

Resident Disaster Preparation Information

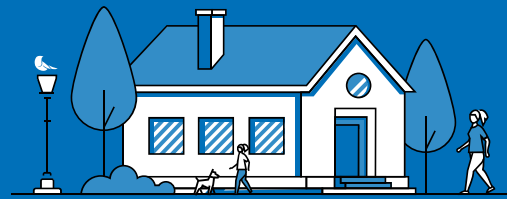
Please take ALL recommended precautions by local news media and governmental agencies to ensure the safety of you, your family, and your home. You are responsible for securing the home against possible damage.

If your home must be vacated due to a hurricane or impending event, you are requested to please take the following steps PRIOR to evacuating:

1. Turn off main gas line to the home. (Call Utility Company for instructions)
2. Turn off main water supply to home. (Call Utility Company for instructions)
3. Turn off all electric to home. To do this, go to the circuit breaker power panel and turn the main breaker lever to the "Off" position. This disconnects all power feeding the panel and the branch circuits.

***Note:** if you turn off the water supply but fail to turn off the electric (at the main breaker), the water heater may run with no water in the tank. This may damage the water heater. To avoid this, **please turn off both the water and the electric** to the home.*

4. Take your pets with you or take them to a pet shelter.
5. Secure items outside the house including playhouses, small planters and anything that could potentially become a flying object during high winds.
6. If possible, protect your vehicles from flying debris or falling trees by parking your vehicles in the garage.
7. Notify your Sparrow Property Manager prior to evacuating.



Steps to Take if There is Damage to Your Home

Please notify your Sparrow Property Management Team immediately (or as soon as possible given the nature of the event) of any emergencies or damage to your home.

It is your responsibility to take the following steps:

1. Report emergencies, such as fire, downed electrical lines, broken gas lines, etc. to **911**.
2. Immediately report any flooding, downed trees, or damage to the home to the Sparrow emergency maintenance number: **1-877-881-8484**
 - a. A vendor will call you back to determine next steps for any repairs.
3. Provide access for insurance, recovery contractors, etc. to assess and repair damage
4. Notify your renter's insurance carrier as required by your policy terms.
5. Notify your Sparrow Property Management Team of delays, "no show" appointments and problems with repairs.

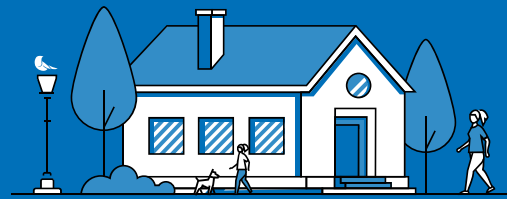
Response and Repairs

Repairs will begin as quickly as possible given the nature of the event. The length of time needed to perform the repairs will depend on the severity of the damage to your home and the surrounding community.

Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house. Depending on the repair, the property manager may want to make a final inspection of completed work. If there is a delay, please contact your Sparrow property management team.

Your help is vital to this process.

As always, if you have any questions, please reach to your Property Manager, or visit [Sparrownow.com](https://sparrownow.com)



Hurricane Preparedness Checklist

Please ensure you have the basic items listed below:

- Water – one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)
- Food – non-perishable (3-day supply for evacuation, 2-week supply for home)
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items
- N95 (or surgical masks) or other protective face covering
- Sanitation and personal hygiene items
- Multi-purpose tool
- Copies of personal documents (medication list and pertinent medical information, proof of address, lease to home, passports, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area
- Emergency Candles

Suggested items for family needs:

- Medical supplies (hearing aids with extra batteries, glasses, contact lenses, syringes, etc.)
- Baby supplies (bottles, formula, baby food, diapers)
- Games and activities for children
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Two-way radios
- Extra set of car keys and house keys
- Manual can opener

Additional items:

- Whistle
- Matches
- Rain gear
- Towels, blankets or sleeping bags
- Work gloves
- Tools/supplies for securing your home
- Extra clothing, hat and sturdy shoes
- Plastic sheeting
- Duct tape
- Scissors
- Household liquid bleach