



May 30, 2023

RE: Renaissance on the Ocean Hurricane Procedures

Dear Resident,

Hurricane Season starts June 1st and ends November 30th. To prepare, Management recommends the following as a short summary of items that should be checked **PRIOR** to hurricane season:

1. Review your insurance coverage, make copies of your policies and other important documents and place in a watertight container.
2. Take pictures of your home inside and out to document its condition and contents.
3. Have an extra month's supply of prescriptions and medications available.
4. Have your pets vaccinated and have a plan for them. They should have ID tags with your name and telephone number.
5. In the event you will be away, please move all balcony furniture into your unit.
6. All members of your family should carry ID with them.

7. Bring all important documents with you.
8. Supplies that you should have: Have enough emergency supplies to last for at least 3 days.
 - *At a minimum, be sure to include:*
 - Water (one gallon per person, per day), non-perishable ready to eat food, manual can opener, disposable plates and utensils, battery powered flashlight, battery powered radio, extra batteries, analog telephone, first aid kit, candles, lamps, matches, cash, prescription medication (two-week supply), unscented bleach, important documents (driver's license, birth certificate, insurance papers, medical records), full tank of gasoline for your vehicle.
9. Check faucets to be sure they are closed.
10. The stove and oven are to be turned off.
11. Close sliding glass doors.
12. Place folded towels on all windowsills and around bottom of sliding glass doors.
13. Remove fragile objects from windows and terrace doors.
14. Fill tubs and sinks with water.
15. Back up your computer files using disks or thumb drives and place in a watertight container.
16. Advise Management if someone in your unit (elderly, disabled) has special needs.
17. Do not go outside during a hurricane.
18. Review your guest list with management.

AFTER a hurricane, the following should be checked:

1. Disconnect appliances that are still plugged in if electrical power has been suspended. It is less likely that there will be no damage when it is restored.
2. When resetting breakers, wear dry rubber sole shoes (if floor is wet or on terrace).
3. Take pictures of your home for insurance purposes.
4. Don't drink the water from your faucet until advised by authorities to do so as it may be contaminated.
5. Make sure roads are clear before traveling.
6. Be sure children are safe inside and outside.
7. Only use telephones for emergencies.
8. If you have evacuated, do not return home until an "all clear" is given.
9. Check food for spoilage.

While electricity may be off, all trash should be brought down to the dumpsters outside the Receiving Office.

We also want to inform you of this building's policies in the event of a hurricane. These policies and procedures combine the hurricane procedures recommended for your building by FirstService Residential and your Board's decisions.

FirstService Residential has a responsibility and a protocol to safeguard the residents, the employees and the mechanical equipment during a storm based on our knowledge and experience.

We want to explain the storm factors that could damage pump motors and electrical components in your building. The procedures are documented and communicated to managers as a recommendation of what should be followed in each building as the most effective and conservative approach to protecting your building's systems under the effects of a storm. The protocol is general in its approach but offers the greatest chance of protecting the mechanical equipment in any building. Your protocol has been specifically tailored to your building in cooperation with your Board; in as far as each building is to some degree different from others in terms of mechanical design and component variations. These variations are building specific and cannot be generalized to all properties.

The protocol for safeguarding the mechanical equipment is set into motion at the time when a hurricane warning is issued to your geographical area and starts with the least necessary equipment, leaving the most indispensable equipment for last.

At the time of a **Tropical Storm or Hurricane Watch** – a storm may threaten the area within 36 hours – we begin securing the building. The specific details for your property can be found in the “On Site Hurricane Preparation Manual” which is site specific for Renaissance on the Ocean and which has been approved by the Board of Directors. The Management Office will be taking the necessary steps to ensure all documents and resident contact information is backed-up and protected.

If you have not already done so, please make sure you have provided the Management Office with any changes to your emergency contact information. We will use this to notify you of any pertinent information. In

addition, it will allow us to let the City of Hollywood know of anybody who may need evacuation/emergency assistance.

Due to security issues, several common areas will be closed prior to, during, and after a hurricane watch and/or warning is issued. Locations to be closed are the Pool area, party rooms and Fitness Centers. These areas shall remain closed until Management has walked these areas to check for debris and assessed damages.

When a **Tropical Storm or Hurricane Warning** – storm force winds are expected to make *landfall* within 24 hours – has been issued and after all preparations have been completed, non-essential personnel, under the direction of the manager, will leave at the end of their shifts. Typically, a mandatory evacuation order is also announced at this time in all coastal areas. This mandatory evacuation creates a critical time frame in which the staff must execute the final mechanical protocols before the storm actually reaches the building.

The essential personnel – Manager, Engineer, Front Desk staff – will remain at your property maintaining building services and assisting residents as they follow the mandatory evacuation order. When sustained winds reach 45 mph and the hurricane continues to be an imminent threat, the essential personnel, in agreement with the Board of Directors, will begin to evaluate and shut down or closely monitor the property's four main mechanical systems- **elevators, domestic water pumps, HVAC equipment, and pool equipment**. This helps to assure that your systems will not be damaged as a result of operating during the storm and will be operational after conditions return to normal and power has been restored. After the evaluation and/or shut down has been completed, our essential personnel will follow the orders issued by the appropriate governmental agency, FirstService Residential or the Board and leave the property.

FirstService Residential will not require or encourage any employee to remain on the property in violation of an evacuation order.

Any employee remaining at the property, at the request of the Board, after this shut down, is required to accept the terms of and sign a waiver form provided by FirstService Residential. Board signature is also required on the waiver.

Essential employees will return to your property as soon as physically possible after sustained winds have dropped below 45 mph and an all clear has been issued.

All other employees are required to report back to your property at daybreak and when sustained winds have dropped below 35 mph.

Employees will have the option of using any available sick time to be compensated for any time missed due to a mandatory evacuation.

The four main mechanical building components that affect the entire building and should be protected are the elevators, HVAC equipment, domestic water pumps, and the pool equipment.

ELEVATORS:

The elevators should be parked on the upper floors of the building with the doors closed.

WHY:

- If the elevators are running and the power is interrupted, residents may be stuck inside the cabs for long periods of time. Evidence has shown that many people suffer anxiety or heart attacks in these situations. Emergency crews may not be able to respond to 911 calls under hurricane conditions.
- In the event of a surge, flooding will damage the elevators and fill the pits. In addition to flooding, water damage caused by wind driven rain most likely will enter the shaft and ruin the electrical equipment on top of the cars. This kind of damage will render a building immobile for a long period of time while the elevator company repairs the equipment.

DOMESTIC WATER PUMPS:

Staff will turn off power to the domestic water pumps.

WHY:

- Loss of electrical power will cause pumping stations to lose pressure. If not, when enough water reaches the pumps, they may burn out.

HVAC EQUIPMENT:

Staff will turn off power to the cooling towers and pump motors; this will disable our HVAC system.

WHY:

- The cooling towers pump motors may burn up due to lack of water circulation. Water circulation stops due to low water pressure from the city, which occurs frequently during hurricanes.
- Loss of electrical power will cause pumping stations to lose pressure. Electrical surges during the storm may also damage the pumps.
- Wind pressure blows water out of the cooling tower faster than it can be replaced.
- Most HVAC systems in recently built buildings use PVC pipes. These pipes are located on the roof and can break in the event a wind driven object hits or falls on the pipes. Once the pipes break and water is lost out of the system, the motors can burn out.
- Condenser water pump motors are expensive and must be ordered by the HVAC contractor once they fail. Depending on availability one to several weeks of down time can be expected for repairs.

POOL EQUIPMENT:

Staff will turn off power to the pool equipment and lower the water level in the pools and spa.

WHY:

- Loss of electrical power will cause pumps to lose pressure. If not, when enough water reaches the pumps, they may burn out. The chemical feeders will also shut down, causing chemical imbalances in the pools. Debris will be driven in the pool, clogging filters.

NOTE: We do NOT ever shut off electricity to the building.

Emergency Phone Numbers

City of Hollywood

For Emergencies Dial 911

For Non-Emergency Calls: 954.764.HELP(4357)

Neighborhood Services: 954.967.4456

Broward County

- Broward County Emergency Management Division - 954-831-3900
- Broward County Hurricane Hotline - 311 or 954-831-4000
- Special Needs Registry with Broward County Human Services - 954-831-3902
- Hearing-Impaired (TTY) Special Needs Registry with Broward County Human Services - 954-831-3940
- Mass Transit - 954-357-8400
- Broward County Animal Care and Adoption - 954-359-1313
- Broward County General Information - 954-831-4000

State and Federal Government

- Division of Emergency Management - 850-413-9900
- Federal Emergency Management Agency (FEMA) - 1-800-621-3362 or 1-800- FEMA
- National Flood Insurance - 1-888-379-9531

Other

- Florida Power & Light (FPL) - 1-800-468-8243 or 1-800-4OUTAGE
- AT&T / BellSouth Repair Service - 1-877-737-2478
- TECO / People's Gas Company - 1-877-832-6747
- American Red Cross (Broward Chapter) - 954-763-9900

Websites

- American Red Cross (Broward Chapter) - www.redcross.org/fl/miami
- Broward County Chapter of the American Red Cross - www.redcross.org/fl/miami
- Broward County Emergency Management Agency - www.broward.org/emergency
- Broward County Vulnerable Population Registry - www.broward.org/registry
- State of Florida Division of Emergency Management - www.floridadisaster.org
- Federal Alliance for Safe Homes (FLASH) - www.flash.org
- Federal Emergency Management Agency (FEMA) - www.fema.gov
- Florida Power & Light (FPL) Power Tracker - <http://fplmaps.com/>
- Great Hurricane Blowout - www.greathurricaneblowout.org
- National Flood Insurance - www.fema.gov/national-flood-insurance-program
- National Hurricane Center - www.nhc.noaa.gov

- National Weather Service - www.nhc.noaa.gov
- Florida Power and Light (FPL) - www.fpl.com
- AT&T/BellSouth-<https://www.att.com/esupport/article.html#!/local-long-distance/KM1010673>
- TECO/People's Gas Company - www.peoplesgas.com
- Salvation Army - www.salvationarmyusa.org
- South Florida Regional Planning Council Local Emergency Planning Committee - www.sfrpc.com/lepc.htm
- FEMA Ready - www.ready.gov

HERE IS A LIST OF THE 2023 ATLANTIC HURRICANE NAMES:

Arlene, Harold, Ophelia, Bret, Idalia, Philippe, Cindy, Jose, Rina, Don, Katia, Sean, Emily, Lee, Tammy, Franklin, Margot, Vince, Gert, Nigel, Whitney

Broward County's Emergency Management Department has clarified that emergency responders will not respond to 911 calls once sustained winds reach 39-40 MPH.

I hope this information is helpful to you.

Again, should you have any questions about any of this, please contact the Management Office and they will be happy to assist you.

Most importantly, during any storm, **STAY SAFE!**

Sincerely,
For your Board of Directors