

To our valued clients:

Hurricane Season began June 1 and ends November 30. Although we are never ready to experience a major storm, we must all do our best to be prepared.

As your community association specialists, we are committed to being here for you after the storm. Chaparral has developed a Disaster Plan that begins with the safety of our employees. Based on lessons learned from Hurricane Ike, we plan to close earlier to help our employees avoid major traffic congestion should they and their families wish to evacuate or to implement their own plans to shelter in place. However, we will not close until we have implemented our Disaster Preparedness Plan for your community.

The following action items define the major steps in our Disaster Preparedness Plan:

- **Pro-Active Community Education:** Chaparral Management Company would like you to publish the attached disaster management article on your website or in your newsletter so that your homeowners will know what to expect from the Association and Management Company in the event of a disaster.
- **CMC Command Central:** Chaparral Management Company has already prepared a disaster management response kit for each community and a staff member has been assigned to visit your community after the storm has passed. We have already set up a communication tree within the organization that assists of e-mail addresses and mobile phone numbers so that we can quickly establish communications with each other from an auxiliary location, if necessary.
- **Disaster management Response Kit:** The disaster management response kit for your community includes contact information for all Board members and for the vendors that regularly serve your community as well as your insurance carrier, attorney, a camera, etc. The staff member assigned to your community already has your community's information readily at hand and will have that information at hand all during Hurricane Season.
- **Disaster Alert E-mail:** As soon as the National Weather Services predicts that a storm is expected to impact our area, you will receive a "Disaster Planning Alert" from Chaparral Management Company. The alert is attached to this message for your review. The purpose of the alert is to remind you of our Disaster Management Plan and to ask the Board members to provide emergency contact information for the period of the storm. If you are going to evacuate to a relative's home in another city, for instance, we will need to be able to contact that person so that we can

contact you. Please respond to this e-mail as soon as possible. It is a critical link in the disaster management plan.

- **2-Step Damage Assessment:**

**The First 72 Hours:** Disaster Management Officials now stress the importance of each family being prepared to fend for itself for the first 72 hours after a disaster and this goes for community associations, too. In the event of a major disaster, it is unlikely that we will be able to get to your community to assess the damage first hand until all danger is past, but if you as a Board member will take a walk around your common areas to assess the damage and call your Community Association Manager in the event of damage, it will speed up the recovery process.

**After the Danger Has Passed:** The Chaparral Management Company staff person who has been assigned to your community will visit your association after all danger from the storm has passed. They will not put themselves at risk. The staff person inspecting your community has been assigned to your community because of the close proximity of his or her home to your community, and she will be in contact with your community association manager and upper management during the storm follow up.

- **Important Reminders if Damage Has Occurred:**

- Photos: Nothing says it like a photo, so if there is damage, take photos to document the damage.
- Communications- Keep in touch with the office and/or staff persons, but please remember to keep messages short and concise. It is unlikely we will have email capability, and cell phone service may be at a premium: be patient.
- If damage has occurred to a clubhouse, pool, wall, or other association owned property, mitigate the damage as much as possible with the tools and folks at hand but, **safety is the first consideration.** We have contacted your vendors and have asked them to be prepared to respond to your community on a priority basis after a storm.

- **Common Sense and Calm:** Being able to respond with common sense and calm will do more to affect a positive outcome than all other responses combined. After a storm, safety is the primary consideration, and scarce resources will be allocated on a priority basis. We will do our best to stay in communication with you so that you can help set priorities and communicate them to your homeowners.

- **Additional Response:** Chaparral Management Company Command Central will contact your insurance provider as soon as the damage has

been assessed and will assign additional tasks and personnel to respond to your community as necessary. We are proud to be your community association management specialists and you can count on us to be there with you after the storm.