

Orlando Investment Properties

Emergency & Disaster Preparedness

Summer 2005



Emergencies and disasters happen, and the majority of them cannot be avoided. Webster terms an emergency as “an unexpected situation that requires prompt action” and a disaster as “a grave occurrence having harmful results.”

In our industry, emergencies are loss of heat, a gas leak, water leak causing a flood in the property, or any problem that can endanger a tenant’s well-being. A disaster would be a major flood, tornado, tsunami, hurricane, landslide, earthquake, or some other act of mother nature.

In Florida, we have experienced (and still are experiencing) the reality of handling disasters with the 2004 hurricane season and Charley, Jeanne, and Ivan. Now another season is at our doorstep.

Since the hurricane season cannot be avoided, the logical choice in our business is to prepare procedures to use when they happen. There are three key areas to plan - before, during, and after the event that occurs.

Before the event

- Plan emergency/disaster office procedures and train personnel.
- Prepare tenants, whenever

- possible, on what to do in the event of an emergency/disaster.
- Identify emergency services to call when the situation happens.
- Identify vendors who will service the repairs and/or cleanup.
- Monitor reports when events are predicted.

During the event

- Implement office emergency/disaster procedures.
- Monitor conditions closely as they are happening.
- Keep all incoming lines open when possible.
- Prioritize “emergencies” during any situation.
- Counsel tenants as needed.
- Initiate critical emergency assistance whenever possible.
- Evacuate properties if necessary.
- Close the office, if necessary, with recorded emergency instructions.

After the event

- Determine the extent of the damage and cost of repairs and/or cleanup.
- Notify owners as soon as practical.
- Issue notices to vacate if the situation is warranted.

The Owner’s Role

The before, during, and after items

listed previously, outline what the property management company has to do when an emergency or disaster occur. Owners have important and key roles as well.

- Owners should check yearly to ensure they have adequate insurance needed for emergency/disaster situations. Research different insurance companies for the best coverage.
- If advised of necessary preparations that would help the property or a pending situation, heed them and work with the management company.
- When an emergency/disaster occurs, it is important for owners

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You or someone you know may need a property manager in other states. Because of our proud affiliation with FARPM, the Florida Association of Residential Property Management, and NARPM, the National Association of Residential Property Managers, we have contacts throughout the country and may be able to assist you.

Keep Us Informed

If you have a change in your address, telephone numbers, email, or any other important information that would affect your account with us, please notify us as soon as possible so that we can give you the very best service possible. Thank you in advance for your assistance.



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America**



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- to be understanding when the property manager must handle the situation first, and notify owners when events allows.
- If it is literally a disaster, it is important to not repeatedly call and tie up crucial telephone lines, demanding to know the situation. Unnecessary calls could interrupt important ones that may affect your property. Counsel family members regarding unnecessary calls.
- Be patient during the aftermath of any major situation. It takes time to figure out the best solution, who is going to do it, and in some situations, it can take months to obtain contractor services.
- Work with your insurance company to assist the property manager. Companies often only want to communicate with the owner of the property.
- Give support to our management company if it is necessary to evacuate the tenant for their safety and to repair the property. This can also reduce your liability and avoid legal problems.
- Do not take the situation personally - disasters cannot be prevented and everyone has to work through the problems together

No one likes to think about an emergency or disaster, much less experience them. By preparing when possible, using common sense, and taking one step at a time, they do pass and reach resolution. 🏠