

## Storm Advice for Hoffman Realty Renters

The Atlantic Hurricane Season is June 1st until November 30th and we want you to be prepared for what happens when severe weather hits.



A major hurricane threatens Tampa Bay

### **Pre-Storm:**

#### **Have a Plan**

Make sure you have a plan for a safe place to evacuate if necessary, ample time to prepare and secure the property and to extra time for travel to the evacuation site – given added traffic flow.

If you decide to shelter in place, make sure you have adequate non-perishable supplies for several days or more without power.

Good advice: <https://www.ready.gov/build-a-kit>

Do you have a plan for your pet? If it is not safe for you outside, it is not safe for your pets either! If you are leaving the property, do not leave your pets behind.

Gather and secure your important papers – renter's insurance policies, identification, and irreplaceable pictures, etc.

#### **Monitor the Storm**

Stay up to date on the storm and its' path. A good resource is:

<http://www.myfozhurricane.com/>

#### **Update your contact information**

Make sure Hoffman Realty has all your latest contact information. Please login to your Renters Portal to update it, or email us.

#### **Bookmark our Facebook Page**

Make sure you use the link below as there is a fake Hoffman Realty Facebook Page:

[Facebook.com/TampaPropertyManagement/](https://www.facebook.com/TampaPropertyManagement/)

**Please don't call us to get updates on the storm.** In 2017 when Hurricane Irma threatened the Tampa Bay area our office was closed well before the storm made landfall. due to a mandatory evacuation order. Half of our staff were on the highways trying to leave Florida and the other half were busy making preparations to protect their families in place. Our plan is to post general updates about the storm to Facebook, as we are able.

#### **Ensure you have access to your Renters Portal**

Please make sure that you have access to your Renters Portal. This and email will be the primary means for contacting us after the storm.

#### **Securing the Property**

Secure all outside items. Bring in swings sets, playhouses, small planters, and trash cans, anything that could turn into a flying object during high winds.

Secure the house against damage. Follow all recommendations by the local news and the emergency preparedness teams for your area.

## **Storm Advice for Hoffman Realty Renters**

### **Do not put tape on the windows!**

If you evacuate the property or there is extensive property damage:

- Turn off the main breaker to property.
- Turn off the main gas line to the property. (Call Gas Company for instructions)
- Turn off the main water supply to the property.

### **Shutter Installation or Board-Up**

Hoffman Realty is not able to offer Hurricane Shutter installation and Board-Up service through our company. However, we have provided your landlord a list of local contractors should they want Hurricane Shutter installation and Board-Up. Some landlords will make use of this service, most will not. If you aren't contacted by one of these contractors assume the property will not be boarded up by your landlord. If your home has shutters available and you would like help installing them, please contact our office.

Unfortunately, we cannot authorize you to add hurricane shutters or board-up the property if they are not already available for installation on site, as your lease requires all modifications or additions to the property be first approved in writing by your landlord. Any hurricane shutters added to a property must be landlord approved AND professionally installed. However, should you decide to add hurricane shutters or board-up the property without approval, you should be prepared to return the property to its original condition after the storm. If you would like a list of local contractors that can add hurricane shutters or board-up the property, please contact our office.

### **After a Storm**

#### **Be Careful**

Check for damage to your home.

Use caution. More people die after a hurricane than during one. Be particularly aware of downed power lines or driving on flooded roads.

Power will likely be out, so use up the food in the refrigerator before it spoils. Discard any food that may have come in contact with floodwaters. If you cook with a grill, keep it outdoors. Conserve battery life on your flashlights.

Limit the use of cell phones to emergencies.

#### **Let us know how you fared**

As you are able, please let us know how you and the property fared.

- If you have Internet service you can use your Renters Portal to report to us. You can upload photos with a maintenance request. You can also complete a maintenance request on our website and email us at [Repairs@HoffmanRealty.com](mailto:Repairs@HoffmanRealty.com)
- If you don't have Internet service you can call our office at 813-875-7474 or our maintenance line at 1-855-559-5525

Please be patient and wait for us to respond back to you.

We will also post general information through our Facebook Page.

## **Storm Advice for Hoffman Realty Renters**

### **When we do contact you - please respond timely**

Please monitor your voicemail and email regularly and check your Renters Portal. Respond timely to us and our vendors.

### **Please be Patient**

After one storm in 2004, we had hundreds of calls a day and our voicemail filled with messages faster than we could respond back to them. The volume of call traffic seriously impacted our ability to assess and respond to storm damage.

It will take longer than any of us would like to get properties permanently repaired. Resources and skilled labor are in short supply. After Hurricane Irma in 2017, we had an aluminum porch ripped off the back of the house and deposited in the front yard. It took almost 6 months to install a new aluminum porch. The Insurance companies were overwhelmed with claims and it took months to get the claim approved and then there were delays with the permits, supply of aluminum parts and labor.

Our staff will be working long hours after the storm and also dealing with their own storm damages affecting their families and their lives. In 2004 our office was without power for 10 days which really impacted our ability to communicate and respond. Power outages are likely to happen again, so we ask for your patience with us and our staff after the storm.