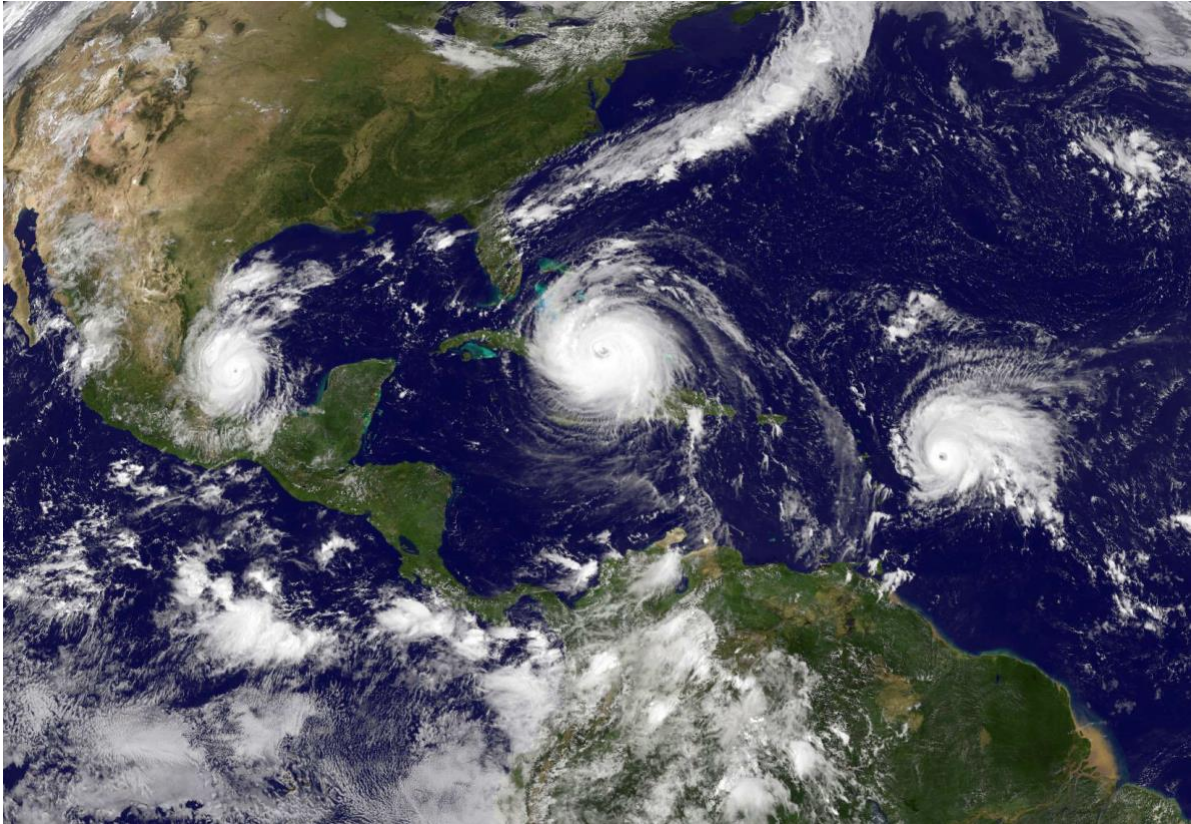




HURRICANE PROCEDURE MANUAL

Winding Cypress HOA

2023



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HURRICANE PROCEDURES

The purpose of this manual is to establish procedures for Hurricane Preparations, clean-up, and restoration of normal business operations pre- and post-Hurricane, specifically for ***Winding Cypress***. These procedures help protect the property and our neighbor's property, minimize losses, ensure individuals' life and safety, and to re-establish normal operations as quickly as possible.

In connection with our commitment to the safety and well-being of our employees and their respective families, Management may, at its discretion, send staff home early to make their own preparations before returning to the building.

Following a storm, Management will work diligently to restore the buildings to full operation as quickly as possible. If a curfew is issued or access restrictions detain certain employees from immediately returning to the buildings, Management will attempt to work with outside contractors to restore buildings to full functionality.

COMMUNICATION PROTOCOL (See Hurricane Preparedness – Letter to Owners Form)

In preparation, during, and after the storm, essential communication with Board Members and the community is required. The Property Manager should be communicating through the following methods:

- Board Meetings – a plan of action needs to be presented.
- E-Blasts
- Website updates
- Property posting

SEASON START

The Hurricane Season officially starts on June 1st of each year and ends on November 30th. The beginning of the season will be the deadline for completing some of the following procedures or the date to begin other procedures. Review the items you are responsible for and plan out your schedule to meet your deadlines. Remember to “plan the work and then work the plan.”

1. SUPPLIES

A. – If applicable, Hurricane Supplies must be inventoried by June 1st of each year to determine that the Hurricane Supplies are at the levels specified on the Inventory Control form. All items that have a shelf life must be replaced. The Property Manager will be responsible for inventory, purchasing additional supplies below the minimum levels, and maintaining supplies through November 30th. All replaced items are to be indicated on the Inventory Control form.

B. - Hurricane Supplies are not to be used as normal operating inventory.



2. VENDORS

Property Managers must ensure that critical Vendors such as Electrical, Waste pick up, Water Remediation, Plumbing, and Landscaping Vendors are prioritizing your Association on their list (for following years please include a signed clause or addendum to the Service Contract to reflect that).

3. MEETINGS

Hurricane Preparedness meetings should be scheduled during the month of June to inform and discuss Hurricane Preparedness. The Property Manager should consult the Board about the established protocol to assist the Association before, during, and after Hurricane. Additionally, the Property Manager will be responsible for scheduling these meetings with staff members and outside vendors (security, landscape, etc.) as appropriate.

4. SITE

- A. The Property Manager will inspect the landscaping with the Landscaping Contractor beginning of June and will schedule the trimming of all trees and shrubbery by June 30th.
- B. All site lighting must be inspected to verify that light standards and fixtures are secured, and fasteners securing fixtures are tight.
- C. The Property Manager should ensure that the drainage system and parking facilities are inspected and cleaned if necessary.
- D. All amenity equipment or structures are to be inspected to verify everything is secured or protected to the best industry standards.
- E. All signage is to be inspected, and any signs that are not structurally sound or secured should be repaired.
- F. Communication with all vendors needs to take place, and contracts need to be reviewed to ascertain that the contract stipulates that the vendors shall be responders after the Hurricane has passed.

5. BUILDINGS

- A. If applicable, the Property Manager will inspect all roof areas and verifying that any roof-mounted equipment, lighting, and other mechanical equipment are secured. Ensure that access to the roof is secured so no resident may access the roof.



6. MANAGER RESPONSIBILITIES

- A. The Property Manager is responsible for updating the Emergency Manual distributing it to staff.
- B. The Property Manager is responsible for preparing a list of staff cell phone numbers and emergency contacts.
- C. The Property Manager is responsible for establishing a designated location for the on-site team to gather after the event if the amenities on site are compromised and not accessible or safe.
- D. The Property Manager is responsible for the Hurricane Inventory, Hurricane Shutters maintenance and servicing (if applicable), common areas, the testing and maintenance of the emergency equipment, roof inspections (if applicable), and securing building and site fixtures. The Property Manager will also be responsible for maintaining the maximum levels for all first aid supplies.
- E. The Property Manager will obtain any protective materials to cover and secure on-site office equipment. Materials are to be stored on site until November 30th.

7. HURRICANE WATCH

An email should be sent via email blast to the residents regarding Hurricane Watch directives.

The Property Manager and staff will begin securing the building. A secure perimeter is to be established, and only residents, tenants, employees, and Law Enforcement officials will be permitted on the site. NO vehicular traffic, other than utility vehicular traffic used for the Hurricane Preparations, will be permitted on the property.

The Property Manager will compile a list of vendors that may need access to the property prior to and after the Hurricane to ensure that no one enters until proper identification is shown to security and an "all-clear" has been issued by local authorities.

9. MANAGEMENT OFFICE

- A. Residents requesting information must be directed to the Management Office. Voice mail messages should be changed with updated information.
- B. Management will add a complete system backup to an external portable hard drive or cloud. Items of importance should be stored in Appfolio. Back-up should also be performed on any security or FOB systems.

10. SITE PREPARATION (See *Hurricane Procedures System Shut Down Form*)

- A. Care must be taken when storing fixtures inside buildings to allow free access to the mechanical areas. The **Property Manager**, Maintenance Staff and Landscape Vendor will be responsible for disconnecting irrigation lines as necessary. If applicable, all small potted plants must be removed from the common areas and secured. The **Maintenance** and **Housekeeping Staff** will be responsible for moving and storing the potted plants.
- B. All exterior umbrellas and pool furniture must stored in a secured and protected area. The Property Manager and Maintenance Staff will be responsible for ensuring that this is accomplished.
- C. **RESIDENTS** are responsible for removing all chairs, tables, benches, and other items from their lanais. The Maintenance Staff is not responsible for storing items that the resident has left unsecured. The staff is only permitted to enter units in an emergency and if instructed by the Manager.
- D. All trash cans and ash urns are to be removed from the common areas and stored in a secured location. The **Maintenance Staff** is responsible for storing the trash cans and urns.
- E. The Maintenance Supervisor or Pool Vendor will shut off all natural gas lines and pool heater.
- F. Property Manager will bring in the two exterior-mounted AEDs for storage. (AED cabinets will remain up).
- G. Property Manager will solicit volunteers to roll up and secure the pickleball and tennis court wind screens. Pickleball and tennis court nets will be taken down and stored.

At the time of a Hurricane Warning: Force winds are expected to make landfall within 24 hours.



- H. When evacuation orders are announced (predominantly properties located in the coastal/flood zones) and/or sustained winds reach 45 mph, the hurricane continues to be an imminent threat. The essential personnel will begin to shut down the property's central mechanical systems, which include HVAC system, pool equipment, etc. This helps ensure that your systems aren't damaged because of operating during the storm (so that they may be operational after conditions return to normal and power has been restored). The Association may elect to keep one or more mechanical systems operating after the personnel evacuates the building if the Board authorizes it in writing and waives all claims for its decision.
- I. All non-essential main breakers are to be turned off. The Maintenance Staff will be responsible for turning off all electrical systems in common buildings.
- J. The Maintenance crew will be responsible for removing all freestanding signs and securing them.
- K. The Property Manager will verify that all equipment is adequately secured.

11. FINAL WALKTHROUGH

A complete walkthrough is to be performed by the Property Manager and Maintenance Staff. A final walkthrough Checklist is to be filled out. A videotape or photographic record must be made to verify that the property is secured, and all preparations have been completed. Remember that we may be in a ***mandatory evacuation zone for any Hurricane***. All personnel must clear the property when the evacuation order is given.



NOTICE

1. ALL EMPLOYEES ARE TO BE INSTRUCTED, AS THEY LEAVE, TO MAKE EVERY EFFORT POSSIBLE TO REPORT TO WORK AFTER THE HURRICANE IS OUT OF THE AREA. AFTER EVACUATION ORDER IS LIFTED AND THEIR FAMILIES ARE SAFE! THE MANAGER SHOULD MAKE SURE THAT ALL EMPLOYEES HAVE THE PROPERTY MANAGER'S CELL NUMBER AND THE MAINTENANCE SUPERVISOR'S NUMBER.
2. EMPLOYEES MUST PROVIDE MANAGEMENT WITH PHONE NUMBERS AND EMERGENCY NUMBERS (MOBILE PHONE) WHERE THEY CAN BE REACHED.

POST HURRICANE

1. **MANAGEMENT OFFICE**

The Management Office can be used if the following criteria are met:

1. The building is structurally sound.
2. There is power available.
3. The HVAC equipment is operational.
4. Telephone equipment is operational.

FOR SAFETY REASONS, NO EMPLOYEE IS TO WALK THE PROPERTY UNTIL A SURVEY IS DONE BY THE PROPERTY MANAGER, MAINTENANCE CREW, OR SECURITY STAFF.

UNIT OWNERS WILL BE RETURNING TO THE PROPERTY AND TELEPHONING FOR STATUS. COMPLETE AND FACTUAL INFORMATION MUST BE AVAILABLE.

2. **SURVEY OF DAMAGE**

Seacrest Southwest recommends that building inspection be performed by qualified licensed and insured professionals for all structural building components such as building envelope, foundation, electrical, plumbing, roofing system (if applicable), HVAC system, etc.

- A. Members of the Hurricane Team (Manager, Maintenance Supervisor, and Board Members) will conduct site surveys to assess the following:
 1. The structural integrity of the buildings.
 2. The watertight integrity of the buildings.
 3. The condition of the Electrical Systems.



4. The condition of the Underground Utility Systems.
5. Wind and water damage assessment.
6. Damage to HVAC systems.
7. Domestic Water Pumps.
8. Landscape damage.
9. Clean up needs.
10. Dangerous areas which must be closed off.

After a complete preliminary assessment of the property and Hurricane damage, the Hurricane Team will begin the process of setting up operations, securing the property, and clean-up land restoration, only in areas where it is safe to do so.

- B. The Property Manager or Maintenance crew will be responsible for taking detailed photos and videos of the property's condition and any damage.**

3. SECURITY

The Property Manager will institute a post-assignment plan to secure the property and barricade unsafe areas. Residents will be allowed to enter the property once it is safe. **No one will be permitted to roam the common areas unescorted.**

4. OPERATIONS SET-UP

- A. If electrical service is active, the Maintenance Staff will begin to power up only common area electrical systems with no signs of water intrusion and no physical damage.
- C. Property Manager will be responsible for informing Residents on recovery plans. Communication via email to residents should go out if service is available.
- D. All staff will be responsible for answering management telephone lines and producing memos on status of property and plan of action as directed by the Property Manager.
- E. The Property Manager and Maintenance Staff will oversee clean-up operations. Residents should plan for emergency boarding up of their broken windows, water extraction, etc.

5. CLEAN UP

- A. The Maintenance Staff will be responsible for barricading all unsafe areas and keeping them secure until they can be repaired or cleaned up.
- B. The Maintenance and Housekeeping Staff will be responsible for the clean-up of debris in the common areas.
- C. The Property Manager will supervise the removal of water in areas of the building that are flooded and secure areas of the building's exterior that the storm damaged.



- D. Residents will be responsible for clean-up inside their units.
- E. Use the AppFolio Eblast feature or Constant Contact to notify all residents “upon all clear” to assess damage in their unit.

6. RESTORATION

- A. The Maintenance staff will be responsible for removing and storing the Hurricane Barricades/Sandbags, etc. All available manpower will assist in this process.
- B. All Maintenance Staff will be responsible for moving all stored fixtures and furnishings to their original locations.
- C. The Property Manager and Maintenance personnel will be responsible for inspecting all building lighting. Fixtures that have been damaged or are not operational are to be repaired or replaced.
- D. The Property Manager and the Maintenance Staff will conduct a complete inspection of the building’s life safety system to verify the operational integrity of the system.
- E. The Property Manager will be responsible for obtaining contractors to make repairs beyond the scope of work for Maintenance personnel to perform.
- F. The Property Manager will be responsible for restocking Hurricane Supplies once the restoration of normal operations is complete.
- G. Property Manager should organize all critical information collected to assist the Board in opening a claim with the Insurance Company.
- H. Providing the AED cabinets are safe and secure, Maintenance staff will replace the two exterior-mounted AEDs into the cabinets.
- I. The Property Manager and the Maintenance Staff will unroll all court screens and reinstall nets.

EMERGENCY CONTACT NUMBERS

- John Rowland (239) 777-6996
- Front Gate (239) 732-7745
- Seacrest Southwest Office- Customer Service (239) 261-3440

For outside emergency information or assistance call:

COLLIER COUNTY

- American Red Cross (Local Chapter) (239) 278-3401
- Collier County Animal Services (239) 252-7387
- Collier County Emergency Hotline 311 or (239) 252-8444
- Collier County Sheriff (239) 252-9300
- Collier County Emergency Management (239) 252-3600



- Greater Naples Fire Rescue - Station #23 (239) 793-3332
- FEMA (800) 621-3362

COLLIER COUNTY

EVACUATION DECISION INFORMATION/TOOL: Click [HERE](#)

GENERAL INFORMATION REGARDING EVACUATION AND SHELTERS

- Click [HERE](#) for evacuation and general population shelter information.
- Click [HERE](#) for a map indicating shelter locations around the county.
- PET SHELTERING INFORMATION: At the time of the approaching disaster, listen to the local media for pet shelter information.

LEE COUNTY

Several [public shelters will open in Lee County](#) when it appears that a hurricane will make landfall nearby.

HURRICANE

PREPAREDNESS AND RECOVERY GUIDE
FOR COMMUNITY ASSOCIATIONS



Resources

Useful Contacts Before, During & After a Storm or Disaster

Federal Agencies

FEMA	FEMA.gov 1-800-621-FEMA (3362)
US Army Corps of Engineers	usace.army.mil 1-202-761-0011
U.S. Department of Housing and Urban Development (HUD)	hud.gov 1-800-245-2691
U.S. Department of Health & Human Services	phe.gov
Center for Disease Control and Prevention (CDC)	cdc.gov 1-800-CDC-INFO (1-800-232-4636)
Small Business Administration (SBA)	sba.gov 1-800-659-2955
Disaster Assistance Improvement Program <i>To find the Disaster Recovery Center nearest to your location, text DRC + ZIP Code to 4FEMA</i>	disasterassistance.gov
Ready	ready.gov 1-800-621-FEMA (3362)
Citizen Corps Partner Program	citizencorps.gov
NOAA/National Weather Service <i>In case of an emergency, call 311 (Dade) and 211 (Broward)</i>	nhc.noaa.gov 1-305-229-4470
Centers for Medicare & Medical Services (CMS)	cms.gov 1-800-MEDICARE (633-4227)

State Agencies

Florida Division of Emergency Management	floridadisaster.org 1-850-815-4000
Florida Department of Elder Affairs	elderaffairs.state.fl.us 800-96 ELDER (35337)

Not for Profit

American Red Cross	redcross.org 1-800-RED CROSS (733-2767)
The Salvation Army	salvationarmyusa.org 1-800-SA-TRUCK (728-7825)
The National Emergency Response Team (NERT)	nert-usa.org 1-207-948-3499
The National Organization for Victim Assistance	trynova.org 1-800-TRY-NOVA (879-6682)

Volunteer Organizations

National Voluntary Organizations Active in Disaster (Non-Profit)	nvoad.org 1-703-778-5088
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Communication

The American Radio Relay League, Inc. (ARRL)	arrl.org 1-860-594-0200
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HURRICANE

PREPAREDNESS AND RECOVERY GUIDE
FOR COMMUNITY ASSOCIATIONS



Quick Reference List

INFORMATION ON EACH RESIDENT

- ✓ Name
- ✓ Unit number
- ✓ Other residences
- ✓ Next of kin name(s)/contact info
- ✓ Identifying features
- ✓ Cell phone number
- ✓ E-mail address
- ✓ Make sure residents who might need special assistance are identified.

INFORMATION ON EACH EMPLOYEE

- ✓ Address
- ✓ Home and cell phone numbers
- ✓ E-mail address
- ✓ Emergency Contact

BANK INFORMATION

- ✓ Account numbers, authorized signatures, certificates of deposits, and/or other investment documents

INSURANCE POLICIES

- ✓ Nature and extent of coverage, carrier, and policy number
- ✓ Name(s) of agents with pertinent information

VENDOR LIST

- ✓ Pool maintenance, security, landscape maintenance, roofer, etc.
- ✓ Professionals - CPA, Insurance Agent, Attorney and Manager
- ✓ Vendor Priority Notification

INVENTORY OF FURNITURE AND EQUIPMENT

- ✓ Detailed descriptions
- ✓ Photographs
- ✓ Receipts
- ✓ Serial numbers

EMERGENCY SUPPLIES

- ✓ Emergency medical supplies, food, water, waterproof matches, a defibrillator, flashlights, battery-operated radio, an emergency generator and an ample supply of fuel to power the generator for an extended period of time.
- ✓ Tools, such as shovels, crowbars and a power saw, might be considered.

BUILDING PLANS

- ✓ A set of as-built plans and specifications.
- ✓ Location of shut-off valves and structural components
- ✓ Names, addresses, telephone numbers and e-mail addresses of the architects, engineers, contractors and sub-contractors who designed and built the structures.

BUDDY SYSTEM

- ✓ Let a neighbor or the property manager know if you will be away from your unit for an extended period of time.

DATA INVENTORY

- ✓ Maintain a record of information maintained in the community's information systems.
- ✓ Regularly back up all data to a safe and accessible location.



Insurance Coverage Form

Insurance Agent: Samuel Neidigh

Insurance Company: Assured Partners of Florida, LLC dba IRMS

Address: 8950 Fontana Del Sol Way, #200 Naples, FL 34109

Phone: d: 239-260-3851, c: 239-919-9234 o: 239-649-1444

Email: Samuel.Neidigh@assuredpartners.com

HURRICANE/STORM INSURANCE POLICY INFORMATION

Type of Insurance	Policy No.	Deductibles	Policy Limits	Coverage (General Description)
Property	ICF1008880	\$5,000 AOP 5% Wind/Hail	\$9,000,581	Special Perils Form Including Wind
Equipment Breakdown	76443009	\$5,000 Per Claim	\$9,000,581	Sudden and Accidental Mechanical Breakdown



DISASTER SUPPLY KIT CHECKLIST

General

- Two week minimum supply of medication, regularly used medical supplies, and a list of allergies
- A list of the style, serial number, and manufacturer information of required medical devices
- Batteries
- Flashlights
Do not use candles
- NOAA Weather Radio
Battery operated or hand cranked
- Cash
Banks and ATMs may not be available after a storm
- Cell phone chargers
- Books, games, puzzles or other activities for children

Phone Numbers

- Maintain a list of important phone numbers including:
County emergency management office, evacuation sites, doctors, banks, schools, veterinarian, a number for out of town contacts, friends and family

Clothing

- Rain gear such as jackets, hats, umbrellas and rain boots
- Sturdy shoes or boots and work gloves

Special Needs Items

- Specialty items for infants, small children, the elderly, and family members with disabilities

First Aid

- First Aid Manual
- Sterile adhesive bandages of different sizes
- Sterile gauze pads
- Hypoallergenic adhesive tape
- Triangular bandages
- Scissors
- Tweezers
- Sewing needle
- Moistened towelettes
- Antiseptic
- Disinfectant wipes
- Hand sanitizer
- Thermometer
- Tube of petroleum jelly
- Safety pins
- Soap
- Latex gloves
- Sunscreen
- Aspirin or other pain reliever
- Anti-diarrheal medicine
- Antacid
- Laxative
- Cotton balls
- Q-tips

Food and Water

- Food
Nonperishable packaged or canned food and beverages, snack foods, juices, baby food, and any special dietary items to last at least 7 days
- Water
1 gallon per person per day
- Non-electric can opener
- Paper plates
- Napkins
- Plastic cups
- Utensils

Important Documents

- Insurance cards
 - Medical records
 - Banking information
 - Credit card numbers
 - Copies of social security cards
 - Copies of birth and/or marriage certificates
 - Other personal documents
 - Set of car, house, and office keys
 - Service animal I.D., veterinary records, and proof of ownership
 - Information about where you receive medication, the name of the drug, and dosage
 - Copy of Will
- *Items should be kept in a water proof container*

Vehicle

- Keep your motor vehicle tanks filled with gasoline

Pet Care Items

- Pet food and water to last at least 7 days
- Proper identification
- Medical records/microchip information
- A carrier or cage
- Muzzle and leash
- Water and food bowls
- Medications
- Supplies for your service animal

Find more disaster preparedness tips at FloridaDisaster.org



RECOMMENDED HURRICANE SUPPLY INVENTORY

ITEM	QUANTITY	ESTIMATED COST
1. Flashlights & lanterns	4	\$5ea
2. Batteries for radio and flashlights	10	\$16 per 12 pack
3. NOAA Radio	1	\$50
4. Work gloves	3 pairs	\$12/pair
5. First Aid Kits	4 (have)	\$38ea
6. Caution tape	2 rolls	\$18 per roll
7. Duct tape	2 rolls	\$8ea
8. Plastic Sheeting/Tarp	6 (have)	\$13ea
9. Floor squeegees	3 (have one)	\$20ea
10. Mop bucket	2 (have)	\$65
11. ½” Plywood Sheets, Nails/Screws	N/A (hurricane impact windows)	
12. Electric Extension Cord.	5 (have)	\$9ea

Acknowledgement of the 2023 Hurricane Procedure Manual:

BOD Member Approval Signature

BOD MEMBER NAME & TITLE

BOD Member Approval Signature

BOD MEMBER NAME & TITLE