



Natural Disaster Guide

Natural Disaster Preparation

If your home must be vacated due to an impending event, we ask that you please take the following steps PRIOR to evacuating:

- Turn off main gas line to the home. (Call utility company for instructions)
- Turn off main water supply to home.
- Take ALL recommended precautions by local news media and governmental agencies.
- Take your pets with you or bring them to a pet shelter.
- Secure items outside the house including playhouses, small planters and anything that could potentially become a flying object during high winds.
- If you are leaving the property, please call Invitation Homes' management office prior to leaving and before returning in order to ensure the house is safe to return to.

It is important you take the steps outlined here, and in the accompanying letter, for your safety and to secure the home against possible damage.



Disaster Plan – Resident Form

RESIDENT INFORMATION:

Resident Name (Last, First): _____

Property Address: _____

Emergency Phone #: _____

Email address: _____

Are you leaving town? YES NO

If so, how can we reach you? _____

HAVE YOU:

- Shut off gas?
- Shut off main water supply to house?
- Taken your pets with you or to a pet shelter?
- Secured all outside items?
- Notified management that you are leaving town and how to contact you?

For more information on how to prepare for a natural disaster, please call your local municipality emergency preparedness division.

Emergency Procedures

The following is a summary of what you may expect if there is a natural disaster or damage from a tropical storm or other catastrophic event. Please notify Invitation Homes' management immediately (or as soon as possible given the nature of the event) for all emergencies.

RESIDENT RESPONSIBILITY

- Make sure everyone is safe, and follow all evacuation orders as required.
- Immediately take steps necessary to prevent additional damage, as outlined here and in the accompanying letter.
- Turn off the source of water, electricity or gas as the situation demands.
- Notify Invitation Homes' management.
- Provide emergency reports (police, fire, etc.) to Invitation Homes' management within five days of incident (or as soon as possible given the circumstances of the event).
- Complete an Incident Report Form and return to Invitation Homes' management.
- Invitation Homes will make arrangements with insurance agents, recovery contractors and other professionals to assess, document and repair any damage caused by a natural disaster. It is important, for a variety of reasons, for tenants to avoid making such repairs. Please wait for Invitation Homes and its agents to assess the damage and make any necessary repairs.

- Your obligation is to provide access for insurance, recovery contractors and other third parties retained by Invitation Homes, who will assess, document and repair any damage resulting from a natural disaster.
- Notify your renter's insurance company as required by your policy terms.
- Notify Invitation Homes' management of delays, "no show" appointments and problems with repairs.

RESPONSE AND REPAIRS

Repairs will be scheduled by Invitation Homes and will begin as soon as practical, given the nature of the event and the type of damage. 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, but scheduling will be coordinated with the assistance of Invitation Homes.

Depending on the repair, the Invitation Homes property manager may want to make a final inspection of completed work. If the repair company is not prompt in their scheduling or completion of work, or should you have any concerns or questions, please contact the Invitation Homes office. Your help is vital to this process.

Please remember that your lease places financial responsibility on you in the event of any damage or loss to the homes resulting from your negligence.

Resident Disaster Kit

At a minimum, residents should have the basic supplies 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 – Anatomy of a First Aid Kit
- Medications (7-day supply) and medical items
- Multi-purpose tool
- Sanitation and personal hygiene items
- 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

Consider the needs of all family members and add supplies to your kit. Suggested items to help meet additional needs are:

- 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 supplies to keep at home or in your disaster kit based on the types of disasters common to your area:

- Whistle
- N95 or surgical masks
- 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