

Hurricane Guide

For Multifamily Properties in New York City

Is your property manager equipped to prepare your building for an emergency weather event? Drawing upon decades of experience, FirstService Residential designs and deploys end-to-end emergency procedures customized to the unique challenges and requirements of your property. This includes mass communication tools for rapid text, email and voice alerts, round-the-clock emergency response teams and emergency scenario training for building staff.

In the event of building damage, our in-house lending, insurance and project management teams can facilitate necessary repairs and offer unmatched access to competitive vendor, contractor and insurance rates.

Every property should have a solid plan in place to protect the building and its residents. The information, resources and checklists contained in this comprehensive guide will help you be prepared to weather any storm.

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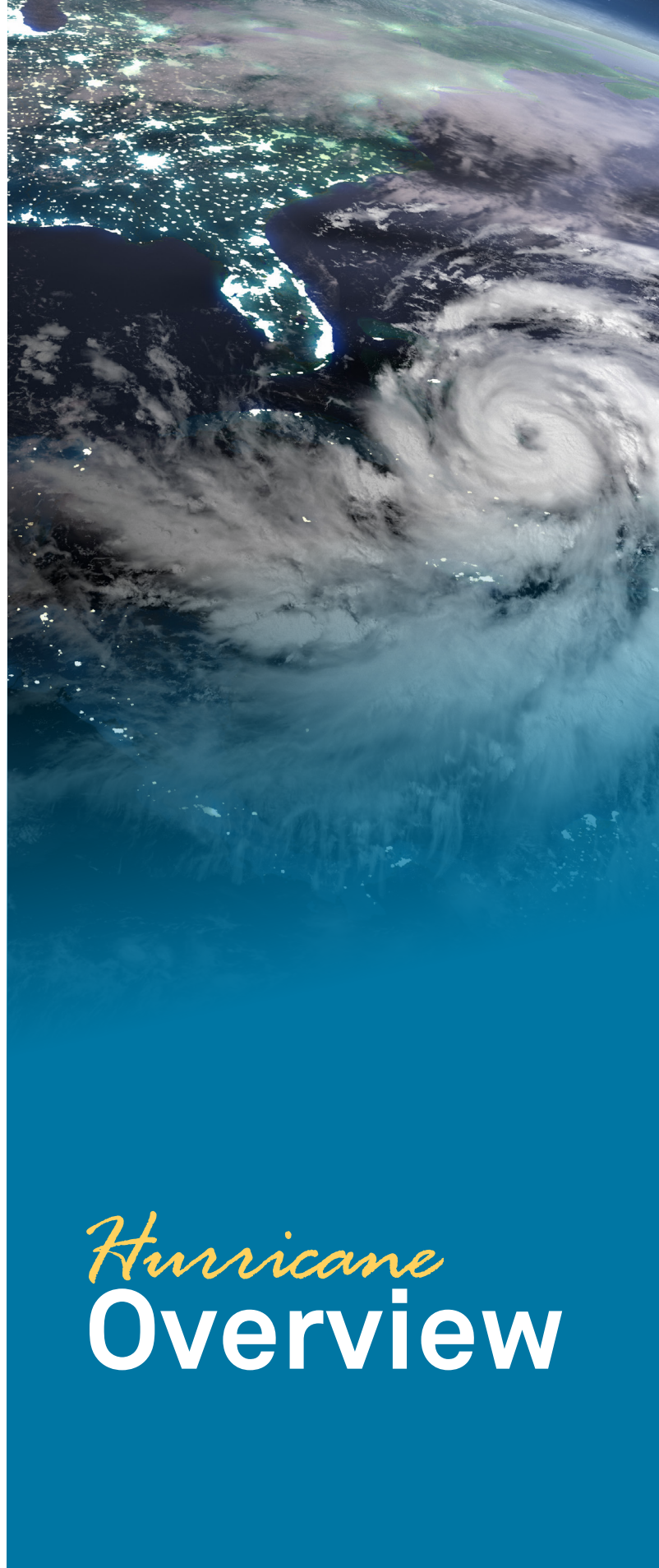


With sustained winds of 74 mph or greater, hurricanes have the potential to damage buildings, topple trees, and turn loose objects into deadly projectiles. Heavy rain can cause flash flooding. And a major hurricane could push more than 30 feet of storm surge (a dome of ocean water that is pushed ashore by hurricane winds) several miles into parts of New York City.

Storm surges and large battering waves cause the largest number of hurricane fatalities and can destroy buildings, flood subways, and damage roads and bridges.

Hurricanes are classified into five categories (1 through 5) according to the sustained wind speed. As the wind speed and intensity of a storm increase, the category number increases.

A Hurricane Watch is issued 48 hours before tropical-storm-force winds will possibly impact an area. A Hurricane Warning is issued 36 hours before tropical-storm-force winds are expected to impact an area and can remain in effect when dangerously high water and waves continue.



Hurricane Overview

Resources for Boards & Building Owners



HURRICANE PREPAREDNESS

What To Do if a Storm Approaches

Complete these items well in advance of any impending weather emergency:

Create a customized Weather Emergency Preparedness Plan based on the building's equipment, construction materials, and evacuation routes.

Share the plan with everyone including residents, building staff, and management. See: [How Your Property Management Company Can Help You Develop and Communicate Your Emergency Preparedness Plan.](#)

Regularly walk the building/grounds to conduct hazard assessments; immediately repair or correct unsafe conditions and violations.

Periodically re-examine your building's safety systems.

Consider backup power and emergency lighting, such as photoluminescent egress guidance systems to help reduce confusion and panic during a power failure.

Ensure your building has a reliable means of communication through which residents can receive email and text messages to stay informed.

Maintain and continuously update a Master Emergency Contact List that includes: (1) Individual apartment numbers, (2) names of each resident, (3) special needs residents/elderly/ others who would require help evacuating, (4) home, work and cell phone numbers, (5) email addresses, (6) pet information.

Back-up the contact list remotely for access during any type of emergency.

Periodically review emergency phone numbers to ensure they are correct.

Keep phone numbers next to systems used for emergency communications such as telephones, public address systems, and two-way radios

Include contact information for your building's regular service providers and potential emergency contractors.

SECURING THE BUILDING

Follow each of these steps to mitigate damage to building facilities and mechanical equipment:

Be proactive with building residents who may need assistance if an evacuation is ordered.

If weather alerts are indicating winds above 35 mph:

Notify residents to engage secondary locking pins on their windows.

View building from outside to identify any apartments that may still have open windows.

Walk each floor and listen for any indication that window(s) may still be open as winds are starting to increase in speed.

If wind speed is 100 mph or greater, consider boarding up or duct taping windows.

Check all terrace, roof and ground drains and catch basins to prevent clogging.

Relocate all non-essential equipment from roofs, patios, terraces, gardens or other outdoor areas to a safe indoor location.

Remove all property and equipment from basement floors and pits. Inspect and make emergency repairs to roofs, gutters and drains so they are secure.

Strap and anchor down all roof-mounted equipment.

Close and secure all windows in all common areas.

Inspect all fire protection equipment such as sprinkler control valves and fire pumps.

Check and maintain all necessary backup equipment, such as generators, sump pumps, communication devices, and fuel supplies for emergency equipment and boilers.

Isolate, neutralize or remove any hazardous materials from the site.

Properly brace all outdoor signs and awnings.

Ensure trees and shrubs around the property are well trimmed.

Remove aerial antennas and satellite television dishes.

Securely shut all bulkhead doors, windows and rooftop elevator motor rooms.

Ensure the availability of flashlights, spare batteries and tape to secure windows/broken glass if necessary.

Test back-up batteries on magnetic door releases.

Ensure your building staff is on alert and have all phone numbers readily available to secure additional coverage or immediate assistance.



Resources for
**Boards &
Building
Owners**

Resources for Residents



EMERGENCY PREPARATION

Make a Plan

Develop an emergency preparedness plan with all individuals residing in your household that outlines what to do, how to find each other, and how to communicate if a hurricane strikes. Your plan should also address what to do with your pet if a hurricane requires you to evacuate. For additional information, please visit:

[NYC.gov/myemergencyplan](https://www.nyc.gov/myemergencyplan).

Emergency Supply Kit

In the event of a hurricane or tropical storm, you may need to shelter in place. You should have a supply kit in your residence equipped with enough supplies to last seven days. Additionally, basic services such as electricity, water, public transportation, and telephones may be disrupted for several days or longer. Make sure that you have enough additional supplies for potential service outages. Also make it a habit to periodically check the expiration dates of all items in your supply kits, and replace or update them as needed. A good way to set a reminder for yourself is to time your emergency kit updates with both daylight savings time changes each year.

Emergency Supply Kit Checklist

One gallon of drinking water per person per day

Nonperishable, ready-to-eat canned foods and manual can opener

First aid kit

Rain gear

LED flashlight

Candles and lighters or matches

Battery-operated AM/FM radio and extra batteries

Whistle

Iodine tablets or one quart of unscented bleach (for disinfecting water ONLY if directed to do so by health officials) and eyedropper (for adding bleach to water)

Personal hygiene items: soap, feminine hygiene products, toothbrush and toothpaste, etc.

Child care supplies or other special care items



Emergency *checklist*

Resources for Residents

HURRICANE PREPAREDNESS

What To Do if a Storm Approaches

If a tropical storm or hurricane watch is issued:

Make sure to stay informed on the latest updates regarding New York City's evacuation zones, and know your zone in case there is a danger of flooding. A link to the city's Hurricane Evacuation Zone Finder can be found on [page 10](#).

Be well informed of your building's evacuation plan ahead of time.

Photograph and/or videotape the contents of your home (with date stamps) as baseline documentation. Store images in the cloud and/or print and store in a waterproof container.

Bring unsecured, lightweight objects from patios or terraces inside and be sure any drains are free of debris.

Anchor objects that will be unsafe to bring indoors, such as gas grills or propane tanks, to the ground.

Securely close and lock all windows and doors leading outside.

Charge cell phones.

Fill your vehicle with fuel and consider moving it to higher ground if you live in an evacuation zone.

Turn your refrigerator and freezer to a colder setting. If you lose power, items will stay cooler for longer.

Fill your bathtub and other large containers with water—you may lose water service if the power goes out.

Refill prescription medications.

Be sure you have cash; in the event of a power outage, ATMs will not operate.

Check on your neighbors, especially older adults and people with disabilities or health conditions, and help them to prepare to evacuate if needed.

If you live in a high-rise building, especially on the 10th floor or above, stay away from windows in case they break or shatter. Or, move to a lower floor for the duration of the storm.



Pack a Go Bag

Every household member should have a Go Bag—a collection of items you may need to access quickly and easily during an evacuation. We recommend that you use a backpack or other small travel bag.

Go Bag Essentials

Copies of your important documents in a waterproof, portable container (insurance cards, birth certificates, deeds, photo IDs, proof of address, etc.)

Extra set of car and house keys

Copies of credit/ATM cards, cash (in small bills)

Bottled water and nonperishable food

Flashlight (LED flashlights are more durable and last up to 10 times longer than traditional bulbs)

Battery-operated AM/FM radio with extra batteries/chargers

A list of the medications for each member of your household, why they take them, and their dosages

First aid kit and toiletries

Notepad and pen

Contact and meeting place information for your household

Lightweight rain gear and Mylar blanket

Child care supplies and games/small toys for children



Hurricane Preparation *checklist*

A graphic on the left side of the page features a large, multi-colored rainbow arching over a white circle. Inside the circle, the words "KNOW YOUR ZONE" are written in a bold, black, sans-serif font. The word "ZONE" is stylized with a speech bubble shape for the letter "O".

**KNOW
YOUR
ZONE**

Evacuation *notices*

EVACUATION

Hurricane Evacuation Zone Finder

When a hurricane is approaching, New York City may order residents in certain zones to evacuate neighborhoods in danger of flooding. Zones will be evacuated depending on the storm's forecasted strength, track, and storm surge.

Do you live in a hurricane evacuation zone? Click [here](#) to view an interactive map from the New York City Emergency Management Department.

New Requirements for Multifamily Buildings

In accordance with NYC Local Law 103, multifamily residential buildings located in a hurricane evacuation zone are now required to take specific additional actions to educate and protect residents. This includes posting a Hurricane Evacuation Notice in one of several common areas by April 30, 2021.

As specified by the city's Office of Emergency Management (NYCEM), a common area includes a street-level lobby or primary entrance, mailbox area, elevator cabs, or the main stairwell. The notice cannot be visually obstructed and must be displayed in a conspicuous location. The local law was established in 2019 to help keep residents and building staff aware of the property's current hurricane zone designation—a number ranging from one to six that can be used to determine the closest hurricane evacuation centers.

Notices are available to download on the NYCEM website in various sizes and formats. [Click here](#) to download a poster for your building. Buildings outside of designated hurricane evacuation zones are not required to post a notice.

EVACUATION

If You are Ordered to Evacuate

If a mandatory evacuation is issued, it is important to follow directed instructions provided by the city.

When possible, use public transportation. If you must travel using your vehicle, be aware that certain routes may be blocked by debris or fallen trees.

Be prepared to stay with friends or family who live outside an evacuation zone.

If you don't have options for shelter, find a list of New York City evacuation centers [here](#).

If you cannot shelter your pet at a kennel or with friends outside the evacuation area, pets are allowed at all New York City evacuation centers.

Be sure to take your Go Bag, sleeping bag or bedding, toiletries, and at least a week's supply of any medication, medical supplies, or medical equipment you use regularly.

Before you leave, unplug electrical appliances and turn off the gas, electricity and water in your apartment, if possible.

If You are Not Ordered to Evacuate

If you have any concerns about how a loss of power, basic services, or public transportation may affect you, consider evacuating.

Shelter in place and make use of your Emergency Supply Kit ([see page 7](#)).

Stay indoors to avoid hurricane hazards, and stay away from windows in case they break or shatter.

Seal and lock all windows and doors. Close air vents and fireplace dampers. Turn off fans, air conditioning and forced air heating systems.

Be sure your entire family stays in a safe room.

Tune in to a local radio station on a battery-powered radio to receive updates.



Evacuation *checklist*

Resources for Residents

Go Bag Essentials for Household Pets

Current color photograph of you and your pet together (in case you are separated)

Copies of medical records that indicate dates of vaccinations and a list of medications and dosages your pet takes and why he or she takes them

Proof of identification and ownership, including copies of registration information, adoption papers, proof of purchase, and microchip information

Physical description of your pet, including species, breed, age, sex, color, distinguishing traits, and any other vital information about characteristics and behavior

Animal first aid kit, including flea and tick treatment if applicable

Food, water and suitable dishes for at least three days

Portable carriers (cages, tanks, etc.), muzzle and sturdy leash if applicable

Cotton sheet to place over the carrier to help keep your pet calm

Comforting toys or treats

Litter, litter pan, litter scoop and plastic bags for clean-up

For more information on how to keep your pet safe during an emergency, please [download our pet emergency preparedness guide](#).

Resources for Residents

After the Hurricane is Over

Be aware of hidden dangers like downed power lines and water-covered holes.

Notify your resident manager, superintendent or property manager of any damages so they can take appropriate action, such as placing tarps over damaged windows and removing debris, to reduce the threat of injuries or further damage.

Photograph or video all damages to document necessary repairs or replacement.

Run generators only in well-ventilated outdoor areas (never indoors) to prevent carbon monoxide poisoning.

Discard all food that may no longer be safe, especially if your building has lost power.

Contact your insurance company to report all damages immediately.





IMPORTANT CONTACTS

NYC Office of Emergency Management (OEM)

www.nyc.gov/oem

212.639.9675

Order “Ready New York” guides for residents

Request a free “Ready New York” educational event for residents

Register to become a Community Emergency Response Team (CERT) member

NYC Information Hotline

311 (24/7 non-emergency information)

Notify NYC

nyc.gov/notifynyc

Register to receive text/phone alerts of public emergencies

National Flood Insurance Program

www.floodsmart.gov

888.379.9531

National Weather Service

www.weather.gov

212.324.9944

NYC Emergency Management on Facebook and Twitter

[Facebook](#)

[Twitter \(@nycoem\)](#)

NYC Mayor’s Office for People With Disabilities

nyc.gov/mopd

Con Edison

800.752.6633

www.coned.com

PSEG Long Island

800.490.0025

www.psegliny.com

National Grid

718.643.4050

www.nationalgridus.com

Red Cross

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html>



FirstService
RESIDENTIAL

Corporate Responsibility

At FirstService Residential, our goal is to make a difference, every day, for the residents and communities we serve.

To help our customers through major disasters, we immediately establish emergency loan funds to quickly repair damages to our managed communities before insurance claims can be finalized. FirstService Residential teams work closely with first responders, vendors, contractors, insurance adjustors and residents to help families return home as quickly and safely as possible.

That's the kind of full-service commitment that adds value and protects lifestyles – a service promise only FirstService Residential can keep.

Contact Us Today

622 Third Avenue
New York, NY 10017
212.324.9944
www.fsresidential.com/new-york
LetsTalk.NY@fsresidential.com

