



CAN YOU RECOVER?

THE LANDLORDSOURCE

EMERGENCY/DISASTER SYSTEM

Authored by
Jean M. Storms, MPM®, RMP®

Outline, Forms Descriptions, and Excerpts

How the Emergency/Disaster System Works

This product outlines the many emergency/disaster situations such as flood, fire, hurricane, earthquake, tornado, etc. that can occur. There are four manuals included that provide instructions for everyone – personnel, clients, tenants, vendors, and more. *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. After this process, 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 customizable Microsoft Word® manual outlines specific actions for personnel during a crisis, disaster, or emergency occurs. 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 customizable Microsoft Word® manual is a short guideline to prepare owners for a major emergency/disaster. 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 customizable Microsoft Word® manual will assist them with preparing and coping during a disaster/emergency.

Twenty-nine (29) forms included

You will find descriptions of the 29 customizable forms at the end of the product outline.

There are excerpts from each manual on pages 9 and 10

PDF Product Instructions are included

To assist you with using Microsoft Tools, 35+ pages of instructions have been prepared and are included with this product.

#1 - PLANNING AND IMPLEMENTING THE EMERGENCY/DISASTER SYSTEM

Introduction

- Review emergencies/disasters that can occur
- 12 steps for planning/preparation
- Take the Recovery test

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

Step 2 - Research emergency/disaster Information

- Talk with real estate/property management professionals
- Attend seminars and workshops on emergency/disaster recovery
- Investigate useful emergency/disaster websites
- Research emergency/disaster insurance
- Research business emergency/disaster companies
- Maintain useful emergency/disaster websites

Step 3 - Make important Broker/Manager/Owner decisions

- Will the business continue or dissolve?
- Who will take control?
- Who will inherit if something happen?
- Set up a temporary manager or broker
- Set up secured files
- Discuss business continuation with personnel
- Set up financial arrangements

Step 4 - Involve Everyone

- Personnel
- 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 firewalls
- Use difficult, hard-to-guess passwords
- Keep the passwords secure
- Change passwords regularly
- Avoid opening unknown emails
- Check office security locks regularly
- Test security alarms regularly
- Review and set up backup procedures
- Utilize cloud computing

Step 6 - Prepare Important Documentation

- Collect and Organize Your Records

Prepare important Documentation

Step 7 - Develop a communication plan

Develop emergency “codes”

Set up communications

Prepare emergency notifications

Step 8 - Plan adequate insurance/recovery finances

Consult insurance agents

Set up emergency funds or financing

Calculate an emergency fund

Plan for loss or disability of broker/owner

Compensation during or after an emergency/disaster

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

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

Watch for temperature extremes

Review equipment safety

Review building security

Make an evacuation plan

Make a portable or backup office plan

Locate disaster/emergency shelters

Develop an evacuation plan

Develop a shelter-in-place plan

Develop before, during, and after plans

Step 12 - Put the Recovery System together

Complete other emergency/disaster manuals

Meet with Personnel

Prepare the Owners

Prepare the Tenants

Re-evaluate after every event

Addendum 1

This section includes samples of the forms included with the various manual. You can find the list and descriptions at the end of this outline.

#2 - THE EMERGENCY/DISASTER SYSTEM FOR THE PROPERTY MANAGEMENT OFFICE

Complete the 12 planning steps and then customize the *Emergency/Disaster System for the Property Management Office*. The purpose of this manual is to distribute to Personnel to help prepare them for an emergency or disaster.

Introduction

Fires can happen at any time

- What to do
- Steps to prevent office fires

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
- Company pre-planning
- Procedures if there is a broker/owner crisis
- Plan emergency office communications
- Protect computer equipment
- Prepare office emergency supplies
- Install office posters/emergency maps
- Prepare document storage
- Personnel methods of communication
- Emergency/disaster contacts/services

Safety

- Personal office safety
- Avoiding workplace violence
- Building safety – avoiding terrorism
- Shelter-in-place procedures
- Emergency/evacuations procedures

During the Emergency/Disaster

- Assess the emergency/disaster
- Remain calm; patience required
- Remember what NOT to do
- Take 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

- Recovery Assessment
- Continuation of patience

- Make important contacts
- Assess property damage & legal issues
- Recognize signs of stress
- Reevaluate the emergency/disaster office procedures

Conclusion

Addendums

#3 - THE EMERGENCY/DISASTER GUIDE FOR PROPERTY OWNERS - OUTLINE

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

After an Emergency/Disaster

- The Management Company's role
- The Property Owner's Role

Conclusion

#4 - THE RESIDENT EMERGENCY/DISASTER HANDBOOK

Introduction

Events That Can Happen

The Importance of Renters' insurance

Fires

- Monitor the smoke detector/alarm
- Develop an evacuation 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:

Before a Major Emergency/Disaster

Reminder: obtain renters' insurance

Make preparations in advance

Create a communication plan

Plan an evacuation route

Keep your vehicles in working condition

Locate emergency shelters

Prepare 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

If you have evacuated your resident

Before you enter your residence

When NOT to enter your residence

When you do enter your residence

When to contact 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

The following forms are found in the 1 Emergency Forms file folder included with this product; all forms are customizable in Microsoft Word®. PDF Product Instructions on using Microsoft Word® are included.

EMERGENCY/DISASTER FORMS

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/Manager 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
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

There are excerpts from each manual on the following two pages

Excerpts from Manual 1 – Planning and Implementing an Emergency/Disaster System

STEP 3 – MAKE BROKER/MANAGER DECISIONS

When something happens to the Broker, an Owner, or to the physical business, it is extremely important to have your documentation and notifications in order. Important decisions are immediately necessary – someone needs to have the authority to proceed. If this happens, is your business ready?

Will the business continue or dissolve?

You may already know, but it is possible that you are so busy that you have not even considered whether you want your business to continue or dissolve. This is an extremely important step in the process of planning for the unexpected. After all, thinking about the worst possible scenarios is difficult. Discuss this with your family, friends, or business partners. Just be sure they understand that you are simply planning for Business Recovery and that you have to make this important decision. You do not want them thinking that you are expecting the worst or diagnosed with some terrible disease. People tend to imagine the worst, so be up front, and talk openly about this project.

Who will take control?

Whether the business continues or dissolves, there must be someone competent with the authority to conduct business. It may be that you already have personnel or a co-owner in place to take over when something happens. However, you need to give this thorough consideration and decide if you need more than one person. It may be that you need a Temporary Broker and, at the same time, someone to manage the overall operation of the company.

Excerpts from the Manual 2 – The Office Emergency/Disaster System Manual

Planning helps reduce stress and speed recovery

By planning and implementing procedures, some emergencies, when they occur, may not be as daunting with preparation. Planning can reduce the impact and reduce the recovery time. It can also give you peace of mind and protect your health and those of your coworkers.

Please take the time to review the material enclosed. The Management Team will hold staff meetings periodically to inform, review, and update any of the material enclosed. It is important that you know what to do if an unexpected event occurs. Your safety is a primary concern of the company. Provisions for these events include communications, supplies, evacuation, and more.

If at any time you have questions, please contact your supervisor to discuss your concerns. We would like to have input on what information could be missing or improved. We ask that you work with the Management Team at all times to ensure the smoothest operation of the company during difficult times. This is for the benefit of all Personnel involved.

Excerpts from the Manual 3 – Owner Emergency/Disaster Guide

(Company Name) emergency/disaster planning

Although you cannot prevent most emergencies or disasters, there are steps you can take to be prepared. We have taken the following steps to prepare our company and your tenants.

Prepared our current office location

As your Property Management Company, we must be able to cope with the emergency within our current office location. Therefore, we have prepared emergency supplies, emergency generator, and other items that will help us handle an emergency/disaster.

Trained our personnel for emergencies/disasters

In our office, we have spent many hours preparing *The Office Emergency/Disaster Manual*. When we completed this task, we then met with our Personnel to train them on what to do before, during, and after an emergency/disaster. We now have a continued program to review our procedures and keep them informed.

Prepared a temporary office location

It may be that our office experiences the same problems as your property. Therefore, we have an office evacuation plan and set up a temporary location, which could change depending on the situation. Should this happen, we will contact everyone with the location as soon as possible.

Excerpts from the Manual 3 – The Resident Emergency/Disaster Handbook

If there is a fire

If there is a fire, stay calm, call 911, keep low, avoid breathing in smoke or gases, and evacuate quickly. After you have safely evacuated, contact our office as soon as possible.

Contact emergency services for aid – you will find some emergency services information later in this handbook.

Develop a plan.

- Buy portable fire extinguishers and place around the residence. Keep them current.
- Put important papers and other valuables together so you can quickly take them with you during evacuation if possible.
- Everyone should be aware of what can happen when there is a fire. Plan a meeting or meetings to discuss what can cause fires, how to prevent them, and how to handle them if they occur. Make sure to include all residents, including minors.
- Regularly test the smoke alarm/detector and if it has a battery, replace it when necessary.
- Find different ways for everyone to sound an alarm – they can yell, pound on a wall, whistle, etc. Do not just rely on the smoke alarm/detector.
- If someone is hearing impaired, figure out how to alert them, such as vibration, flashing lights...