

Hurricane Preparedness Plan The Cotton Mill Condominiums

Introduction

The Board, the property management firm and the on-site management staff (hereinafter referred to as the Management) recognize the need to protect employees, the asset, and to the extent possible, owners/residents of the property during an emergency or disaster situation. This document and the supporting schedules will serve as a guideline to Management in the event of a hurricane/severe weather approaching the property. Hurricane season begin on June 1, of each year and continues through November 30.

It is the position of Management that once all property storm preparedness procedures are completed, all staff should heed the warning of government officials and evacuate the City should a mandatory evacuation be issued. Any staff that chooses to stay in the City or at the Property will be doing so at the objection of Management and Management cannot assure the staff's safety.

Management strongly suggests that all owner/residents heed the warning of City and Government officials and vacate the property and the City when requested to do so. Despite our strong recommendations and warning to owner/residents, Management is ultimately unable to "force" the owner/residents to leave the property. No attempts should be made by staff to physically remove owner/residents. Should a "special-needs" situation arise in preparation of an approaching storm, police or rescue authorities should be contacted and notified of the situation.

Pre-Hurricane Season Planning

On May 1 of each year:

Management will confirm "**Post storm priority response agreements**" with the trades/vendors noted below. These agreements will provide an agreement between management and the vendor for priority service in exchange for agreed upon post storm escalated bill rates and to the extent available, priority housing/apartments for the vendor's employees. Agreements will be executed for the following categories:

- Emergency Response Contractor
- Security Service
- Electrical Contractor
- Elevator Contractor
- Plumber Contractor
- HVAC Contractor
- Gate Controls repair
- Security Camera repair
- Water extraction contractors
- Window and Wall Repair
- Roofer

On May 15th of each year:

The on-site staff will provide Management with an updated **Emergency contact list**. (Excel spreadsheet – Hurricane Emergency Contact List). It is imperative that all numbers be confirmed and updated by the on-site staff prior to distribution of the list to Management.

On June 1 of each year:

The on-site staff will distribute to all owners/residents of the property the “**Hurricane - Initial Letter to all Owners/Residents.**” A copy of this letter will also be available on our website at www.thecottonmillneworleans.com throughout the storm season.

The on-site staff will confirm that all **Emergency Storm Supplies for Staff** are on-hand and available for the staff in the event of an approaching storm.

Hurricane Preparation Procedures

Storm Forms in the Caribbean or Gulf:

On-site management to confirm:

- Courtesy officer firm has available staff and is prepared to cover all shifts throughout the storm and names and contact numbers of the individuals are distributed to management.
- Intentions and planned evacuation of all staff in the event that storm approaches.

On-site maintenance staff to visually inspect:

- Roof drains, scuppers, gutter and downspouts are clear.
- Storm Drains and parking lot drains are clear.
- All windows and doors are operable and secure.
- Entry points are protected such as trash chutes, elevator stairwell vents or fans.

Tropical Storm or greater strength is in Gulf with property in projected Path:

On-site management to confirm:

- Notify owners/residents of approaching storm via written notice (**Approaching Storm Resident Notification**) by posting on all doors and the Association’s web site.
- Place owner/resident contact information forms on all doors and ask owners/residents to update who is staying and who is leaving.
- Establish on-site living arrangements for the courtesy officers.
- Provide courtesy officer with resident list and obtain confirmation of who is planning to evacuate.
- Place “Evacuation Drop Box” at courtesy desk.

On-site maintenance staff to:

- Store all Association owned outdoor furniture, plants, BBQ grills and other loose items.
- Lock and secure all clubhouse doors, windows, etc.
- All windows and doors are operable and secure.
- Entry points are protected such as trash chutes, elevator stairwell vents or fans.
- Place sandbags in areas that are prone to flooding.
- Go over all “**loss of power**” procedures with courtesy officer.
- Advise any contractors working on the site to secure their work-site and to be prepared to remove all exterior equipment they have on the site.

Cat 1 or greater projected to hit area within 24-48 hours and Mandatory Evacuation has been ordered by the City:

On-site management to:

- Confirm the intentions of all staff and ensure that they can safely evacuate the City. Re-confirm the post storm return plan with each staff member.
- Update all owner/resident contact information into Yardi and print a copy for all staff.
- Protect all computer equipment by placing it in plastic bags.
- Protect all important on-site papers by placing it in plastic bags.
- Provide all staff with a police access pass for their car.

- Provide notice to all owners/residents that management will no longer be providing services until the storm has passed and that they remain at their own risk. Remind owners/residents to take their pets and to clear their refrigerators.
- Confirm that courtesy officer has access to supplies and keys and has loss of power procedures.
- Evacuate the City and advise the property Supervisor that the on-site office is being shut down.
- Consult with Board of Directors to determine need for Seven Trees armed security personnel, and activate as necessary.

On-site maintenance staff to:

- Personally visit each owner/resident that has advised management that they intend to stay and advise them of the risks.
- Perform a final check of the property for any potential loose items or other concerns.
- Check all dumpster chutes and confirm they are clear.
- Confirm that all contractors on-site have shut down their work and removed all equipment on the site.
- Pick up police access pass from the manager.
- Evacuate the City.

Post Storm Procedures – No Damage to Property or City

All property personnel are to report back to the property as soon as possible to help assist the owners/residents in their return to the property. Procedures to immediately address upon returning:

On-site management to:

- De-brief courtesy officer to determine if there were any reported events or damage at the property during management's absence.
- Immediately contact supervisor if any events occurred and immediately document any incidents and take pictures if appropriate for the situation.
- Assist maintenance in performing a complete walk through of the property.
- Put the on-site office back in order and advise supervisor when the office is re-open.

On-site maintenance staff to:

- Check with the courtesy officer to confirm if any damages need to be addressed and if necessary, contact appropriate vendors if required.
- Walk entire to property to confirm all is well.

Post Storm Procedures for Property – Anticipated damage to Property

Once it is declared safe to return to City, all property personnel should report back to the property as soon as possible to help assist in securing the property. Procedures to immediately address upon returning:

On-site management to:

- De-brief courtesy officer to determine if there were any reported events or damage at the property during management's absence.
- Immediately contact supervisor if any events occurred and immediately document any incidents and take pictures if appropriate for the situation.
- Assist maintenance in performing a complete walk through of the property.
- Coordinate with maintenance and priority vendors any remediation or repairs that are important to the property.

On-site maintenance staff to:

- Check with the courtesy officer to confirm the extent of the damages that need to be addressed and if necessary, contact appropriate vendors if required.
- Work with management to confirm repair priority.
- Shut down any major utilities or equipment should it be deemed to be in the safety interest of the property.

Post Storm Procedures for Property – Substantial Damage to Property

Once it is declared safe to return to City, all property personnel should report back to the property as soon as possible to help assist in securing the property. Procedures to immediately address upon returning:

In the event that the property is determined by management to be substantially damaged and not safe, all owners/residents that are occupying the property will be encouraged to leave. If they refuse to do so, the authorities (police and fire) should be contacted and advised of the situation and request that they advise the owners/residents to leave for their own safety. However, at no time should a staff member attempt to physically remove an owner/resident from the property.

The staff should immediately take pictures of all damaged areas and put the pictures/camera in an area for safe keeping. The on-site manager should then proceed to document in writing any visible damages and obtain first hand accounts of any incidents or damages that were witnessed. The manager should get names and numbers of all people that provide comments.

Maintenance should determine if any of the utilities to the property should be shut down to avoid potential damage to the property. If disconnecting such utilities is deemed appropriate, 911 should be called and a request should be made for immediate disconnect.

Entering the Building

Owners/residents and staff members should use extreme caution and should stay out of the building until it is determined that it is safe to enter. Management will determine what, if any, additional security requirements are required at the property.

The contractors that are engaged as first responders will be allowed access to the property to help in determining the damage to the property. On-site staff should limit their access to the space with the contractor until such time as the all clear is provided.

Access to the Building

Normal Re-occupancy

Once the building has been deemed re-accessible by Management, all owners/residents should sign in at the courtesy desk.

Hurricane Season Notification to Owners/Residents

Planning Ahead

Living with the threat of a serious hurricane is part of living in New Orleans. You must plan ahead in the event of this weather emergency. Owners/Residents should develop their own personal emergency plans in the event New Orleans is threatened by a hurricane. These plans should include your destination and transportation arrangements.

Preparing for the Storm – Contact Information

- Your first step in preparing for a hurricane should be to develop a personal emergency response plan. It is imperative that you provide the on-site management office with updated contact information for you and your family. We request that you take a moment and fill out the attached **Owner/Resident Contact Form** to ensure we will be able to contact you in the event of a disaster. Please drop this in the **Evacuation Drop Box** located in the lobby.
- Keep in mind that Property One, Inc. will have an emergency phone line and web-site that will be available in the event of a disaster in the City of New Orleans. Please keep this information handy:
- Cotton Mill Emergency Phone # :504-566-9700, Property One: 504-889-4374
- www.property-one.com or www.thecottonmillneworleans.com

Personal Property insurance - Purchase insurance for and inventory your personal possessions. As an owner of a property, you must insure your personal property as it will not be covered by the property/building insurance. **IF YOU DO NOT HAVE PERSONAL PROPERTY INSURANCE, YOU SHOULD SEEK SUCH COVERAGE IMMEDIATELY FROM YOUR INSURANCE AGENT.**

Prepare your condo - Pick up all items from the floors and store in drawers and closets. Move upholstered furniture away from windows. Close and lock your windows. Bring inside any items you may have on balconies. Turn refrigerator and freezer temperature gauges to maximum. Open only when absolutely necessary and close quickly. Unplug stereos, TVs, electronic equipment and lamps.

Pets - In the event that you evacuate, it is mandatory that you take all pets with you. No exceptions.

Refrigerator - Prior to vacating the property, you should consider taking or disposing of all perishable items in your refrigerator and place them in the dumpster/trash chute. Another option is to buy large Ziploc bags so that you can place food items in the bags and you can take them with you or you can leave some items sealed in the bags. **Many owners/residents have purchased ice chests so that they can take food items with them when they evacuate so they have a source of food and drinks for a long evacuation drive.**

Computers and electronics - Back up computer data and take a copy with you. Cover your computer and other electronic equipment with plastic sheeting or large plastic garbage bags.

Store water - Fill clean, airtight containers to store as much water as possible.

Protect important documents - Place your documents in waterproof containers and take with you or store at the highest, most secure point in your room or apartment.

Your vehicle - Check all fluids and tire pressures (including spare). If you leave your vehicle at the property, make sure it is parked in your assigned parking space and be reminded that any damage to your car will not be the responsibility of the property or management.

Have cash on hand - ATMs will not operate should the area experience a power failure.

Evacuation Routes - Consult the following website:

<http://www.ohsep.louisiana.gov/evacinfo/stateevacrtes.htm>

Responding to the Storm - Whenever a hurricane threatens New Orleans, the property will initiate its hurricane procedures. **The property management and maintenance staff will be required to leave the City prior to the storm so you should not anticipate being able to communicate with the management office pending the storm impact. Also, many of the building life safety systems will be compromised in the event that the building loses power so remaining at the property during a mandatory evacuation is not recommended and may be dangerous.**

It is critical that you monitor Property One Web site and Cotton Mill Web site, as well as bulletins issued by governmental authorities. When responding to any evacuation order, you should seek shelter outside of the city. Use your prearranged emergency plan.

- Choose a sheltering option far inland and north of Interstate-12.
- Consult the Louisiana Citizen Awareness & Disaster Evacuation Guide (www.ohsep.louisiana.gov)
- Make reservations at a hotel or motel outside of the storm area.
- Go to a relatives or friends house.

The management cannot assure the personal safety and well being of any owner/resident who chooses to stay at the property or in the City. When an evacuation is ordered, you should do everything in your power to comply.

When You Evacuate - Tell someone outside of the storm area (a family member or friend) where you are going, put that person's name and contact information on your **Owner/Resident Contact Form** and drop it in the **Evacuation Drop Box** located in the lobby.

After the Storm - Listen to local news media for up-to-the-minute information regarding medical help, food programs and general assistance. Stay where you are if it is safe until authorities give the "all-clear."
Monitor the Property One website, www.property-one.com or www.thecottonmillneworleans.com, and call the number provided for up to date information and status of the property.

For additional information on hurricanes and storm preparations, check the following websites:

<http://www.redcross.org> (American Red Cross)

www.cityofno.com (City of New Orleans)

Owner/Resident Contact Form

Please complete the following information so we may be able to communicate with you in the event of an evacuation.

Name (condo owner/resident): _____

List all occupants of the Condo (including minors): _____

Condo Number: _____

Home Phone: _____ Cell Phone: _____

Work Phone Number: _____

Email Address: _____

Work Email Address: _____

Pet Information - Please list what type of pet(s) you own and a brief description (ex. Black cat with white paws): _____

In the event that you evacuate, it is mandatory that you take all pets with you.

In the event of an emergency, is there an out-of-town contact name and number that we can call? If so, please list below:

Contact Name: _____

Contact Phone Number: _____

Do you or anyone in your household need assistance exiting the property in the event of an evacuation or loss of power? If yes, who and what assistance will be required? *

***Management will not be responsible for your evacuation from the property but this information will be at the courtesy desk for rescue personnel.**

Please place your completed form in the **Evacuation Drop Box** located in the lobby.

As of (date/time)_____, the National Weather Service has issued a Storm Warning for Southeast Louisiana. Please monitor the local news and weather stations for up to date information on this storm. At this time, owners/residents should implement their own hurricane plan and begin preparing their condominium for a potential evacuation. It is advised for all owners/residents to heed the warnings of government officials and evacuate the City if an evacuation order is issued.

Effective immediately, Management will implement its Hurricane Preparation Procedures which includes preparing the property for hurricane conditions. The staff will remain on property until a mandatory evacuation order is issued by the City. Once all storm preparedness procedures are completed, all staff will heed the warning of government officials and leave the City.

Property One has established an emergency number for residents to call for information regarding the property after the storm. The number is 504-889-4374 or 504-566-9700. Information will also be posted on the web at www.property-one.com or www.thecottonmillneworleans.com.

If you have not already done so, please drop your completed **Owner/Resident Contact Form** in the **Evacuation Drop Box** located in the lobby.

Thank you for your cooperation,

Property One, Inc.

Mandatory Evacuation Order Issued

As of (date/time) _____, the City of New Orleans has issued a **Mandatory Evacuation Order**. At this time, Management is making final hurricane preparations to the property and will comply with the mandatory evacuation order issued by the city and evacuate as soon as possible.

We strongly urge all owners/residents to evacuate at this time. Those who do not comply with the mandatory evacuation order and remain at the property will be doing so at their own risk. **Also, many of the building life safety systems will be compromised in the event that the building loses power so remaining at the property during a mandatory evacuation is not recommended and may be dangerous.**

Property One has established an emergency number for owners/residents to call for information regarding the property after the storm. The number is 504-889-4374 or 504-566-9700. Information will also be posted on the web at www.property-one.com or www.thecottonmillneworleans.com.

If you have not already done so, please drop your completed **Owner/Resident Contact Form** in the **Evacuation Drop Box** located in the lobby.

Thank you for your cooperation,

Property One Inc., Management