

# ABC HOA

## Emergency Planning Guide

[Address]

[Telephone number]

[Email address]

Approved by the Board of Directors on [date]. This guide is to be reviewed and updated five years from the approval date. The guide may be amended sooner, if deemed necessary by the board.

### **Emergency risk assessment**

Detail the association’s past experiences with emergencies as well as emergencies that are likely to impact the association within the next 5 years. Highlight the physical and financial results of each emergency on the association.

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### **Proactive planning**

#### *1. Protecting association documents*

Discuss how association documents, including governing documents, insurance policies, bank statements, minutes, contracts, warranties, etc. will be protected in case of emergencies. Keeping a copy of important documents on the cloud is considered a best practice.

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*2. Financial plan*

Outline the annual budget allocation or funds reserved for emergency and disaster expenses. Include money intended for pre-disaster supplies and equipment, post-disaster debris removal, demolition, uninsured losses, insurance deductibles, and other costs.

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List the name and title of the person or people authorized to approve expenditures or contracts in times of emergency or disaster.

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*3. Property management company coordination*

If an emergency occurs, what is the best way to reach the management company? Who is your primary contact? Ask your management company to prepare, in writing, protocols in the event of an emergency or disaster. This includes communications, support personnel, procedures, and responsibilities of each party. Make sure both parties have easy access to phone numbers and email addresses.

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Emergency contact list

<b>Position</b>	<b>Name</b>	<b>Number</b>	<b>Email</b>
Property manager			
President			
Vice president			
Secretary			

Treasurer			
Disaster committee chair			
Power company			
Gas company			
Phone company			
Cable company			
Water/sewage company			

*4. Chain of command*

Include a chain of command for emergency communications. Typically, the president acts as the first point of contact, but this is not mandatory.

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*5. Alerting owners and residents*

Outline how members of the community will be notified of an emergency before, during, and after the event. Include the name of the person responsible for sending out communications, and if messages must be approved by someone else first. You may even have email templates made ahead of time for something like a fire or flood.

While going through this guide, the board or association manager may want to also set a date to update the resident directory. It's crucial that emails and phone numbers are current so that everyone gets the information they need to safely navigate the emergency or disaster.

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*Resident Directory*

Name	Address	Number	Email	Requires Extra Assistance?

*6. Insurance*

If the board isn't sure about insurance, talk to your provider about your emergency coverage. Ask about deductibles, risks, and owner responsibilities. Make sure you understand timelines and procedures for reporting losses.

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*7. Inventory of assets*

If it doesn't exist already, create an inventory record of equipment and major items in common areas and shared facilities. Include brand names, serial numbers, make and models, date of purchase, and photographs.

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*8. Evacuation plan*

Document evacuation procedures for the community. There will be different plans for different types of emergencies. Include evacuation directions and routes (make maps if possible), the location of the

closest public shelter, instructions about what to do to help those that require additional assistance, and pet care suggestions.

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### **Recovery planning**

While time is not a luxury that condos and HOAs will have when a disaster has occurred, don't make any knee-jerk decisions. Work with your team, and any other people who are available to assist, for the best outcome possible. Some decisions will be tough to make, but remember that you don't have to do everything by yourself.

- ✓ Cooperate with local authorities and follow their instructions
- ✓ If there was a flood, hurricane, earthquake, explosion, or fire, do not allow residents/owners to return to their homes until authorities have said it is safe to do so
- ✓ Assess the damage
- ✓ Contact the association's insurance provider
- ✓ Keep owners and residents updated and share important information when it is available

### **Education can make all the difference**

Keeping the board and residents educated before an emergency occurs can help ensure everyone is equipped with the information they need to make smart choices in stressful situations.

- ✓ Educate residents on emergency/disaster preparedness plans
- ✓ Encourage residents to review individual insurance policies in case of an emergency or disaster
- ✓ Provide residents with an emergency contact they can email or call during an emergency
- ✓ Encourage residents to report potential hazards, such as dead tree branches, they see on the property
- ✓ Encourage residents to arrange for pet care in case of an emergency