

Hurricane Prep Guide

Throughout the years, Reliable Property Managers as well as Kiawah and Seabrook Islands have reacted to several named storms. After seeing an increase in these natural disasters, we would like to be more proactive and keep our customers informed as much as possible. The safety of your homes, your families and our employees are of primary concern during these times.

With that being said we ask you to review your contract with us and sign up for any related services prior to the next occurrence. The most important of these services is our Storm Prep Program.

If you are not signed up prior to, we will not be able to provide the service and will not be able to take any last-minute requests.

Before the Storm:

- Reliable is “ALL HANDS-ON DECK”, along with our maintenance and handymen our office staff and others are divided into teams and are ready to storm prep any houses currently on our program. *During this time, we usually have 1-2 people in the office and will handle all emergencies in the order of which they are received.*
- Many of factors go into our determination of when Storm-Prep is needed.
 1. **The Predicted Tropics and Weather Reports:** We watch these very closely and, in most cases, can get all of our homes ready beforehand
 2. **Mandatory Evacuation and State of Emergencies:** Please be aware that if a Mandatory evacuation or State of Emergency is called same day we cannot perform Storm Prep. However, we do our best to be ready prior to this happening.
 - For example, During Hurricane Florence, SC was under mandatory evacuation starting Tuesday at noon, this included lane reversals of major highways which would not allow many of our staff to get to work. This information was released on Monday at 3 PM. Luckily, we had storm-prep already underway on Monday and had crews running until the late evening to make sure all homes were prepped.

If you are signed up for Storm Prep, you will receive the following:

**Please note: Storm Prep is mandatory for all Personal Home Management Clients. Additionally, we make sure to secure any active outdoor job sites.*

- All removable furniture, decor and ornaments will be placed on the interior of the home and/or garage space.
- Ensure all windows and doors are locked and closed
- We make sure to use plastic wrap to not bring in any debris, dust and dirt.
- We will secure anything we cannot remove/lift to the best of our ability
- We cannot disconnect gas grills or gas lines

If you would like to be included on our Storm Prep Program, please review the attached “Additional Services Agreement” and return as soon as possible so we can update our list. Unfortunately, Natural Disasters can occur at any moment and we want to be the most prepared.



Additional Services Agreement

YES **NO**
(Please Initial)

Heating & Air Conditioning:

Preventative Maintenance (\$125.00 per unit)
 Services performed in Spring and Fall by Island Mechanical
or another Reliable Preferred Vendor

Power Washing:

Usually following pollen season. Pricing upon request

Named Storm / Hurricane Preparation:

Before the storm – Move outdoor furnishings
 and other items inside, secure all items to the best of our ability

After the storm - Return items outside

We will provide post-storm services depending on priority but cannot guarantee date/time

Inspection client \$75.00 per villa/per occurrence
 \$95.00 per house/per occurrence

Non-inspection client \$115.00 per person/per occurrence

*Please note, Storm Prep does not include boarding of windows, securing storm shutters or turning off/reconnecting gas lines to grills or other gas appliances.

Winterizing Service:

Turn water heater breaker off, turn
 water off with homeowners shut off
 and drain pipes. After threat of freeze, turn
 water back on. (\$95.00 per service)

 Signature

 Date

 Print Name

 Property Address

During the Storm

During a Named Storm, we may 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. In extreme cases this may not be possible. Should you email one of our employees you will receive an auto-responded message detailing our closure and any other pertinent details.

Once we are officially closed our housekeeping, maintenance, and home management services are cancelled and will be rescheduled upon our return.

To Stay Informed Before and During a Natural Disaster Please Visit the Below:

- ✓ Please Like and Follow our Reliable Facebook Page for Storm and Office Updates- [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](#)

Please remember, most of our employees live an hour or more away from the Islands and/or will have evacuated the area as well. Once we are closed, we do not have resources on Kiawah or Seabrook Islands until it is deemed safe to return.

After the Storm

Patience, Patience, Patience! Reliable Property Managers greatly appreciates your patience, cooperation and understanding when returning to the office and Islands. As you know from the above, although the Islands may be deemed safe, our employees and homes may not be. It usually takes about a week or more to restore normal business operations and recover from a natural disaster. This includes everyone returning from where they had evacuated to, cleaning up any personal home issues and damage, and checking on all of our properties.

When we return to the island, our maintenance and handymen will perform the post-storm service of putting all exterior items back outside. As a courtesy, we will try and accommodate those properties with incoming guests before those homes that may be vacant for a few weeks. During this time, our Home Inspectors will be inspecting the properties more thoroughly. If any damage is noticed, we will be in contact with you IMMEDIATELY. Please remember, if water damage or intrusion is not reported immediately, it can take weeks for water spots or moisture to appear. Additionally, we will do our best to get Landscaping and Pest Control vendors on property as soon as possible. After storms, we know there can be a lot of yard debris to be cleaned up. Also, it is possible to notice an increase in pest activity, since pests and other critters look for shelter in your homes during the storm. We promise to try and speak with all owners via email within the first week of returning to the islands. In the event, you do not hear from us, "No News is Good News!"

In regards to our Community Management customers, our Community Managers will be walking the properties as soon as possible. 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 IMMEDIATELY.

Reliable understands the importance of communication and your necessity to hear from us before and after a storm. Please be aware that your homes and families are very important to us and we make sure that you are our primary concern before, during and after a storm.