

## Storm Advice for Hoffman Realty Landlords

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:**

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

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

#### **Insurance Documents**

Email Hoffman Realty the latest copy of your hazard insurance (and flood insurance) declaration pages so we have it on file. Send it to [Pamela@HoffmanRealty.com](mailto:Pamela@HoffmanRealty.com)

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

Make sure you use the link below as there is a fake Hoffman Realty Facebook Page:  
[Facebook.com/TampaPropertyManagement/](https://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 Landlord Portal**

Please make sure that you have access to your landlord portal. This and email will be the primary communications medium for owner specific information after the storm.

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

We recommend that you not rely on your tenant to secure your property from a major storm. Tenants may be unwilling or unable to take precautions, even if you have pre-made shutters. In addition, if installation requires a tenant to climb on a ladder and they fall off and are injured, this may expose you to personal injury claims. It is usually always better to arrange installation with local friends and family or hire a local vendor well in advance of any storms.

When Hurricane Irma threatened the Tampa Bay area in 2017, landlords and tenants were calling our office just days prior to the expected arrival requesting a board-up or shutter installation service. This was way too late as our office was closed under a mandatory evacuation order and our vendors, that hadn't left town, were waiting in long lines at Home Depot for plywood (that was being rationed) to board up their own homes. **The lesson learned is the time to arrange for a board-up or shutter install service is NOW.** Not when a major storm is approaching.

Unfortunately, due to insurance, Hoffman Realty is not able to offer board-up service but we have prepared a **list of local contractors that you could hire for Hurricane Shutter Installation and Board-Up.** If you think you might want this service, arrange it NOW.

## **Storm Advice for Hoffman Realty Landlords**

### **During and After a Storm**

#### **Don't call us**

We respectfully request you DO NOT contact us by telephone to get updates on the storm or how your property fared. This ties up our telephones preventing emergency communications with your tenants and maintenance vendors. Please be patient and wait for us to contact you. We will post general information through our Facebook Page and owner specific information using your Landlord Portal and email.



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

Please monitor your email regularly and check your Landlord Portal. Respond timely to damage reports, estimates and request to forward information to your insurance carrier. Assist us by following up on claims with your insurance company.

#### **Allow us to make decisions regarding your tenants**

In the chaos and damage following a major storm, our property managers will have to make many difficult decisions, in the field, in real-time. Not only to protect and preserve your property but also for the health and safety of

your tenants. We expect that we may need to relocate tenants, terminate tenancies, abate rents, refund security deposits and other actions without time to obtain your input or approval.

#### **Please be Patient with Us**

After one storm in 2004, we had almost a hundred calls a day from concerned Landlords wanting updates on how their properties fared. Our voicemail filled with messages from our Landlords faster than we could respond back to them. The volume of call traffic also seriously impacted our ability to communicate with renters and vendors to assess and respond to storm damage.

It will take longer than any of us want to get properties permanently repaired. Resources and skilled labor are in short supply. In fact in 2004 materials and resources were in such short supply after a storm, that many of our vendors were unable to repair storm damage. We had roofers that could not get roofing materials; handymen that could not get plywood or tarps; tree service contractors that could not rent cranes (to lift trees off houses); drying vendors that could not get fans, dehumidifiers, and generators. Insurance companies were overwhelmed and it took weeks to get a claim approved.

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.