

Hurricane Prep Guide

For Communities and Associations

Before the Storm

- Reliable is “ALL HANDS-ON DECK”, along with our maintenance and handymen, our office staff including Community Managers are divided into teams. *During this time, we usually have ONLY 1-2 people in the office and will handle all emergencies in the order of which they are received.* All other matters will be handled and responded to AFTER we return to the office and inspect properties.
- If you are concerned about your personal property, please look to hire an outside vendor or property manager prior to Hurricane Season to provide Storm Prep Services. Reliable is not available to provide such services to customers not on our Home Management Program.

Please Note: As your Community Manager, we are **NOT** responsible for your personal property, the interior of your home and any items you may have left outside on decks/porches, etc. Nor will we remove/secure any of these items.

During the Storm

During a Named Storm, we will NOT have access to phone and email. However, we will do our best to communicate our actions and any important information to the best of our ability to your Board President or designated Community Contact. To Stay Informed Before and During a Natural Disaster Please Visit the Below:

- ✓ Please Like and Follow our Reliable Facebook Page- [Facebook Page Link](#)
 - ✓ Stay connected with Tidelines Blog- [Tidelines Blog](#)
 - ✓ Visit Town of Kiawah and Town of Seabrook Websites- [Town of Kiawah Website](#) [Town of Seabrook Website](#)
 - ✓ For Residents of Kiawah Island, please register for updates - [Kiawah Island Disaster Preparedness](#)
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After the Storm

Most of our employees live an hour or more away from the Islands and will have evacuated the area. Once we are closed, we do not have resources on Kiawah or Seabrook Islands until it is deemed safe to return. The process for providing information is as follows:

1. Community Managers will inspect ALL Communities within 3 days of returning to Kiawah and Seabrook Island
 - a. They are **not** responsible for inspecting the interiors of villas and homes. They will **ONLY** be inspecting the common property and buildings for exterior damage in addition to debris or fallen limbs/trees. If you believe your property has been affected by a natural disaster that is within your association’s responsibility to repair, **document** the damage with photographs or video and email your Community Manager ASAP. These emails will be responded to once all inspections have been completed.
2. As Community Managers inspect, they will communicate the status to the Board President or designated Community Contact. You will know this contact prior to
3. Your Board President or Contact will be responsible for relaying information to their homeowners via email.

*If you should have any storm related damage that is HOA Responsibility please email at the below addresses or call 843-768-7185

Amber Neale Email:
Amber@reliablehomesc.com

Nicole Collins Email:
Nicole@reliablehomesc.com

