



## **HURRICANE GUIDE, POLICIES AND PROCEDURES** **BUILDING INFORMATION**

Dear Flats Residents:

We in Florida annually experience hurricane season from June 1<sup>st</sup> through November 30<sup>th</sup>. During these months special precautions need to be taken by everyone in the building. This guide is intended to help you **understand what to expect during a hurricane in your Mid-rise building and community.**

### **PLAN TO EVACUATE**

A hurricane is probably the most devastating and dangerous natural phenomenon that property owners face. The fact that we are members of a multi-family community dictates that certain standards of deportment be understood accepted and followed. Most importantly, when an evacuation is ordered by state or local officials, EVERYONE is expected to leave the building. Community staff and residents are ALL expected to evacuate. The buildings will be closed, there will be no emergency services during a storm and authorities will not be available to help you. The cooperation of all the Flats at Avalon Park residents is therefore essential. Once we are in hurricane "warning" the building employees will conclude the procedures to prepare the building for the storm and leave. Power to the building's A/C will be shut off if an evacuation order is imminent and the elevators will ultimately be stopped on a high floor in case of street flooding. This means that once the order is given, you should be packed and prepared to leave. Orange County Fire Department advises all elderly or handicapped residents not to wait for the official evacuation order ... Please leave early.

Please stay tuned to local TV and radio for news and weather updates for watches and warnings. Please follow local county and/or state official's notifications about the storm and possible evacuation. We are concerned for everyone's safety and hope you find the following helpful for you to plan accordingly.

Thank you for your attention,

The Flats – Avalon Park Group Management



## What is a Hurricane? Useful Definitions

**Hurricane:** A tropical storm with wind speeds of 74 mph or greater.

**Hurricane Alert::** Designates that a hurricane is posing a possible threat to an area

**Hurricane Watch:** Designates that a hurricane constitutes an appreciable threat to an area within a 24-36 hour period. When a hurricane “watch” is issued, that is the time to begin making preparations to evacuate.

**Hurricane Warning:** Designates when an area is expected to feel the dangerous effects of a hurricane within 24 hours or less. When a hurricane “warning” is issued and an evacuation order is given, you should proceed immediately to a predetermined shelter or other inland, non-coastal area. Delays could cost you valuable time and possibly your life.

While Management will be doing its best to keep you informed of the status of the storm, it is highly suggested you listen to local radio or television stations for up-to-date national weather service advisories, as well as any specific instructions from local authorities. It is advised that you have a small battery operated TV or radio with spare batteries.

### Hurricane Classifications:

**Category 1 ... winds of 74 to 95 mph:** Storm surge 4-5 feet above normal. No real damage to structures. Damage primarily to unanchored mobile homes, shrubbery and trees. Also, some coastal flooding and minor pier damage.

**Category 2 ... winds of 96 to 110 mph:** Storm surge 6-8 feet above normal. Some roof damage. Door and window damage to buildings. Considerable damage to vegetation, mobile homes and piers. Coast and low-lying escape routes flood 2-3 hours before arrival of the hurricane’s center. Small craft in unprotected anchorage will break moorings.

**Category 3 ... winds of 111 to 130 mph:** Storm surge 9-12 feet above normal. Some structural damage to small residences and utility buildings with a major amount of curtain wall (An outer or enclosing wall) failures. Mobile homes are destroyed. Flooding near the coast damages smaller structures with large structures damaged by floating debris. Terrain continuously lower than 5 feet above sea level may be flooded inland as far as 6 miles.

**Category 4 ... winds of 131-155 mph:** Storm surge 13-18 feet above normal. More extensive curtain wall failures with some complete roof structure failures on some small residences. Major erosion in beach areas. Major damage to lower floors of structures near the shore. Terrain continuously lower than 10 feet above sea level may be flooded requiring massive evacuation of residential areas inland as far as 6 miles.

**Category 5 ... winds over 155 mph:** Storm surge greater than 18 feet above normal. Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Flooding causes major damage to lower floors of all structures near the shoreline. Massive evacuation of residential areas on low ground within 5-10 miles of the shoreline may be required.



## NOTIFICATION OF A HURRICANE HEADED OUR WAY

1. Remove all items from your balcony, i.e. plants, furniture, etc. and anything affixed to the walls during a hurricane “watch” (these items can become destructive and deadly). If you are not going to be in residence, you need to make arrangements to get everything off the balcony by someone other than a staff person. Do not rely on the building’s staff to make preparations for you; their time will be totally consumed in securing the building’s mechanical operations and common areas. Any damages caused by your flying personal property may result in YOU being held responsible for the cost to repair damages to property or personal injury to others.
2. The Management will not be responsible for any damage caused by items from your balcony.
3. Secure all your windows and sliding glass doors. Pull down all blinds and close drapes, etc.
4. Place rolled towels around the bottom of glass doors and windows due to driving winds & rains. Take all trash out 24 hrs prior to storm. Remove all items and doormats from breezeway/ hall. **Do not tape windows.**
5. Disconnect all electric appliances, except for the refrigerator (turn the thermostat to the highest setting) Place plastic bottles full of water in the freezer.
6. Place all necessary medical supplies and medications in a plastic bag or other watertight container. Be sure to have extra medication- a 30 day supply.
7. Obtain extra cash to have on hand (ATM’s and banks may not be operating after the storm).
8. Place all important documents in a watertight container or place them in a safe deposit box.
9. Clean both your tub(s) with bleach and fill them with water making sure to shut off the faucet completely.
10. Fill your vehicle(s) tank with gasoline.
11. Call your family members and let them know where you are going if necessary for you to evacuate; phone service might be out, due to high winds, by the time you get to your destination.
12. Leave the following information on your refrigerator:
  - a. Dr’s names and phone numbers
  - b. Drug allergies
  - c. Local police number (non-emergency)
  - d. Insurance agent’s name and phone number
  - e. Insurance policy number
  - f. Contact information while you are out of the building.
13. Once we are in hurricane “watch” you should reschedule any deliveries. When we are in hurricane “warning” all delivery trucks most likely will be turned away by local authorities.
14. Notify management in writing of where you will be staying and a phone number where you can be reached, there is a sample form included in this package for your convenience. These forms are available in the Management office.

## EMERGENCY SERVICES

It is extremely important that you are aware that emergency services may not be available in a timely fashion, if at all, due to impassable roadways. Safety and those most in need will become



priority. If you have a medical condition that requires special equipment or treatments or you will need daily assistance, you should consider other arrangements until after the storm.

## **STAFF**

The staff will only be available until the evacuation deadline and will be occupied with securing the mechanical operations and common areas. At that time all staff persons will be on their way home.

## **SPECIAL NEEDS INFORMATION**

For the safety of family or friends with special needs -If you or a family member receives home health care, or requires electricity for life-support equipment, make emergency plans with the individual's physician. If the individual with special needs will not be staying with you / or **MUST** evacuate, **PRE-REGISTER** them **NOW** with the Special Needs Registry maintained by Orange County's Office of Emergency Management at 954-537-2888. Make a list of prescribed medicines and plan to have a 30-day supply available.

## **PETS**

If you have a pet we advise your pet collar is properly tagged with owners information. Store water and food for your pet up to at least 3-4 days. If you evacuate please take your pet with you. Management is not responsible for pets left behind and we do not have staff to attend to pets left behind. Plan your evacuation strategy and don't forget your pet! Specialized pet shelters, animal control shelters, veterinary clinics and friends and relatives out of harm's way are **ALL** potential refuges for your pet during a disaster. **If you plan to shelter your pet - work it into your evacuation route planning.**

## **INSURANCE**

If you have renters insurance, find your policy and make sure your coverage is adequate (seek advice from your agent). Pictures and videos of the contents of your unit are crucial if you need to put in a claim to the insurance company. Also, copies of warranty booklets with model and serial numbers of your personal property should be kept with the pictures. If you are leaving your unit, it is advisable to take copies of your pictures and policies with you. In the event your local agent is not available, make sure you have a corporate headquarters office telephone number to call. If you do not have insurance, obtain coverage now before it's too late! Once a named storm is within a certain area (the Storm Box), as determined by the insurance companies, coverage may not be available. If you do not have insurance we urge you to do so now.

## **OUT OF RESIDENCE HURRICANE PROCEDURES**

Each unit leaseholder who plans to be absent from their unit during the hurricane season (June 1 to November 30) must prepare their unit prior to departure by:

1. Removing all furniture, plants, satellite dishes, fans and any other items from the balcony. If items are left on the balcony, staff personnel will remove them **only if time allows** and the resident will be charged a fee.



2. Sliding doors should be securely locked and blinds and drapes pulled closed. Interior doors should be closed. Water should be shut off and appliances, computers and other electrical items unplugged.

3. A unit owner may designate a responsible agent or individual to care for the unit during the occupant's absence. The name, address and current working phone number of this agent shall be filed in the manager's office annually, but it is the owner/lessee's responsibility to contact the designated caretaker. The management office shall be under no obligation to contact the agent for any reason.

4. A corollary duty of the agent can be to remove any overlooked personal property from the balcony prior to a potential hurricane. The unit leaseholder shall be liable for any damage to any other unit, common property, or personal injury caused by their windblown property. While accepting no responsibility for oversights or nonperformance, Management personnel may visually survey the balconies externally for compliance with this requirement. Any potentially hazardous articles detected will be moved inside the apartment and a fee will be charged. This procedure will be followed only if time allows. The Management will not be responsible for any articles left on the balconies

#### **HURRICANE SURVIVAL KIT / CHECKLIST**

When purchasing supplies, keep your family size in mind. Try to buy sizes of food that you can use in one meal. Many canned foods deteriorate rapidly after being opened. In a plastic bag, prepare at least one change of clothes for each family member.

- ( ) Batteries
- ( ) Battery operated alarm clock
- ( ) Battery operated radio and TV
- ( ) Bread in zip lock bags
- ( ) Boxed juices, boxed milk
- ( ) Candles, matches, lighters
- ( ) Can opener (manual)
- ( ) Cooler to hold ice and food
- ( ) Cotton balls
- ( ) Cough and diarrhea medicine
- ( ) Duct tape or masking tape
- ( ) First aid kit (fully stocked)
- ( ) Flashlight (at least two 6 volt flashlights)
- ( ) Fuel for automobile
- ( ) Insurance and other important papers (in ziplock bags)
- ( ) Map or directions to shelter locations
- ( ) Medications (Rx, Aspirin, antacid, antibiotic cream)
- ( ) Nonperishable items: soup, canned meat, canned fruit, canned vegetables, etc.
- ( ) Paper goods, plates, flatware, cups, aluminum foil
- ( ) Personal toiletries
- ( ) Plastic trash bags (Get plenty)
- ( ) Roll of heavy plastic
- ( ) Scissors
- ( ) Soap and shampoo
- ( ) Toilet paper and paper towels
- ( ) Valuables ( ) Water (1 gallon per person per day)



## **IN THE EVENT OF AN EVACUATION, POLICE PROCEDURES ARE TO BE EXPRESSLY FOLLOWED.**

We suggest that you carry your driver's license with your Flats Address on it, or request a resident letter from the management office to present to the authorities. **DO NOT REQUEST THIS LETTER FROM MANAGEMENT THE DAY OF THE STORM, PLEASE REQUEST YOUR LETTER NOW.**

## **SHELTER INFORMATION**

The closest shelters will be reported as the storm approaches. The public shelters are far from comfortable. You are limited in the items you can take with you. You will need to bring with you a bed roll, pillow, food for at least three meals (if not more) per person, flashlights, toilet paper, personal hygiene products, diapers (if necessary) and water for each person in your family. In a plastic bag, prepare at least one change of clothes for each family member. The supply of food is limited at a shelter (if there is any available) and might not be to your liking.

## **STAYING IN YOUR UNIT DURING THE STORM**

If there is an evacuation order, you should leave the building. Again, emergency services will not be available to assist you. There may be no staff, no air conditioning and no water. You are advised to leave. **Any resident who stays in the building during an evacuation does so at his/her own risk. You must notify the Manager of your whereabouts and comply with any police and building procedures.**

## **BUILDING EQUIPMENT AND MISCELLANEOUS INFORMATION**

Whenever evacuation of the building has been advised or ordered by a government agency having jurisdiction in the matter, the Owner shall take action to protect the property. Since the employees will also have to leave at the evacuation deadline, preparation must start several hours prior to the storm's landfall. **All passenger elevators** and water towers / air conditioning will be shut down in order to protect the equipment during the storm.

## **AIR CONDITIONING**

The AC heat exchangers depend upon two electrically operated submerged pumps in order to function. The domestic water supply is also dependent on electric pumps which are located in the sub-basement. Should these pumps suffer water damage while running they will short and burn out. For that reason all pumps are shut down prior to the arrival of a hurricane. The current Association Insurance Agent has also advised that the equipment be shut down once an emergency evacuation is ordered. Should the equipment not be shut down and there is damage, there is a possibility that we would be subject to a hurricane deductible equaling 2% of the value of the building or \$1,560,000.00.



## **ELEVATORS**

The correct procedure, which has been confirmed with our Elevator Service, is that once an evacuation has been ordered we will shut down the passenger elevators at a high floor. This is to help avoid water intrusion; it does not, however, guarantee water will not get into the elevator and cause flooding. When the building loses electricity, the elevators will not run. If electricity is lost, **DO NOT USE THE ELEVATORS**. The elevator company advised that once the winds cause 30 lbs of pressure (which can be even lower than hurricane wind status) the doors of the elevator could get stuck due to the suction in the shaft. It is recommended that you stay in your unit until the winds go below 70 mph. However, if you must leave your unit it is strongly advised that you use the stairs, being sure to carry a flashlight. Additionally, it is recommended that you do not have your foyer door open at the same time as any windows or doors leading to the outside. This can create a wind tunnel down the hoist way and cause the elevator shaft to get stuck. The elevator company would then need to come and reset the elevator, which will not be possible until after the storm has passed.

## **ELECTRICITY**

In the event power is lost, the stairwell lights and hallway emergency lighting will remain on. There will be no electricity in your unit. It is a good idea to have on hand a hard wired phone that does not use electricity. Digital phones will not work without electricity.

## **EMERGENCY GENERATORS**

The Flats at Avalon Park **ARE NOT** equipped with generators. Please make sure each person in your household has a flashlight available to them for use if all services are out. **KEEP A FLASHLIGHT READY FOR EXITING DOWN HALLS AND STAIRS.**

## **RETURNING TO THE BUILDING**

After the storm passes, avoid returning to the building immediately. Roadways may still be impassable, making it impossible to return to the building. Electricity and water may not be available, and therefore there will be no air conditioning, lack of elevators and no lights in stairwells and common areas. You should have water on hand in your apartment to carry you through until services are restored. In past years, some areas hit by hurricanes were out of power for over two (2) weeks.

There may be local police or emergency service personnel checking for identification indicating that you are a resident of The Flats in order to gain entry to the building or area after the storm. We suggest that you carry your driver's license with your FLATS Address on it, or request a resident letter from the management office to present to the authorities. Do not request this letter from management the day of the storm; please request your letter now. Once someone from management is able to return to the office, and if the electricity is working, we will take your calls about the status of the building.



## **STAFF RETURN**

Please note that all staff will be evacuating the management offices when we are in a hurricane “warning”. Should the hurricane hit, there is a good chance that roads will be blocked and impassable. Staff will return to the building once it is possible (which may vary from staff person to staff person). However, if you choose to stay in the building and the air conditioning and elevators are down, please note that they will remain down until the proper personnel return to the building and turn the equipment back on. **DO NOT UNDER ANY CIRCUMSTANCES ATTEMPT TO POWER UP BUILDING EQUIPMENT YOURSELF.**

## **BRIEF OVERVIEW**

Please be advised, this section is a brief outline of the order of events once we are in a threat of a hurricane. It is **ESSENTIAL** that you read the entire booklet thoroughly as there is additional pertinent information contained within. Please do not hesitate to contact the Management office if you have any questions.

### **Preparations You Can Start Now**

1. Make a standing reservation at a local hotel.
2. Make a standing reservation with a handyman to close your hurricane shutters and move in anything on your balcony, if you are unable to do this yourself.
3. Stock up on items (refer to Survival Kit).
4. Put information on refrigerator
5. Insure that your water is shut off..
6. Review your property insurance policy or obtain proper insurance if you are not already insured.
7. Pre-register anyone with special needs with the special needs registry (see special needs section).

### **2-3 Days Prior to Hurricane**

1. Stock up on any additional items that you still need.
2. Obtain extra cash to have on hand, as ATMs and banks may not be available after the storm.
3. Fill your vehicle with gasoline.
4. Advise the Management office in writing of where you will be staying if you are choosing to stay in the unit, advise management in writing that you are opting to stay in the unit.

### **Hurricane Watch**

1. All loose items on the roof will be removed and the roof tops secured
2. Remove all items from your balcony.
3. Secure all windows and sliding glass doors and close blinds and curtains.
4. Prepare all medications, medical supplies and important documentation in a watertight container.
5. Clean your bath tub(s) with bleach and fill them with water.
- 6 Call your family members.
7. Cancel all deliveries.



### **Hurricane / Warning / Evacuation**

1. Water towers / air conditioning will be shut down.
2. Passenger elevators will be shut down.
3. Shut off the breaker to your hot water.
4. Residents evacuate.
5. Building is shut down
6. Staff leaves

### **Important Phone Numbers**

Orange County Emergency Management 407- 836-9140  
American Red Cross 954-763-9900  
Attorney General (To report price gouging) 800-646-0444  
BellSouth 866-664-6673  
Coast Guard 954-927-1611  
Consumer Help Line 800-342-2762  
Contractor Licensing 305-468-5790  
Federal Emergency Mgmt Agency (FEMA) 800-462-9029  
Florida Department of Insurance Consumer Hotline 800-528-7094  
Florida Highway Patrol 800-226-3027  
EDP State Drinking Water Hotline 800-426-4791  
USDA Hotline 800-535-4555  
Hurricane Hotline/Shelter Information 954-831-4000  
National Hurricane Center 305-229-4470 or 4522  
Special Needs Registry 954-537-2888  
Police and Fire (Emergency) 911

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### **Websites**

<http://www.floridadiasaster.org/>  
<http://www.nhc.noaa.gov/>  
<http://www.hurricanes.net/>  
<http://fema.gov/hazards/hurricanes>  
<http://www.weather.com/>



**HURRICANE CONTACT INFORMATION SHEET**

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

Resident's Name: \_\_\_\_\_

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

Other Phone: \_\_\_\_\_

Emergency Contact During or Immediately Following the Storm:

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

Person Responsible for Emergency Work to be Done:

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

Special Medical Needs that Might be Affected by Power Outage

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

**Please return this form to the Management Office as soon as possible**

You can email it to:  
Or hand-deliver to the Management Office.

Copies of this form can be obtained in the Management Office.