

# Greystone Townhomes

## HURRICANE PLAN





## **Greystone Town Home Owners' Association**

### **HURRICANE PREPARATION**

Before the Storm FirstService Residential and the Board will:

1. Lock the gates open
2. Turn off all irrigation and/or pumps/fountains.
3. Turn off all pool pumps.
4. Lower pool levels down one foot.

Remove potted plants from common areas and advise owners to keep potted plants and other items off porches/patios during storms.

Move pool furniture inside clubhouse and/or stack and strap together.

Advise owners that messages can be posted on Connect/Community Website.

Advise owners to follow the City of Sanford Emergency Plan.

The Following information has been copied from the City of Sanford Web Site:

City of Sanford Telephone Numbers:

#### **City of Sanford Police:**

Emergency: 911

Non-emergency: 407-688-5070

#### **Fire Department:**

Emergency: 911

Non-Emergency: 407-688-5040

## Hospitals:

Central Florida Regional Hospital

1401 W. Seminole Blvd., Sanford

407-321-4500

Centra Care – FL Hosp-Walk-In

4451 W State Road 46

407-330-3412

Florida Hospital Lake Mary Emergency

950 Rinehart Rd., Lake Mary

321-363-0400



## Emergency Vet:

Companion Care Pet Hospital

407-930-4790

4932 FL-46 #1030

Sanford, FL 32771

Emergencies during business hours: resuscitation, toxicity, trauma

Town Center Animal Hospital 129 Bellagio Circle

Sanford, FL 32771

Emergency Vet after hours:

Veterinary Emergency Clinic of Central Florida

407-644-4449

Electric:

Florida Power and Light 800-966-4875 Power Outage/Downed Power Line  
800-468-8243

City of Sanford Utilities:

407-688-5090

Boil Water Alert Information Lin: 407-688-5115

Utility Emergency After Hours 407-688-5119

## **DISASTER ASSISTANCE PROGRAMS**

800-621-3362 FEMA (Federal Emergency Management Agency) registration

TDD: 800-462-7585

800-427-9662 National Flood Insurance Program 407-894-4141 American  
Red Cross (local)

## **CITIZENS INFORMATION CENTER (CIC)**

(Only during a disaster): Toll-free 866-345-0345

SEMINOLE COUNTY OFFICE OF EMERGENCY MANAGEMENT

407-665-5102 – REGISTER FOR SPECIAL NEEDS EM@seminolecountyfl.gov

## **Shelter information**

To find out which shelters are available, tune to the local news media or call the toll-free Citizens Information Hotline at: 866-345-0345 (Only during a disaster)

Seminole County Shelters

BENTLEY ELEMENTARY (Across the Street from the Greystone Sandstone Gate) 2190 S. Oregon Ave., Sanford, FL 32771  
407-871-9950  
SPECIAL NEEDS AND PET-FRIENDLY

Crystal Lake Elementary School  
231 Rinehart Rd, Lake Mary, FL 32746 407-871-8150  
General Population

Lyman High School  
865 S Ronald Reagan Blvd, Longwood, FL 32750 407-746-2050  
General Population/ Pet Friendly

Midway Elementary School 2368 Brisson Ave.  
Sanford, FL 32771  
407-320-5950  
General Population

Lawton Chiles Middle School  
1240 Sanctuary Dr, Oviedo, FL 32766  
407-871-7050  
General Population Layer Elementary School

4201 FL-419, Winter Springs, FL 32708  
407-871-8050  
Special Needs

Highlands Elementary School

1600 Shepard Rd., Winter Springs, FL 32708 407-746-6650

Special Needs

Should you evacuate?

Yes, if you:

Live in a storm surge zone.

Live in a low-lying or flood prone area.

Live in a mobile home or recreational vehicle.

Require a respirator or other electric-dependent medical equipment.

No, if you:

Live in a sound structure and the categories listed under “yes” do not apply.

The evacuation plan

Storm surge is the deadliest of hurricane hazards. The colored areas on the storm surge maps are vulnerable to storm surge. Storm surge is saltwater flooding which rushes over coastal and river areas – near where the eye of the hurricane strikes – destroying homes and businesses.

Hurricanes are categorized on a scale of one to five depending on the strength of the winds. Storm surge can reach seven feet above sea level in a category 1 hurricane to as much as 28 feet above sea level in a category 5 hurricane.

Depending on the track and strength of a threatening hurricane, local officials may order one of five evacuation levels. These are called Hurricane Evacuation Categories.

These levels correspond to the flooding that is likely to occur from the five categories of hurricanes.

If you live in a mobile home, manufactured home or recreational vehicle, you must evacuate for all evacuation levels regardless of where you are. These structures are extremely vulnerable to hurricane winds.

If you live in an area ordered to evacuate or in a mobile home, manufactured home or RV, gather your emergency supplies, secure your home and leave immediately.

Failure to obey an evacuation order is a violation of Florida law.

Residents of condominiums should follow evacuation instructions given to people in single family homes. Even if your condominium is not damaged severely, you may be without power for days.

### Evacuating

Know where you are going (family, friends, hotel/motel, or public shelter).

Take a map showing two routes to reach your destination.

Notify family, friends, caregivers of your location.

Secure your home and property.

Take your emergency supplies.

Do not delay your evacuation

### Bridges

All bridges will be locked down when winds reach a sustained 39 miles per hour, or a land evacuation is ordered. Before a complete lockdown, drawbridges will be raised on the hour for 15 minutes when boat traffic is present.

Staying home

If you are not required to evacuate, please:

Take the necessary precautions to protect your home and property.

Check your disaster supply kit

Stay in your designated safe room during the event.

Stay away from windows and glass doors.

Turn off the electricity at the main fuse or breaker box if flooding threatens.

Run your generator outside the house and connect your appliances directly to the generator. Do not connect the generator directly to the fuse box or incoming power line. Back-feeding generators have killed power company line workers.

## **Plan to Evacuate**

A wide variety of emergencies may cause an evacuation. In some instances, you may have a day or two to prepare, while other situations might call for an immediate evacuation. Planning ahead is vital to ensuring that you can evacuate quickly and safely, no matter what the circumstances.

### **Before an Evacuation**

- Learn the types of disasters that are likely in your community and the local emergency, evacuation, and shelter plans for each specific disaster.
- Plan how you will leave and where you will go if you are advised to evacuate.
- Develop a Family and Household communication and reunification plan so that you can maintain contact and take the best actions for each of you and re-unite if you are separated.
- Assemble supplies that are ready for evacuation, both a “go-bag” you can carry when you evacuate on foot or public transportation and supplies for traveling by longer distances if you have a personal vehicle.
- If you have a car:
- If you do not have a car, plan how you will leave if needed. Make arrangements with family, friends or your local government.

### **Survive DURING**

- A list of open shelters can be found during an active disaster in your local area by downloading the FEMA App



- Listen to a battery-powered radio and follow local evacuation instructions.
- Take your emergency supply kit
- Leave early enough to avoid being trapped by severe weather.
- Take your pets with you, but understand that only service animals may be permitted in public shelters. Plan how you will care for your pets in an emergency now.
- If time allows:
- Follow recommended evacuation routes. Do not take shortcuts; they may be blocked.
- Be alert for road hazards such as washed-out roads or bridges and downed power lines. Do not drive into flooded areas.

## **After an Evacuation**

If you evacuated for the storm, check with local officials both where you're staying and back home before you travel.

- Residents returning to disaster-affected areas after significant events should expect and prepare for disruptions to daily activities and remember that returning home before storm debris is cleared is dangerous.
- Let friends and family know before you leave and when you arrive.
- Charge devices and consider getting back-up batteries in case power-outages continue.
- Fill up your gas tank and consider downloading a fuel app to check for outages along your route.
- Bring supplies such as water and non-perishable food for the car ride.
- Avoid downed power or utility lines; they may be live with deadly voltage.
- Stay away and report them immediately to your power or utility company.
- Only use generators away from your home and NEVER run a generator inside a home or garage or connect it to your home's electrical system.

## Hurricanes

Hurricanes are massive storm systems that form over warm ocean waters and move toward land. Potential threats from hurricanes include powerful winds, heavy rainfall, storm surges, coastal and inland flooding, rip currents, tornadoes, and landslides. The Atlantic hurricane season runs from June 1 to November 30. The Pacific hurricane season runs May 15 to November 30.

Hurricanes:

- Can happen along any U.S. coast or in any territory in the Atlantic or Pacific oceans.
- Can affect areas more than 100 miles inland.
- Are most active in September.

### IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY

- Determine how best to protect yourself from high winds and flooding.
- Listen for emergency information and alerts.
- Only use generators outdoors and away from windows.
- Turn Around, Don't Drown! Do not walk, swim, or drive through flood waters.

### Prepare NOW

- Know your area's risk of hurricanes.
- Sign up for Alert Seminole. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.
- If you are at risk for flash flooding, watch for warning signs such as heavy rain.
- Practice going to a safe shelter for high winds, such as a FEMA safe room or ICC 500 storm shelter. The next best protection is a small, interior, windowless room in a sturdy building on the lowest level that is not subject to flooding.

- Based on your location and community plans, make your own plans for evacuation or sheltering in place.
- Become familiar with your evacuation zone, the evacuation route, and shelter locations.
- Gather needed supplies for at least three days. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.
- Keep important documents in a safe place or create password-protected digital copies.
- Protect your property. Declutter drains and gutters. Install check valves in plumbing to prevent backups. Consider hurricane shutters. Review insurance policies.

### When a hurricane is 18-36 hours from arriving

- Bookmark your city or county website for quick access to storm updates and emergency instructions.
- Bring loose, lightweight objects inside that could become projectiles in high winds (e.g., patio furniture, garbage cans); anchor objects that would be unsafe to bring inside (e.g., propane tanks); and trim or remove trees close enough to fall on the building.
- Cover all of your home's windows. Permanent storm shutters offer the best protection for windows. A second option is to board up windows with 5/8" exterior grade or marine plywood, cut to fit and ready to install.

### When a hurricane is 6-18 hours from arriving

- Turn on your TV/radio or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.
- Charge your cell phone now so you will have a full battery in case you lose power.

### When a hurricane is 6 hours from arriving

- If you're not in an area that is recommended for evacuation, plan to stay at home or where you are and let friends and family know where you are.
- Close storm shutters, and stay away from windows. Flying glass from broken windows could injure you.
- Turn your refrigerator or freezer to the coldest setting and open only when necessary. If you lose power, food will last longer. Keep a thermometer in the refrigerator to be able to check the food temperature when the power is restored.
- Turn on your TV/radio, or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.

## Survive DURING

- If told to evacuate, do so immediately. Do not drive around barricades.
- If sheltering during high winds, go to a FEMA safe room, ICC 500 storm shelter, or a small, interior, windowless room or hallway on the lowest floor that is not subject to flooding.
- If trapped in a building by flooding, go to the highest level of the building. Do not climb into a closed attic. You may become trapped by rising flood water.
- Listen for current emergency information and instructions.
- Use a generator or other gasoline-powered machinery outdoors ONLY and away from windows.
- Do not walk, swim, or drive through flood waters. Turn Around. Don't Drown! Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- Stay off of bridges over fast-moving water.

## Be Safe AFTER

- Listen to authorities for information and special instructions.
- Be careful during clean-up. Wear protective clothing and work with someone else.
- Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.
- Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.
- Save phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messages or social media to communicate with family and friends.

Document any property damage with photographs. Contact your insurance company for assistance.

# *What to Expect*

## **From FirstService Residential**

### **Hurricane Watch**

An announcement that hurricane conditions are possible in your area.

- **Watches are issued 48 hours in advance of the anticipated onset of hurricane-force winds.**
- **Take Action: Begin or continue storm preparation activities and listen for updates from local officials.**

Your community association manager will direct your community staff in securing common areas, systems, equipment and related assets in the event of a hurricane threat. Your management team will communicate important information to residents, including links to emergency management services, storm season policies, evacuation orders and necessary updates. However, your management team is not responsible for helping residents secure their own homes.

FirstService Residential has prepared a customized, comprehensive emergency plan for your community, including a communication plan, evacuation plan and flood information.

**Hurricane Watch** The National Weather  
**Warning,** issues alerts for the following:  
*difference?*

Service or Hurricane  
*what's the*



# Hurricane Preparation *checklist*

## Before June 1

(Or as early in the season as possible)

- ☐ Create a personal hurricane preparation plan and share it with each family member.
- ☐ Begin to stock your home and community for storm season:
  - Test and check expiration dates on existing supplies and replace as needed
  - Many states offer sales tax holidays each year, which can help lower the cost of storm supplies. Find your state's moratorium dates at:  
[http://www.taxadmin.org/fta/rate/sales\\_holiday.html](http://www.taxadmin.org/fta/rate/sales_holiday.html)
- ☐ Collect important addresses and phone numbers:
  - Family members
  - Insurance company
  - Shelters (including pet-friendly shelters)
  - Generator-powered gas stations
  - Generator-powered grocery stores
  - Your utility company
  - National Hurricane Center
  - Federal Emergency Management Agency (FEMA)
  - Your community association management company
- ☐ Select your home's safe room — an interior room, closet or another area without windows. Determine if you live in a mandatory evacuation zone. If so, where will you shelter and what route will you take if an evacuation order is given.
- ☐ Trim trees and shrubs around your home.
- ☐ Purchase and/or test existing generators.
- ☐ Review your insurance policy or contact your agent to ensure you have active personal HO6 policies and special assessment coverage.
- ☐ Consult with your FirstService Residential management team:
  - Find out what actions they recommend to prepare your home and community
  - Establish who is responsible for which pre- and post-hurricane activities

## When a Storm Is Headed Your Way

(Per weather forecasts, 4 to 5 days prior to landfall)

### Gather existing items or purchase:

- ☐ At least one gallon of drinking water per person, per day
- ☐ Chlorine to decontaminate water
- ☐ Non-perishable packaged or canned foods, juices and snack foods
- ☐ Manual can opener
- ☐ Paper plates and plastic utensils
- ☐ Garbage bags
- ☐ First-aid kit
- ☐ Flashlights and batteries
- ☐ Candles and lighters or matches
- ☐ Battery-powered radio, TV, lantern, hot plate and fans
- ☐ Solar-powered cell phone charger
- ☐ Gas for barbecue
- ☐ Rain gear
- ☐ Medicines/prescriptions — Renew and store in a waterproof container
- ☐ Baby wipes and hand sanitizer
- ☐ Insurance documents in a waterproof container



# Hurricane Preparation *checklist*



# Hurricane Preparation *checklist*



## When a Hurricane Watch Is Issued

(48 hours prior to landfall)

- ☐ Clean, sterilize and fill available containers with water for emergency drinking purposes.
  - ☐ Photograph and/or videotape your property and contents (with date stamps) as baseline documentation. Store images to cloud and/or print and store in waterproof containers. Pack freezer contents tightly to conserve cold temperatures in case you lose power.
  - ☐ Gather the following and secure in luggage or waterproof containers:
    - Reading materials, toys and games for family members
    - Toiletries and equipment for family members •
- Several changes of clothing
- Blankets and pillows for each family member
  - Pet food, water, carriers and leashes. Ensure pets wear ID tags with your name/phone number

## When a Hurricane Warning Is Issued

(36 hours prior to landfall)

- ☐ Get cash.
- ☐ Fill cars with gas.
- ☐ Charge cell phones.
- ☐ Back up computer files.
- ☐ Install hurricane shutters and/or board up windows.
- ☐ Store or secure outdoor furniture.
- ☐ Prepare your pool and spa.
- ☐ Secure your boat.

Fill bathtub with water to bathe and flush toilet.

Turn off breakers or unplug electronics to prevent damage from electrical surges.

## During the Hurricane

**You must evacuate if you live in a mandatory evacuation zone or if you don't feel safe staying in your home.**

### If you remain at home:

- ☐ Be sure your entire family stays in your safe room.
- ☐ Monitor hurricane updates via radio, TV and internet.
- ☐ Even if storm conditions subside, stay indoors until you receive official word that the hurricane is over. In many cases, conditions worsen again after periods of calm.
- ☐ Keep curtains and blinds closed and stay away from windows to avoid injuries from broken windows or flying glass or debris.
- ☐ Turn off utilities if instructed to do so. Otherwise, turn the refrigerator thermostat to its coldest setting and keep doors closed to retain cold air.
- ☐ Avoid using your telephone, except for emergencies.
- ☐ When you do leave your home, use the stairs, not elevators.

### If you evacuate:

- ☐ Only take what you really need, such as your cell phone, medications, identification (driver's license or passport), clothing, food, water, toiletries and cash.
- ☐ Before you leave, unplug electrical appliances and turn off your home's gas, electricity and water. Travel roads and highways recommended by emergency workers, even with traffic, because other routes may be blocked by debris or fallen trees.



## After the Hurricane Is Over

- ☐ As soon as it is safe to leave your home or re-enter your community, place tarps over damaged roofs, windows and doors and remove debris to reduce the threat of injuries and further damage.

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

- ☐ 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 home lost power. When in doubt, throw it out.

Photograph or video all damages to document necessary repairs or replacement. Do not accept any money offered

- ☐ by insurance companies to release or settle claims.

Immediately contact your insurance agent to report all damages — the first to report is usually the first paid!

- ☐

- ☐



**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.

## Making a Difference. Every Day.

As North America's property management leader, FirstService Residential knows how devastating hurricanes can be. As part of our full-service management, we prepare tailored emergency plans for each managed community and provide comprehensive guidance, information, resources and support to help residents prepare and recover when hurricanes strike.

## Contact Us Today

877.278.6468 | [www.fsresidential.com](http://www.fsresidential.com)