SECTION VIII

Risk Management
INTRODUCTION

The purpose of this plan is to provide associates with guidance on how to handle emergency situations that may occur at the property. In most emergency situations, the actions taken in the first few minutes of the situation are the most critical. It is for this reason that all associates must be prepared to act in a swift, professional and disciplined manner should a disaster occur at your property.

Because emergencies and disasters are unpredictable by nature, it is not possible for this or any plan to cover every potential situation that may arise. But by implementing these guidelines and exercising good judgment, we can all do our part to protect our residents from harm and our owners from liability.

Every emergency situation requires different responses, but there are certain actions that should be taken in all situations. These are:

**Always Remain Calm**
Manage the situation; do not let the situation manage you! Panic is contagious so lead by example, remain calm and in control.

**Notify Authorities**
Be sure to contact all appropriate agencies (911, utility companies, etc.) immediately.

**Notify Supervisor**
It is crucial that the community’s Regional Manager be involved as soon as possible. If that person is not available, contact his or her supervisor and so on until someone from the corporate office is contacted.

**Take Photographs**
All communities are required to have either an instant camera or a digital camera. Take as many pictures as necessary to document the situation.

**Document**
As soon as the emergency is under control, all associates involved should write down what they witnessed and what actions they took. By doing this on the scene, it curtails the possibility of important details or facts getting confused or omitted. This documentation will be used for completing the Incident Report. Incident reports should be sent to the Toni Herman, Risk Management Coordinator.
In addition to the above actions, the following resources should be available to all associates:

**Emergency Phone List**
A blank copy may be found under “Forms” at the back of this guide.

**Property Map**
Maps should be labeled with information that would assist in responding to emergency situations. A copy should be kept in the maintenance shop, the leasing office, and any other practical common area(s). This map should be color coded as follows:

- Fire Alarms – red
- Gas Valves – yellow
- Fire Hydrants – green
- Water Mains - blue
When dealing with the Media, always be cautious!

Whenever a serious incident occurs at a property, part of the Risk Management discussion is likely to address dealing with the media. No two situations are alike so they need to be handled case by case.

Generally, you should not discuss any matter with the media; however, you may be faced with the media if an incident occurs at your property. The following are suggestions on how to handle media requests:

Immediately contact your Regional Manager or other corporate-level person.

1. If you cannot reach your Regional Manager (or other similar person) and if the information requested does not relate to a specific incident at your property or in the neighborhood, ask the news representative to submit his/her questions in writing and fax it to the Corporate Office.

2. If your Property suffers a catastrophe, the Property Manager, the Regional Manager or a corporate representative should discuss specifics on dealing with the media. Our first concern is taking care of residents and property.

3. If, for instance, the property is suffering a fire and the media shows up during the emergency, you may ask that they leave the community (since it is private property) so as not to interfere with the fire and police efforts. More than likely, at this stage you do not have factual information. You never want to provide the media or anyone with speculation or with hearsay of any incident.

   "Because we do not want to provide you with inaccurate/or premature information, we are unable to discuss the situation right now. The fire is still under investigation. Our concern right now is helping residents and cooperating with the authorities."

4. Do not hesitate to say: “I do not have sufficient information at this time. If you provide me your business card, I will forward your request to my Regional Manager.”

5. Never say to media:

   “It was a residents fault.”
   “It looks suspicious.”
   “No comment.”

7. If the media approaches you for a statement concerning an incident or crime at another community, tell them that you would prefer not to discuss the situation because you are not familiar with the facts or conditions at the other community. Remember: If you’ve “heard” about an incident at another property, you are not likely to have reliable information.
Generally, you should not discuss any matter with an attorney.

If you receive a call from an attorney, you should ask that he/she send a letter of representation to you. This letter states that the attorney has been retained by a resident for whatever reason such as a slip and fall, wrongful eviction, etc. Do not give out any information on a resident or incident over the phone. You do not know who you may be speaking to.

If you receive a letter from an attorney and it relates to an “insurance claim” matter, fax the letter immediately to the Regional Manager. If you have not previously submitted an incident report relating to the “claim” the attorney is referencing, please submit the incident report with the attorney letter.

If you receive a letter from an attorney and it relates to any matter other than an insurance claim, fax it to your Regional Manager immediately. Leasing matters should be handled by Regional Manager. The VP of HR will be involved if the claim relates to fair housing issues or other legal issues.

If you receive a notice of a lawsuit, fax it immediately to your Regional Manager. The Regional Manager will follow up with the VP of HR and/or insurance carriers and counsel as appropriate.

Once you have received a letter from an attorney or a lawsuit, do not discuss the matter with any resident, vendor or other person represented by the attorney or to anyone else outside the company. You may say something along the lines of: “We have received the [letter/lawsuit], and it has been forwarded to the appropriate people for response or any necessary action.”
Releases

When any type of incident occurs in which we make a payment to a resident (or, for instance, give a rent credit with Regional Manager's approval), it is often necessary to obtain a Release from the resident to show that the payment is the final settlement of the dispute. Attached is a sample basic release that can be used. Facts and circumstances of the situation may dictate a different type of Release. Always, discuss the matter first with your Regional Manager before using such a Release.

Examples of situations in which you would obtain a release:

Making a payment to a resident as reimbursement for a loss or damage which is not covered by our insurance.

Making a payment or concession that is clearly not our responsibility but makes sense for customer service.
Demand for Information by Government or Law Enforcement Office

As a reminder, unless required by law, Place Properties will not disclose any personal information about residents without either (a) the written consent from the resident or (b) a legal order or demand. Here are some guidelines to consider when approached by government officials or law enforcement officers who request information about our residents or attempt to gain entry into a residence: (Remember, an attorney is not a governmental official or law enforcement officer.)

1. **Identification**: You should verify who the person is and in what official capacity they are making the request. Ask to see the person's identification card, driver's license, badge and business card. Make a copy or record the information, including name, address, jurisdiction, title and badge number, and staple the business card to the record or copy. If you have doubts about whether the person is a bona fide official, call the department/employer and verify that the person is an officer currently at its employ.

2. **Legal Order**: Does this person have a right to the information? The legal order or demand includes a warrant, subpoena or court order (signed by a judge, not by an attorney), or other valid legal authority. The “valid legal authority” is a formal and appropriate **written request for information** (not access to the apartment) from the government official (i.e., FBI, child welfare authorities, fire marshals, health department, housing inspectors, IRS, police and constables). Since the majority of the requests we receive for information on residents are via “valid legal authority” and not through a warrant, subpoena or court order, it is important to pay attention to the request. This request should be in writing on the department's letterhead, listing the person being investigated as well as the specific information he/she wants from you.

3. **Information**: Record a description of the information requested or other information obtained. All information obtained, including identification and legal orders, should be kept either in a resident lease file or in a separate file labeled “Requests for Information” (or similar notation) so that it is easily found when needed.

4. **Access**: If the officer or official seeks access to an apartment, you should request a copy of a search warrant or arrest warrant, signed by a judge. Retain a copy for your files. Once the search or arrest warrant is produced, you are required by law to fully cooperate and give the officer access to the apartment.

5. **Census Inquiries**: Census inquiries get special dispensation since they are protected by federal law. If you are contacted by a census representative, you should record the identification as above, and record the information wanted by the census representative. Although you cannot give census representatives access to an
You need to balance preserving a resident's right to privacy with law enforcement actions and requirements under the law. You are not to interfere with any investigation; however, you should try to verify to the best of your ability, that the request is valid.

- Your first instinct should be that no information is to be given out on a resident.
- Second, you need to assess if the request is valid or likely to be valid.
- Third, you should not subject yourself to abuse or harassment.
- Fourth, document everything you can to show that you took appropriate actions given the situation.
- Do not provide any information based on an attorney's request without written approval from the VP of HR.

6. **FBI/Terrorism-Related**: The USA Patriot Act requires property owners to cooperate when the FBI or other law enforcement agencies seek information about residents suspected of terrorist activities. Generally, the law requires that these officials first obtain court orders (warrant or subpoena) before they can get confidential information like rent records, or for installing surveillance equipment. However, this federal law may conflict with state privacy laws. You need to be sensitive that your actions are not considered a violation of privacy laws or as racial profiling or discrimination. Any such inquiries should be reported to VP of HR immediately.

6. **"Hot Pursuit"**: If a law enforcement officer is in "hot pursuit" of a person at your Community, do not interfere with the official activities. You may grant access to a unit in this situation. How will you know if an officer is in "hot pursuit"? You'll know. There won't be time for formalities and the officer is unlikely to stop to ask much of anything. Document the incident to the best of your ability and notify your Regional Manager and the VP of HR.
Policy: Employees of Place Properties and/or outside vendors may not sell, serve, purchase or consume alcohol at resident events.

- Alcohol consumption at resident events is limited to attendees of legal age.
- Employees should exercise good judgment in monitoring alcohol consumption and general behavior of attendees. While it is not expected that employees "card" attendees, they should be aware of rules and law violations and act accordingly, up to and including calling local law enforcement.
- Refer to the Resident Events Policy, located in the Marketing Section, for additional guidance relating to resident events.
EMERGENCY MANAGEMENT PLAN

Disaster can strike quickly and without warning. Associates can and do cope with disaster by preparing in advance and working together as a team. Knowing what to do is your best protection and your responsibility.

Emergency Supplies

Keep enough supplies in your office to meet your needs for at least three days. Assemble an Emergency Supplies Kit with items you may need in an evacuation. Store these supplies in sturdy, easy-to-carry containers such as a backpack, duffel bag or a plastic bin. Supplies may include, but are not limited to:

- A stocked first aid kit
- Site Map
- Fire extinguisher
- Battery operated radio
- All available two-way radios
- Eye Wash Station

Utilities

- Locate the main electric fuse box, water service main and natural gas main. All members of the staff must know how and when to turn these utilities off. Keep necessary tools near gas and water shut-off valves.

- Turn off the utilities only if you suspect the lines are damaged or if you are instructed to do so. If you turn the gas off, you will need a professional to turn it back on.

Steps to Safety

- Contact your local emergency management office and/or the American Red Cross chapter for guidance in preparing for an emergency.
• Create a Disaster Plan
  - Meet with your employees and discuss why you need to prepare for disaster. Plan to share responsibilities and work together as a team. Pick two places to meet.
  - Discuss what to do in an evacuation.

• Practice and Maintain Your Plan
  - Verbally quiz employees every six months so they remember what to do.
  - Test and recharge your fire extinguisher(s) according to manufacturer’s instructions.
  - Test your smoke detectors, wherever you have them, i.e., leasing office, clubhouse, models, maintenance shop, etc., monthly and change the batteries at least two times per year.

Office Hazards
• During a disaster, ordinary objects in your office can cause injury or damage. Anything that can move, fall, break or cause a fire is an office hazard. For example, a bookshelf can fall. The Property Manager should inspect the office and maintenance shop at least once per year and correct potential hazards.

Evacuation
• Evacuate immediately if told to do so.

• Listen to your battery-powered radio and follow the instructions of local emergency officials.

• Wear protective clothing and sturdy shoes.

• Take your Emergency Supplies Kit.

• Lock your office.

• Use travel routes specified by local authorities--don’t use shortcuts because certain areas may be impassable or dangerous.

• If time allows:
  - Shut off water, gas and electricity before leaving, if instructed to do so.
  - Post a note alerting others of evacuation.
Disaster Strikes

- If disaster strikes, remain calm and patient. Put your plan into action. Listen to your battery powered radio for news and instructions. Evacuate if advised to do so.

- Use flashlights—do not light matches or turn on electrical switches, if you suspect damage.

- Check for fires, fire hazards and other office hazards. Check office for damage.

- Sniff for gas leaks, starting at the water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.

- Shut off any other damaged utilities. Make sure you have an adequate water supply in case service is cut off.

- Clean up spilled chemicals, bleaches, gasoline and other flammable liquids immediately. Refer to the MSDS book for proper instructions before attempting to clean up any chemicals.

- Stay away from downed power lines.

- Send Incident Report to Toni Herman, Risk Management Coordinator.
EMERGENCY RESPONSE DUTIES OF MANAGEMENT TEAM

When an emergency arises, the maintenance person on call will be the first notified and should respond as follows:

- Call 911 for emergency units if needed
- Contact Maintenance Supervisor and Property Manager
- Commence with evacuation plan if needed
- Take action to reduce risk of injury to residents and associates, and minimize damage
- Have complete updated Emergency Contact List

When Maintenance Supervisor arrives, the following steps should be taken:

- Gather emergency equipment
- Assist in evacuation procedure
- Act as liaison to emergency staff

The Property Manager will take part in the following manner:

- Contact Regional Manager and appropriate Owner representatives.
- Contact all maintenance personnel.
- Act as liaison to emergency crews. Be sure all emergency personnel have a current Emergency Contact List.
- Call contractors as needed.
- Assist residents in possible relocation efforts and in any other way possible to aid in their safety and comfort.
- Never drive a resident to the doctor or hospital.

FIRST AID KITS

Each property is required to keep at least two first aid kits on the property. One should be kept in the maintenance shop and the other should be kept in the management office. Every associate must know the location of each first aid kit and the inventory should be checked monthly.
FIRE PROCEDURES

Fire is a real and constant threat to the welfare of residents. Emergency procedures for handling fires will vary, depending on the type and design of each building as well as local, county and state fire codes. Therefore, it may be necessary to modify these procedures to accommodate the needs of your property. Consult your Regional Manager for guidance.

FIRST RESPONSE PROCEDURES

IF YOU DISCOVER A FIRE, DO NOT ENDANGER YOURSELF

- Stay calm
- PULL THE NEAREST FIRE ALARM
- CALL 911.
- All associates on duty should begin building evacuation by shouting “FIRE!” frequently and knocking on doors.
- Assist firefighters by keeping residents away from the buildings and by trying to determine if everyone evacuated safely.
- Assist in entry to the building once an “all clear” is given by the fire department.

Complete an Incident Report and send a copy to Toni Herman, Risk Management Coordinator.

FALSE ALARMS

Always assume that a fire alarm is a real emergency and follow appropriate fire procedures.

Tampering with a fire alarm is a federal offense that is punishable by law. If it is determined that an alarm was the result of a resident prank, attempt to identify the resident(s) who pulled the alarm. Residents who are identified as the cause of a false alarm will be fined for each offense and may face eviction and/or legal action for repeat offenses.
Policy: Body fluids, including blood, feces, and vomit are all considered potentially contaminated with bloodborne or other germs. Therefore, spills of these fluids anywhere on the property should be cleaned up and the contaminated surfaces disinfected immediately. In the event of excessive blood, secure the area and contact an outside source for cleanup.

Clean-up Procedure Using Bleach Solution

1. Block off the area of the spill from patrons until clean-up and disinfection is complete.
2. Put on disposable gloves to prevent contamination of hands.
3. Wipe up the spill using paper towels or absorbent material and place in plastic garbage bag.
4. Gently pour bleach solution onto all contaminated areas of the surface. See formula below for appropriate disinfectant.
5. Let the bleach solution remain on the contaminated area for 20 minutes.
6. Wipe up the remaining bleach solution.
7. All non-disposable cleaning materials used such as mops and scrub brushes should be disinfected by saturating with bleach solution and air dried.
8. Remove gloves and place in plastic garbage bags with all soiled cleaning materials.
9. Double-bag and securely tie-up plastic garbage bags and discard.

Appropriate Disinfectant:

Bleach

One of the most commonly used chemicals for disinfection is a homemade solution of household bleach and water. Since a solution of bleach and water loses its strength quickly, a fresh mixture should be made before each clean-up to make sure it is effective.

Mix 9 parts cool water with one part bleach. Add the household bleach to the water. Gently mix the solution.
BOMB THREATS

Bomb threats must be reported to 911 immediately. Persons receiving bomb threats should report as much about the threatening caller as possible, such as:

- Time message was received
- Sound and tone of voice
- Background noises
- Location of alleged bomb
- Alleged time of explosion
- Gender and estimated age of caller
- Other important details

Notify the Regional Manager and Vice President of HR & Senior Counsel.

Do not create a sense of alarm by informing other residents until you have been instructed by appropriate personnel if the threat is deemed serious and credible you will receive directions. DO NOT PULL THE FIRE ALARM. Wait for instructions.

After the incident, complete an Incident Report immediately and send to Toni Herman, Risk Management Coordinator.
DEATH

Dealing with a death is uncomfortable for anyone. While we hope that our employees never have to deal with this unfortunate event in the course of their work it is important to be prepared and know the proper procedures.

- If someone notifies you, or if you suspect a death has occurred, do not enter the apartment alone. Request that a Maintenance Supervisor, another employee or Courtesy Officer accompany you to the location. If a deceased person is found, call 911 immediately and secure the apartment until authorities arrive on the scene.
- Notify your immediate Supervisor/Regional Manager.
- Change the locks on the individual’s door in order to protect the belongings of the deceased person.
- Do not, under any circumstances, allow entry by any persons other than authorized employees and emergency personnel. Instruct unauthorized persons to stay away from the scene.
- Once the authorities have arrived, instruct your staff to stay away from the scene.
- Cooperate with authorities by providing them with emergency contact/next of kin information. Let the authorities notify next of kin.
- Complete an Incident Report and send a copy to Toni Herman, Risk Management Coordinator.
- Do not remove belongings from the apartment until instructed by the Regional Manager.
- If the media is present, follow media guidelines outlined in the Risk Management section.
PERSONAL ATTACK OR SIMILAR CRIME

- Call 911.

- Notify your immediate Supervisor/Regional Manager.

- Listen to the victim and remain calm. Document any pertinent conversation with the victim, particularly allegations relating to the accident. Do not admit liability or any responsibility for the incident.

- Secure any physical evidence until law enforcement authorities/emergency medical service arrives at the scene. Do not touch or move the evidence.

- Instruct unauthorized persons to stay away from the scene.

- Complete an Incident Report and send to Toni Herman, Risk Management Coordinator. Include a copy of the police report and any other pertinent information or files.

- Consult the Vice President of HR & Senior Counsel regarding any communication to the residents regarding the incident. Do not post or send any notices without prior approval.
POOL ACCIDENT

- Call 911

- Immediately close the pool and require those not involved in the accident to leave.

- Comfort the injured party. DO NOT ADMIT LIABILITY OR ANY RESPONSIBILITY FOR THE INCIDENT.

- Notify your immediate Supervisor/Regional Manager.

- Complete a detailed Incident Report. Include pertinent information.
VANDALISM

- If necessary, call 911 and file a police report.
- Notify your immediate Supervisor/Regional Manager.
- Take photos of the scene.
- Obtain a copy of the police report, if applicable.
- Complete an Incident Report and submit, along with the police report, to Toni Herman, Risk Management Coordinator.
- Return the area to its original condition only if approved by the Regional Manager, Regional Vice President and/or Vice President of Property Management.
THEFT

- Ask the resident to contact the Police immediately to file a report.
- Advise the resident to contact their renter’s insurance company.
- Notify your immediate Supervisor/Regional Manager.
- If necessary, secure the apartment or office area (make repairs). If temporary repairs are the only option, permanent repairs are to be made as soon as possible.
- Complete an Incident Report and send to Toni Herman, Risk Management Coordinator.
- Consult the Regional Manager and Vice President of HR & Senior Counsel regarding any communication to residents. Notices may not be posted or sent to residents without prior approval.
ROOMMATE DISPUTES

Roommate disputes are a common issue in student housing. It is important to understand the difference between a disagreement and something more serious in nature. Any roommate complaint should be documented in OneSite in the resident records. If any of the conversations are more threatening in tone contact your Supervisor/Regional Manager immediately.

In the event of a dispute that gets out of hand:

- Call 911.

- Do not take sides or show partiality. Do not comment about any of the roommates to another.

- Notify your immediate Supervisor/Regional Manager to discuss any further action to be taken.

- Document the disturbance on an Incident Report and send to Toni Herman, Risk Management Coordinator.

- Do not make any promises regarding how to settle the dispute (i.e. transferring a roommate). Consult your Regional Manager for guidance.
HURRICANES AND TORNADOS

Hurricane season begins June 1 and ends November 30.

It is important to pay attention to weather alerts anytime a hurricane is possible.

**Hurricane Watch**
- A hurricane may threaten an area

**Hurricane Warning**
- A hurricane is expected to strike an area

Tornadoes may precede or accompany a hurricane.

**Tornado Watch**
- Tornadoes are expected in or near the area. Keep the radio tuned to the local hurricane network for information and advice.

**Tornado Warning**
- A tornado has been sighted near the area or has been indicated by radar. Take shelter immediately.

When a tornado or hurricane approaches, IMMEDIATE action may mean the difference between life and death. For their safety, all associates are encouraged to pay close attention to all severe weather advisories. If indoors, go to a ground floor interior hallway, staying away from windows. If outside, seek shelter in a ditch, culvert or excavation area and lie flat.

If notified of a tornado residents should:

- Close room windows to avoid water damage.
- Close blinds to inhibit flying glass.
- Grab a pillow, blanket, or coat to protect head from flying debris.
- Leave room and close door.
- Move to areas of the lowest floor without windows such as a hallway.
- Follow instructions of the management team and Residence Life staff.
- Listen to a battery-operated radio for weather bulletins.
- Refrain from using the telephone or entering your room during a weather alert.
- You will be notified when it is safe to return to your home.
MANAGEMENT PREPAREDNESS CHECKLIST
For Hurricanes/Tornadoes

☐ Constantly monitor the storm’s location and progression from the National Weather Service via the Weather Channel and the local radio station.

☐ The Emergency Contact List should be updated. Have a contact person for the staff and a central number for all associates to contact.

☐ Send notification to the residents of their responsibilities (see Hurricane Preparedness Letter to Residents).

☐ Ensure all emergency equipment is in good working order and that supplies are adequate to last several days.

☐ Contact pre-qualified contractors (roofing, plumbing, HVAC, etc) and obtain cellular numbers, if possible.

☐ If possible (and normally necessary in your area), board up all windows in the office, clubhouse, and amenity areas.

☐ Check roof, floor or yard drains to ensure they are clear.

☐ Secure or anchor outside storage or equipment that cannot be moved.

☐ Secure and cover computer hard-drives with plastic tarp and move to an area off the floor in an interior closet. Take home all laptop computers.

☐ Contact the local Red Cross Chapter to verify the phone number and obtain locations of the closest shelters. Have this information available for residents.

☐ Shut off the property irrigation system.

☐ Remove and store outdoor furniture, potted plants, flags, flagpoles, banners, temporary signage, decorative objects and receptacles from common areas, etc.

☐ Place all pool furniture in a secure location and lower the pool water level approximately one (1) foot to prevent overflow from extensive rain. Turn off the pool pump.

☐ The maintenance team should have the following equipment/supplies ready: trash bags, trash cans, trash hauler, gloves, shovels, rakes, bow saws, blowers, brooms, chain saws, gas, portable phone(s), two-way radios and extra batteries.

☐ Verify that all fire extinguishers are in working order.

☐ Have “Storm Warning” bandit signs ready to put up at community entrance and office.

☐ Set up an emergency phone number through the corporate office and forward all calls (via answering service) to the emergency number until office is up and running again.

☐ Put “Out of Office” message on all property email accounts. Message should read: “Due to inclement weather in the area, our office is temporarily closed. We will respond to your message as quickly as possible when our office re-opens.”
FLOOD

Flooding causes more property damage in the United States each year than any other natural disaster, averaging well over $3 billion a year. Most floods are due to melting snow, broken water lines, frozen or bursting pipes, the effects from tornadoes and hurricanes, and of course, prolonged heavy rainfall. In the case of natural flooding, management should listen to flood forecasts and warnings to determine the possibility of a flood, the expected severity of the flood, and when and where flooding may begin. Management should act accordingly to prepare the property for a flood, which may include evacuation.

If you have the time to prepare for a flood situation, here are some suggestions to help prevent damage:

- Identify electrical equipment in the likely path of rising floodwaters. Consider moving it or containing it with sandbags when a flood seems imminent.

- Identify drains that might back up under the reverse pressure of floodwater. Clear equipment and supplies away from areas that may flood.

- If applicable, assemble necessary supplies and equipment that would be useful in dealing with the flood:
  - Pumps
  - Hose
  - Mops
  - Portable radio
  - First aid kits
  - Stored drinking water
  - Tarps
  - Shovels
  - Flashlights
  - Lumber and nails
  - Sandbags
  - Generators

- Identify high-ground evacuation points for trucks and other outdoor equipment. Inspect fire equipment (including sprinklers) for vulnerabilities to flood damage.

- Identify all combustible liquid lines for rapid shut off in the event of a flood.
When a Flood Seems Imminent

- Make sure computer equipment, important records and papers, maintenance supplies/equipment are elevated or moved to an area not vulnerable to flooding.
- Turn off utilities. Pull all electric plugs from the outlets.
- Shut down operations that can be adversely affected by water (elevators, low-lying electrical equipment, etc.).
- Shut off all combustible liquid lines at the source.
- Place sandbags around areas of likely water seepage.
- Store drinking water in clean containers.

During The Flood

- Do not use water covered roadways; rushing water can be dangerous.
- Stay clear of downed power lines.
- Seek high ground. Wait for emergency services.

After A Flood

- If electrical equipment has been exposed to flood waters, do not reenergize.
- If appropriate, offer the clubhouse facility or model unit for use by victims.
- Notify your Regional Manager/Supervisor and National Director of Facilities immediately to discuss the situation.
- Take pictures of the damage.
- Take appropriate measures to secure the property so that no further damage occurs.
- Assign personnel to assist with clean up.
• Walk affected units as necessary to access damage and determine an action plan. Consult Regional Manager and National Director of Facilities regarding action plan.

• Keep affected residents informed of maintenance repairs, including any access to apartment needed by outside contractors.

• Complete and Incident Report and forward to Toni Herman, Risk Management Coordinator.
**ELECTRICAL STORM (LIGHTNING)**

- Do not use phones other than cordless or wireless.
- Electrical components (i.e. computers, televisions, stereos, etc) should be on surge protectors to safeguard against blackouts or electrical surges. Unplug computers after they are turned off.
- Keep an alternate lighting source readily available.
- Bring all staff members inside.
- Do not show apartments during an electrical storm. Tour the interior areas and invite the prospect to wait inside until it is safe to go outside. If prospect is unwilling to wait, try to make an appointment for them to return for the remainder of the tour. *Always* document on the guest card (or in OneSite) that you were unable to complete the tour due to the electrical storm.

**POWER OUTAGE**

- Notify local power company of outage.
- Keep a battery powered light source on hand at all times.
- If applicable, open all gates or other controlled access to the community.
- Contact the Director of Facilities Management for guidance if the power outage is estimated to continue for an extended period of time.
- Inspect the entire property for downed power lines. Call the local utility company immediately if any wires or poles are damaged or lying on the ground.
**WINTER STORM**

Preplanning inclement winter weather is critical. Slip and fall accidents and frozen pipes are the most common risks associated with winter storms. A proactive plan will help minimize these and other risks.

**UNDERSTANDING WINTER TERMS**

A *winter storm watch* implies that heavy snow and/or icing conditions are a real possibility but not imminent.

A *winter storm warning* implies that heavy snow and/or icing is imminent.

A *blizzard* is a severe winter storm that brings heavy snow, high winds, and low temperatures.

An *arctic freeze* is an unusual body of arctic air which creates a sustained period of subfreezing temperatures, and these temperatures may persist for varying time periods, some lasting as long as several weeks.

It is important to understand these terms so that you can plan your course of action accordingly.

**Equipment and Supplies**

In some geographic locations special snow removal equipment may be required. If your property owns such equipment, a thorough inspection of each piece of equipment must be made prior to the start of the winter season. The following supplies should be in stock at the property:

- Ice melt, sand or salt
- Appropriate fittings for your property's water lines and sprinkler systems
- Appropriate tubing for your water lines and sprinklers
- Propane torch (be sure to test it), extra gas cylinder
- Solder-flux or appropriate pipe bonding
- Plumbing sandpaper
- Pipe repair clamps
- Wet vac in working order
- Fuel for equipment
- Adequate snow removal equipment (i.e. snow shovels and blowers) where winter storms are commonplace.
Property Inspections

Property Inspections can pinpoint potential cold-weather problems. Take the time to inspect before cold weather so that areas of concern can be proactively identified and corrected prior to a crisis situation. Examples of items to inspect include:

- Doors and windows for damage or drafts
- Roof, sidewalk, and parking areas for damage, proper drainage
- Storage areas for materials that can be damaged by cold freezing temperatures

Personal Protective Equipment

Associates must be aware of cold-weather hazards associated with their work. It is important to protect yourself from the winter elements by utilizing the following:

- Shoes with nonskid soles, flat heels, and/or special ice cleats for traction
- Insulated gloves
- Face and/or ear protection
- Layered, insulated clothing if working outdoors for extended periods

Residents

Minimize the risk to residents by:

- Posting Freeze Warning signs, if necessary, advising residents of hazardous conditions
- Distribute “Winter/Cold Weather Suggestions” to residents. (See Resident Notifications at the end of this section)
- Keep piles of cleared snow and ice as far from sidewalks and building entrances as possible.
**GAS LEAKS**

A resident complaint of gas fumes is considered an emergency. The resident should be instructed to leave the premises until a proper inspection has been completed.

If the maintenance technician arrives and gas fumes are overpowering the following action should be taken:

- Evacuate all persons in the affected area(s).
- Turn off gas supply to the unit. Refer to the gas shut off map.
- Call the Gas Company and local Fire Department, as necessary.
- Notify immediate supervisor of situation.

If the maintenance technician arrives and the gas fumes are faint the following actions should be taken:

- Open a window near the affected area to allow for proper ventilation.
- Inspect all gas appliances to ensure pilot light is still lit. Ignite if necessary.
- Using a leak detector, check all fittings that attach the gas line to the appliance with a leak detector.
- Make repairs as necessary.
INCIDENT REPORTING GUIDELINES

POLICY: Every accident or incident that occurs on your property must be documented on an Incident Report form within 24 hours of notification of incident. This form is located on The Pointe under HR Documents/Quick Links.

TYPES OF INCIDENTS

Incident Reports must be written for the following reasons:
- Roommate conflicts
- Injuries on site
- Crimes on site
- Property damage
- Unusual resident issues
- Potential liability issues

When in doubt, complete an Incident Report.

HOW TO HANDLE INDIVIDUAL REPORTING THE INCIDENT

- Show care and concern. Listen to the individual and record facts on an index card or plain paper.

- Ask questions, the six “Ws”:

- Refer the reporting individual to their renter’s insurance carrier or personal automobile insurance carrier, if appropriate to the situation

- Request a copy of the police report for crime related incidents such as apartment burglaries or violent crime.

- **DO NOT MAKE ANY PROMISES OR ASSUME RESPONSIBILITY.**
INCIDENT HANDLING

- Make no representations to residents, parent, or prospective residents about security. **We cannot guarantee the safety and security of our residents.**

- Refer residents, parents or prospective residents to the local police department when reporting a crime or requesting information on crime in the area.

- If your property experiences a crime or vandalism, notify the Vice President of HR & Senior Counsel or RM immediately to determine appropriate resident notification procedures. **Never send a letter about an incident to residents without having it approved in advance.**

- Incident Reports must be retained for a period of five years. The filing system should be in chronological order, by month and year.

- **Photos** are not always necessary; however, all properties should have a digital camera on hand and fully charged in the event that photos are required.

- **Never give rent concessions or credits** in response to an incident without approval from your Regional Manager.
Resident Notifications
Crime Notification to Residents
(On Property Letterhead)

This letter may only be sent with the permission of the VP of HR/Senior Counsel, RVP, RM and/or Executive VP of PMG

Date________________

To all the residents of the ____________________ Apartments:

We have recently been informed that a ___________ [identify type of crime, such as rape, murder, robbery, burglary or rash of thefts] has occurred [in our apartment community or nearby, whichever is applicable.] You, your roommates, and visitors need to be as careful as possible for your own security and safety. [The foregoing paragraph should be used if a serious, unsolved crime has occurred and the suspect is not yet permanently behind bars. Consider using a shortened version for a rash of the thefts, theft of vehicles, vandalism, peeping toms or unknown persons continually lurking about.]

Although no one can prevent crime, you can take precautions with respect to safety issues. We recommend that you get to know your neighbors and always lock your unit and room door whenever you are inside your apartment and whenever you leave your apartment. Always keep your windows or screens (if any) securely latched. If you have occasion to walk outside your apartment at night, walk with at least one other person. We would also suggest that you contact your insurance company and maintain insurance coverage for yourself and your personal belongings.

If a crime is suspected or is occurring, you need to contact 911 and Campus Police immediately. Failure to do so could result in crucial delays. After first notifying the local law enforcement authorities, you should then contact the management office or appropriate onsite personnel.

We urge all residents to double check to make sure all existing locks and latches are working. Notify the management office, in writing, if any locks or latches on your doors and/or windows are not working properly.

Unfortunately, crime appears to be a fact of life. Please understand that although we are very concerned about the recent crime(s), we can not prevent crime from happening at our community. Please feel free to contact our office with any questions regarding this matter.

Sincerely,

(Property Name)
By. ____________________, Business Manager

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HURRICANE PREPAREDNESS
Letter to Residents
(To be reprinted on property letterhead)

Date: ______________________

Dear Resident(s):

In an effort to assist you in preparing a hurricane, we ask that all residents please read the following information thoroughly and be properly prepared in the event of a hurricane.

Hurricane season begins June 1 and ends November 30. A “hurricane watch” means a hurricane may threaten an area. A “hurricane warning” means a hurricane is expected to strike an area.

When a hurricane warning is announced:

- Listen to the local warning system on the radio and follow those instructions. Make plans to relocate outside the affected area, if necessary. Have current information on the location of the Red Cross shelters and directions to get there. If evacuation is required, do so early to avoid traffic delays and dangerous winds. Be sure to take necessities such as prescriptions, bedding, enough food for 24 hours, flashlights, and a battery-powered radio.

- Clear off front entrances, balconies, terraces, and patios. Place rolled towels around the bottom of glass doors and window.

- Stock up on daily necessities. Items such as the following are essential: Non perishable food, bottled water, first aid kits, blankets, can opener, batteries, battery powered radio, flashlight, prescriptions, etc.

- Fill all vehicles with gas. In the event of loss of electricity, the gas pumps will not operate.

- Have enough cash on hand. In the event of loss of electricity, ATMs and debit/credit card machines will not operate.

- Carry all important paperwork and personal identification with you.

- Save important computer files to a CD.

- Pursuant to your housing contract, it is recommended that residents carry renter’s insurance. To assist your carrier in the event of a loss, make a complete inventory of personal property. An inventory checklist can be obtained from your insurance...
representative. Store this and other important documents in waterproof containers or in a waterproof safety deposit box.

**During the hurricane:**

- Continue to listen to the local warning system on the radio. Do exactly as advised.

- Stay indoors but move to a lower area. If the calm eye of the hurricane passes through the area, continue to stay indoors unless it is absolutely necessary to leave.

- If there is a loss of power, use flashlights instead of candle.

- Use the telephone for emergencies only. Jammed phone lines may obstruct emergency calls for police, fire departments, doctors, and the Red Cross disaster units.

- Conserve refrigeration. Open the refrigerator/freezer door as little as possible.

- Remain indoors until the official "all clear" is given from the local warning system on the radio.

**After the hurricane:**

- Beware of outdoor hazards, particularly loose or dangling power lines.

- Walk or drive cautiously. Debris-filled streets are very dangerous. Washouts may weaken road and bridge structures, which could collapse under vehicle weight.

- Do not use water until authorities have issued a safe water area. Report broken sewer or water mains to maintenance.

- Take extra precautions to prevent fire. Lowered water pressure in city mains and the interruption of other services may make fire fighting extremely difficult after a hurricane.

- Notify your insurance carrier in the event of losses and where you may be reached.

Be patient. It takes a team effort to clean up after a storm. Responsibility for the cleanup falls to numerous local, state, and federal agencies. The community's cleanup will be assisted by the management staff.

Should damage to the property occur, management will conduct inspections as necessary to assess the damages. Repairs will be scheduled according to severity of the damage and/or emergency priority.
Please take the time to be as prepared as possible.

Sincerely,

Insert Name/Title
TORNOADO EMERGENCY GUIDELINES

(To be reprinted on property letterhead and included in move-in packet)

You should know the difference between a tornado watch and a tornado warning, as they require different action on the part of the resident.

Tornado Watch

A tornado watch means that the conditions are favorable for a tornado to form. The conditions include, but are not limited to, hot “sticky” days, southerly winds and threatening skies with clouds that appear greenish-black. Most tornadoes occur between 3:00 p.m. and 7:00 p.m. but can occur at any time of day.

You should stay close to home and not be outdoors if a watch is present. Be sure to have emergency supplies ready.

Remove all items from your balcony/patio, if possible.

Tornado Warning

A tornado warning is issued when a tornado has been sighted in the area.

A tornado sound resembles a deep roar, like a long, fast train or several large airplanes.

When a warning is issued residents should:

- Close your room windows to avoid water damage.
- Close blinds to avoid flying glass.
- Grab a pillow, blanket, or coat to protect you from flying debris.
- Leave your room and close your door. Move to the areas of the lowest floor without windows such as a hallway.
- Refrain from using your phone or entering your room during a danger period.

IN CASE OF TORNADO RESIDENTS SHOULD GO TO:

(Fill in appropriate location for each resident’s unit)

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Section VIII, Page 39
Winter/Cold Weather Suggestions for Residents
(To be reprinted on property letterhead and distributed to residents)

- Monitor weather reports frequently for adverse weather such as freezing conditions, low temperatures, heavy snowfall, etc.
- If extreme cold weather is expected, open cabinets in your unit that contain water pipes so that the warm air may circulate around them to help reduce the chance of pipes freezing.
- Keep the heat turn on in your unit at all times, even if you are leaving town.
- Be aware that ice forms on wooden steps and porches before it shows up on sidewalks. Keep in mind that frost can also cause slippery surfaces.
- If you must walk on icy, wet, or snowy sidewalks, wear shoes that have good tread and walk slowly.
- Remember that icy surfaces at 10 degrees aren’t as slippery as they are at 32 degrees. Ice, at 32 degrees, will be topped with a thin surface of water making it more hazardous.
- Dress for cold weather by using layers of clothing, since layers will retain body heat longer.
- Pay close attention to wind chill factors during weather reports since these factors cause increases in severity of outside temperatures.
- When going outdoors, make sure you are adequately protected from the weather with proper layers of clothing and protective garments for hands, feet, face and ears.
Emergency Management Plan: FORMS
# EMERGENCY CONTACT LIST

**PROPERTY NAME:**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name</th>
<th>Home Phone</th>
<th>Cell Number</th>
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</thead>
<tbody>
<tr>
<td>Property Manager</td>
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<td>Regional Vice President</td>
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<td>Director of Public Relations</td>
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<td>VP of HR &amp; Senior Counsel</td>
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# EMERGENCY CONTACT LIST

**PROPERTY NAME:**

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**EMERGENCY - 911**

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Section VIII. Page 43
## EMERGENCY CONTACT LIST

**PROPERTY NAME:**  

**EMERGENCY - 911**

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<td>Cable/Satellite Company</td>
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<td>Other:</td>
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WORK NOTICE TO RESIDENTS
(To Be Reprinted on Property Letterhead)

Date: __________________

Unit/Room#: __________________

Dear (Resident Name):

We have scheduled your apartment for ______ (description of repairs) ______

__________ on ____________

This work will be performed by ____________________________

Please remove as much of your personal property as possible in the area they will be working.

Thank you for your cooperation.

__________________________
Property Representative

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UNIT INSPECTION DAMAGE/REPAIR LOG

DATE: ____________________________  HOME: ____________________________
APT.#: ____________________________  WORK: ____________________________
NAME: ____________________________

INDICATE BY CATEGORY AREAS IN NEED OF REPAIR. USE THE COMMENTS SECTION TO GIVE A DETAILED DESCRIPTION OF REPAIRS.

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<th>Carpet</th>
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COMMENTS:
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