

Can You Recover?

The Emergency/Disaster System

for the Property Management Office

Outline and Information

How the Emergency/Disaster System Works

The *LandlordSource Emergency/Disaster System for the Property Management Office* goes concentrates on emergency/disaster situations such as flood, fire, hurricane, earthquake, tornado, etc. Many emergency/disasters can occur. In addition, this material provides information for everyone connected with the different situations that can happen – personnel, clients, tenants, vendors, and more. This system has four parts for preparing for an emergency, or disaster. *Review the outlines and forms descriptions for the following four manuals on the continuing pages.*

#1 - Planning and Implementing the Emergency/Disaster System

This PDF manual includes specific steps and forms that help you prepare your business for emergencies or disasters. Planning is imperative before you can implement a system. Once you have taken these steps, you can develop the three manuals listed below that will assist your personnel, owners, and tenants when emergencies or disasters occur.

#2 - The Office Emergency/Disaster System Manual

This manual outlines specific actions for personnel when a crisis, disaster, or emergency occurs, such as the broker/owner's disability or death, hurricane, tornado, flood, fire, freezing, heat, and more. This document should be readily available and shared with all personnel. This should become an important part of the office operation and reviewed regularly for updates.

#3 - Owner Emergency/Disaster Guide

This is a short manual/guideline to prepare owners. It is often difficult to handle owner calls and questions during an emergency/disaster. They do not realize their inquiries are interrupting important tasks. This guideline can help.

#4 - The Resident Emergency/Disaster Handbook

Tenants are naturally going to be calling for immediate help. Unfortunately, help may have to wait so they need to know what to do. This handbook will assist them with preparing and coping during a disaster/emergency.

Twenty-nine (29) forms included

There are many forms included with each segment of this product. You will find listings of the forms at the end of the following outlines

#1 - Planning and Implementing the Emergency/Disaster System

This is a basic outline only – the manual is in an outline w/text format.

Introduction

How this product works
Take the 12 steps for planning/preparations
Take the “Recovery Test”

Review the emergencies or disasters that can occur

Fire	High Winds
Flood	Wildfires
Pandemic Flu	Hurricane
Computer Loss	Tornado
Vandalism	Earthquake
Workplace Violence	Volcano
Chemical Hazards	Tsunami
Extreme Heat	Dam Failures
Freezing/Extreme Cold	Terrorism
Thunderstorms	Broker/Owner Disability or Death

Step 1 - Eliminate or add emergencies for your area and/or office

Step 2 - Research emergency/disaster Information

Talk with Property Managers in your areas and other areas
Attend seminars and workshops on emergency/disaster recovery
Investigate useful websites
Find geographical area websites
Research emergency/disaster insurance
Research “business emergency/disaster companies” on the Internet
Research local “business emergency/disaster companies”
List of useful emergency/disaster websites (a form that is included)

Step 3 – Make important Broker/Manager/Owner decisions

Can this scenario happen to you?
Will the business continue or dissolve?
Who will take control?
Who will inherit if something happens to you?
Set up a temporary manager or broker
Set up secured files
Discuss business continuation with Personnel
Set up financial arrangements
Set up special insurances
Set up long term care
Set up Payroll Procedures
Set up emergency financing

Create an emergency fund

Step 4 - Involve Everyone

Personnel

Assign tasks to collect records

Assign tasks to research information

Assign tasks to create or revise documentation

Family

Vendors

Property owners

Tenants

Step 5 - Protect computer equipment

Contact the Network Administrator

If you do NOT have a network administrator

Use anti-virus and anti-spam programs

Run the anti-virus program 24-7

Use a firewall

Use difficult, hard-to-guess passwords

Keep the passwords truly secure

Change passwords regularly

Avoid opening unknown emails

Check the office security locks regularly

Change locks if any breach of security

Test security alarms regularly

Review and set up backup procedures

Make multiple backups in different mediums

Store both onsite and off site

Periodically work without computers

Step 6 – Prepare Important Documentation

Collect and Organize Your Records

The following forms for collecting and organizing your records are included – descriptions are at the end of this outline

Useful Websites

Company Records

Financial Information

Insurance Records

Licensing Records

Personnel Compensation

Passwords/ID Records

Business Contacts

Personal Contacts

Company Vendor Records

Emergency/Disaster Vendors

Furniture & Equipment Inventory

Software Records

- Service Contracts Records
- Records Locations
- Temporary Broker/Mgr Agreement
- Prepare important Documentation
- Add important clauses to contracts
- Prepare emergency notifications
- Voice Mail verbiage
- Prepare email templates
- Prepare post-disaster letters/communications.

Step 7 - Develop a communication plan

- Develop emergency “codes”
- Set up communications
 - For a pending emergency/disaster
 - For during an emergency/disaster
 - For after an emergency/disaster
- Prepare emergency notifications
 - Voice mail
 - Email
 - Letters

Sept 8 – Plan adequate insurance/recovery finances

- Consult insurance agents
 - Computer insurance
 - Business insurance
 - Business interruption/continuation
 - Inland marine – for portable equipment
 - Long-term care – for the broker/owner
 - Key Person insurance – for the owner/broker
 - Flood insurance for office building/vehicles
 - Emergency/disaster insurance
- Set up emergency funds or financing
- Calculate an emergency fund
- Arrange for payroll compensation
- Identify costs with the different emergency/disasters that can occur

Step 9 – Organize the Office

- Purchase emergency supplies
- Install warning systems
- Prepare signage
- Prepare procedures
- Institute cross-training

Step 10 - Identify Important Contacts & Vendors

- Emergency/disaster vendors
- Important emergency contacts

Step 11 - Develop a Safety Plan

- Safety first policy
- Mail safety – suspect packages
- Hazardous materials
- Temperature extremes
- Equipment safety
- Building security
- Evacuation plan
 - Make a “Portable or Backup Office” Plan
 - Locate Disaster/Emergency Shelters
 - Develop an Evacuation Plan
 - Develop a Shelter-in-Place Plan

Step 12 – Put the Recovery System together

- Complete the Office Emergency/Disaster Manual
- Meet with Personnel
- Prepare the Owners
- Prepare the Tenants
- Re-evaluate after every event

Addendum 1

This section includes a list of the forms included with the various manual. You can find the list and descriptions at the end of the outlines

Addendum 2

This section covers a multitude of instructions for Microsoft Word®. The Office, Owner, and Tenant Manuals are in Microsoft Word® so that the purchaser can modify them.

#2 - The Emergency/Disaster System for the Property Management Office

This is a basic outline only – the manual is in an outline w/text format.

Once the planning and preparation are completed, then you can customize the *Emergency/Disaster System for the Property Management Office*. Remember, this manual is to distribute to Personnel to help prepare them for an emergency or disaster.

Introduction

Planning helps reduce stress and speed recovery
What Can Happen?

Possible Emergencies/Disasters

Fires

What to do
Steps for fire prevention

Power Outages

Supplies available
What to do in a power outage

Chemical hazards in the office

Steps to prevent chemical hazards
If there is danger of an explosion
Recognizing signs of toxic poisoning

Before an Emergency/Disaster

Who should prepare?
Why should we prepare?
Preparing our clients
Owner Emergency/Disaster Guide
Tenant Emergency/Disaster Handbook
Company pre-planning
 Emergency financial resources
 Insurance coverage
 Emergency payroll compensation
 Emergency communications
 Emergency supplies and posters
 Emergency evacuation procedures
What will happen if there is a Broker/Owner crisis?
 Will the business continue?
 Who will take control?
 Compensation
Emergency office communications
 Communication before an emergency disaster/
 Notifications to Client/Owners
 Email warning
 Pending-emergency letter
 Advance emergency emails

Protect computer equipment
Anti-virus, anti-spam, and firewall
Unknown email from unknown sources
Use difficult, hard-to-guess passwords
Back up not functioning
Security locks - check regularly
Breach of security
Security alarms
Preparing Document Storage
Periodic work exercises without computers
Cross-training

Office emergency supplies

Eliminate items you are not going to supply
A NOAA or battery powered radio for communication
Emergency bottled water
Emergency non-perishable food supply
First Aid Kit
Emergency/Disaster Kit
Emergency generator for utility failure
Fire extinguishers
Smoke detectors through office
Automatic sprinklers
Alarm system
Office Posters/Maps

Preparing document storage

Office emergency supplies

Office posters/maps

Personal safety in office – avoiding workplace violence

Building safety – avoiding terrorism

Emergency/evacuations procedures

First Aid Emergency Procedures, **List location**
Fire/Evacuation Emergency Procedures, **List location**
Evacuation Plan
Shelter-in-Place Plan
Evacuation Map, **List location**
Evacuation Procedures

Personal Safety during an emergency/disaster

Personnel methods of communication

Emergency/disaster contacts/services

During the Emergency/Disaster

- Assess the emergency/disaster
 - Evaluate the event quickly
 - Decide on the urgency of the event
 - Consult/notify Management as quickly as possible
 - Keep all Personnel informed
 - Follow Management directions
- Remain calm – patience is required
- Remember first, what NOT to do
- Take these specific steps during the disaster
- Communication policy during an emergency/disaster
- Use the Shelter-in-Place if necessary
- Evacuate when necessary or notified
- Wait for communication before returning to work

After an Emergency/Disaster Passes

- Take specific steps after the disaster
- Recovery Assessment
 - Welfare of Personnel
 - Current office location
 - Availability of communications
 - Office and equipment damage
 - Temporary office requirements
 - Computer equipment damage
 - Available vendors
 - Property damage
 - Status of listings and sales
- Continuation of patience required
- Make important contacts
 - Vendors
 - Tenants
 - Property owners
 - Professional
 - General email contact
- Property damage
 - Owner damage Reports
 - Insurance agent contacts
- Legal issues
 - Relocation of tenants
 - Habitability of properties
 - Discontinuation of management
- Recognize signs of stress
- Reevaluating the emergency/disaster procedures in the office

Conclusion

Addendums – this outlines forms used for the *Emergency/Disaster System for the PM Office*

#3 - The Emergency/Disaster Guide for Property Owners - Outline

This is a basic outline only – the manual is in an outline w/text format.

Introduction

What can happen to your property?

Before an Emergency/Disaster

- Emergency/disaster planning in our company
 - Prepared our current office location
 - Trained our personnel for emergencies/disasters
 - Prepared a temporary office location
 - Set up a communication plan
 - Set up emergency and recovery services
 - Prepared the tenants
- How property owners can plan
 - Review insurance
 - Research the Internet
 - Plan emergency/disaster funds
 - Read the Property Management Communications
 - Authorize necessary maintenance
 - Emergency contact information

During an Emergency/Disaster

- What to do during an emergency or disaster
 - Do not tie up necessary telephone lines
 - Be patient and wait for us to contact you
 - Stay informed through the Internet or media
 - Contact your insurance agent in advance
 - Act when asked

After an Emergency/Disaster

- The Management Company's role
 - Communication with tenants
 - Assessment of damage
 - Communication regarding your property
 - Meetings with contractors and insurance agents
- The Property Owner's Role
 - Continue to be patience
 - Keep telephone lines open if necessary
 - Watch for communications
 - Review damage estimates
 - Notify your insurance agent
 - Meet at the property if necessary
 - Be realistic about repairs and timelines of repairs
 - Give authorization to act with tenants if necessary

Conclusion

#4 -The Resident Emergency/Disaster Handbook

This is a basic outline only – the manual is in an outline w/text format.

Introduction

What Can Happen?

Renters' insurance

Fires

- Smoke alarm/detector

- If there is a fire

- Develop a plan.

- Steps to prevent exterior fires

- Steps to prevent interior fires

Chemical Hazards

- Steps to prevent chemical hazards

- If there is a danger of fire or explosion:

Recognize and respond to symptoms of toxic poisoning:

Toxic poisoning symptoms or exposure to a household chemical

Before a Major Emergency/Disaster

- Reminder: obtain renters' insurance

- Meet with all household members and form a plan

- Put together an emergency/disaster kit

- Keep non-perishable food and water supplies available

- Use an emergency/disaster checklist

- Create a communication plan

- Plan an evacuation route

- Keep your vehicles in working condition

- Locate emergency shelters

- Prepare emergency shelter for your pet

During a Major Emergency/Disaster

- Do not panic; remain calm

- Only make necessary calls

- Follow your emergency plan

- Check on neighbors or disabled persons

- Take actions to secure your pets

- Listen to a battery operated radio

- Disconnect the automatic garage door

- Keep your car in the driveway if necessary

- Shut off utilities if necessary

- Evacuate if ordered

After a Major Emergency/Disaster Passes

- Take specific steps
- If you have evacuated your resident
- Before you enter your residence
- When NOT to enter your residence
- When you do enter your residence
- Call your Property Manager
- Understand how disaster can affect your family or friends
- Recognize Signs of Disaster Related Stress
- Handling Disaster-Related Stress

Organizations That Can Help

- American Red Cross
- Federal Emergency Management Agency (FEMA)
- Center for Disease Control (CDC)
- Salvation Army

EMERGENCY/DISASTER FORMS & DOCUMENTATION

1 - Emergency/Disaster Test	Find out if you are prepared for an unforeseen event. If not, use this test to find out weak areas.
2 - Useful Websites	A list of good sites for emergencies, disasters, computer backup, password information, and much more
3 - Company Records	Use this to record important information such as ownership, Broker license #, etc.
4- Financial Information	This specifically lists all banks, credit unions, and financial institutions along with contacts, banking numbers, and liabilities
5 - Insurance Records	This form keeps track of the many different insurances and their renewals
6 - Licensing Records	This forms keeps records for all licensed agents, with renewal dates
7 – Personnel Compensation	A document to record the different salaries or commission splits for all Personnel
8 – Passwords/ID Records	This is a multi-page document to record different passwords/user id information – for business and personal
9 - Business Contacts	This tracks the many important business contacts, including telephone numbers, mobile numbers, and emails
10 – Personal Contacts	This tracks the many important personal contacts,, including telephone numbers, mobile numbers, and emails
11 - Company Vendor Records	This lists all vendors used by the business, along with telephone numbers and type of service
12 - Emergency/Disaster Vendors	This list identifies the vendors needed during an emergency/disaster
13 - Furniture & Equipment Inventory	This form is particularly useful if the business suffers an emergency/disaster that destroys the furniture and equipment
14 - Software Records	This is a record of all software used with serial numbers, warranty information, etc.
15 - Service Contracts Records	There are often many service contacts involved – copy machines, computers, and other business machines
16 - Records Locations	Use this document to record where backup records and paper files are kept for the business
17 – Temporary Broker/Mgr Agreement	If something happens to the Broker/Manager, this agreement is needed right away.
18 - Emergency Contact Letter	This letter can be quickly tailored to send to important contacts if something happens to the Broker/Owner
19 - PM Contract Wording	Examples of wording that can be used in management agreements and rental/lease agreements

Emergency/Disaster forms continued

20 - Voice Mail verbiage	This is basic wording to add to a voice mail system in advance before an event happens
21 – Owner Emergency Email Template	A basic template that can be altered for each event – set up in advance to email owners before, during, or after an event
22 – Tenant Emergency Email Template	A basic template that can be altered for each event – set up in advance to email tenants before, during, or after an event
23 – Vendors Email Template	A basic template that can be altered for each event – set up in advance to email vendors before, during, or after an event
24 - Owner emergency/disaster letter	A basic template that can be altered for each event – set up in advance to mail to owners after an event
25 - Tenant emergency/disaster letter	A basic template that can be altered for each event – set up in advance to mail to tenants after an event
26 - Personal Emergency/Disaster Checklist	A checklist of items for tenants to do before, during, and after an emergency.
27 - Emergency/Disaster Kit	A list of emergency/disaster items for tenants to put together before an emergency or disaster
28 - Hazardous Chemical List	A list of hazardous chemicals for tenants
29 – Personal Inventory List	This is for tenants to itemize their personal belongings for insurance purposes