.17" - 27.90" 920.08 mb - 944.80 mb	13.0' - 18.0' 3.9 m - 5.5 m	Extreme structural damage
5 (Devastating)	Greater than 155 mph Greater than 135 kts	Less than 27.17" Less than 920.08 mb	Greater than 18.0' Greater than 5.5m	Catastrophic building failures possible

72 hours before the storm is predicted to strike:

- Tour the Community. Look for campers, boats, and trailers that are not tied down, or not impounded in a fenced area. Prepare a list of these items, and determine ownership. Prepare a list of loose deck chairs, awnings, and other items that should be removed.
- Check to see that all drainage inlets are free and clear.

- Look for loose gutters, fascia, soffits and siding. Schedule prompt repairs if they can be safely completed by your Service Department.
- Check your properties Emergency Supplies are stocked.

48 hours before the storm is predicted to strike:

- Notify residents to secure their boats, campers and trailers. If they cannot be impounded or removed from the Community, they should be securely fastened to the base of large trees. Chains are preferred, followed in order of preference by steel cable and nylon rope.
- Notify residents to remove all belongings from decks, balconies and patios within 24 hours.
- Begin removal of awnings attached to the buildings.

24 hours before the storm is predicted to strike:

- Tour the Community again. Look for loose and unsecured items.
- Remove pool deck furniture. If inside storage space is not available, toss the furniture into the pool.
- Check all pool and spa/jacuzzi to see that all drainage inlets are free and clear.
- Shut off power to the spa/jacuzzi, and post it "closed". Debris from the storm could clog the return line and burn out the pump.
- If it is local practice, board up large exposed windows. Window tape is ineffective.
- Open the entry gates (if applicable) unless they can be opened easily without electrical power.
- Remove all flags, banners, tennis nets and screens, and lock dumpsters closed.
- Get all electronics elevated and away from windows and doors.

After the storm has passed:

- **Respond to the scene to assess the situation. DO NOT ENTER A DAMAGED BUILDING TO RESCUE ANYONE.**
- **DO NOT ENTER STANDING WATER DUE TO HEALTH ISSUES.**
- If the storm has caused heavy damage (collapsed, missing roofs), Contact the authorities by dialing 911 for emergencies. For non emergency calls, use the non-emergency number provided on your properties Emergency Contact Phone List.
- Contact the maintenance staff to cut off electrical power, water and gas supplies to the affected buildings, if necessary, and IF IT IS SAFE TO DO SO.
- Communicate with your supervisor.

- **FOR HEAVY PROPERTY DAMAGE, SERIOUS RESIDENT OR ASSOCIATE INJURIES OR FATALITIES, IMMEDIATELY CONTACT RISK MANGEMENT.** You will be provided with additional instructions based on the situation.
- Complete incident reports, witness statements, and all related documentation as necessary.
- If the Residents were not at the scene of the damaged buildings, attempt to notify them immediately. If their apartment is uninhabitable (even temporarily), encourage them to stay with friends or relatives. You may recommend a nearby hotel, but **DO NOT OFFER** to pay for anything. Their renters insurance should pay for their temporary accommodations.
- If vacant units are available, you may relocate residents to them. The Red Cross may be to assist storm victims.
- Be prepared for media journalists. All questions and requests for interviews should be directed to your supervisor. Make sure that the Community staff is aware of this. Polite, effective responses to persistent Media requests include:
“At this time we are in the process of assisting our residents with this situation. After the needs of our residents have been addressed, a corporate representative will be available for further comment and information.”
- When the emergency service teams have completed their duties, the scene will be turned over to you. Take steps to secure the area, preserve resident’s contents, and protect the remainder of the property. Photographs are very helpful.

One of the Company’s insurance adjustors will arrive at the property. Other than providing some basic information, you will be able to turn the scene over to the adjustor and the construction companies. After your initial response and reporting to Risk Management, every effort will be made to quickly restore the property.