



FirstService
RESIDENTIAL

Hurricane **GUIDE**

For Residents of New York City Properties

At FirstService Residential, our mission is to make a difference, every day, for the residents and communities we serve. After Hurricane Sandy, we established a \$10 million emergency fund to quickly repair damages to our managed communities before insurance claims were finalized. The FirstService Residential team also worked closely with first responders, contractors, insurance adjusters, building staff, board members 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 make—and keep.

As part of our full-service management, we prepare customized Emergency Preparedness Plans for each of our managed properties, as well as provide comprehensive guidance and support to help our building staff and residents prepare and recover when a hurricane strikes.

While hurricanes can happen at any time, their potential to impact New York City is greatest from August to October. 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 Hurricane Preparedness 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 increases, 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 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, you may need to shelter in place or stay at home. 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.

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

As the 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. Don't know your zone? A link to the city's Hurricane Evacuation Zone Finder can be found on [page 8](#).
- ☐ Be well informed of your building's evacuation plan ahead of time.
- ☐ Photograph and/or videotape your property and contents (with date stamps) as baseline documentation. Store images to 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.
- ☐ Close and lock all windows and doors.
- ☐ Charge cell phone batteries.
- ☐ 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 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 and a small regional map
- ☐ Lightweight rain gear and Mylar blanket
- ☐ Child care supplies and games/small toys for children



Hurricane Preparation 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](#).

Hurricane Evacuation Zone Finder

When a hurricane is approaching, New York City may order residents in certain zones to evacuate neighborhoods that are 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? Find out at www.nyc.gov/html/oem/downloads/pdf/hurricane_map_english.pdf.

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 at: <https://maps.nyc.gov/hurricane> (click "view map").
- ☐ 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 5](#)).
- ☐ 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

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

NYC Emergency Management on Facebook and Twitter

www.facebook.com/NYCemergencymanagement

NYCemergencymanagement

[@nycemergencymgt](https://twitter.com/nycemergencymgt)

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



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 adjusters 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.

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