



READY TO RESPOND LOS ANGELES



Fannie Mae®

**BELLWETHER
ENTERPRISE**



Enterprise®

Q&A

USE CHAT TO SEND YOUR QUESTIONS

SHARE IN THE CHAT

**WHERE ARE
YOU CALLING
FROM?**



POLL

WHAT IS YOUR AFFILIATION?

- A. Federal Agency
- B. State Agency
- C. Local Official
- D. Non-Profit Organization
- E. Academic Institution
- F. Private Firm
- G. Other



OWNERS AND OPERATORS OF AFFORDABLE HOUSING NEED A PLAN

46 percent reported that they were not fully prepared to maintain operations and services following a disaster. The lowest level of preparedness related to Business Continuity was not having identified locations where administrative functions could relocate.

75 percent of respondents reported they were not fully prepared in terms of having adequate disaster plans and clearly assigned staff roles.

65 percent of respondents reported they were not fully prepared in terms of planning, communication, and engagement with residents.

RISKS EMERGE



**MORNING
AFTER, WHEN
THE LIGHTS
GO BACK ON**



The New Normal



POLL

DO YOU HAVE A PLAN?

1. Yes
2. No



BUSINESS CONTINUITY TOOLKIT FOR AFFORDABLE HOUSING ORGANIZATIONS

ARE YOU READY TO RESPOND?

.....

Disaster can strike at any time, and a poorly managed response can put property and lives at risk.

This Toolkit equips **multifamily affordable building owners & managers** with a plan to address crisis.



Watch the video or scroll down to learn more.



The smaller photograph shows what Avenue C looked like immediately after Hurricane Sandy in 2012. Credit: Dave Sanders for The New York Times

READY TO RESPOND WILL HELP YOU MEET THESE OBJECTIVES

01

Minimize building damage and ensure quick return to service

02

Support the safety, preparedness and recovery of residents

03

Maintain key business operations throughout a disaster

BASIC COMPONENTS OF YOUR PLAN

Common Operating Picture

Staff members understand the organization's protocols and procedures.



Coordination

The organization works in a unified manner across departments and with its external stakeholders.

Situational Awareness

Information about the disaster and its effects is widely shared.



Communication

Staff and leadership stay connected throughout the disaster.

Operational Periods

Eight established times during a disaster when meetings are held and specific tasks are completed.



Information Sharing

Vital updates reach staff, residents, leadership and external stakeholders quickly.

TIMING OF EVENTS

SOMETIMES YOU HAVE TIME TO PREPARE, SOMETIMES YOU DON'T

Operational Periods

Pre-Event



96 hours



72 hours



48 hours



24 hours



12 hours

Event



Post Event



Immediately after



12 hours

BEFORE YOU START

IDENTIFY YOUR RISKS



Air (Atmospheric) focuses on the effects of rising atmospheric temperatures, which leads to higher wind speeds driving more powerful tropical cyclones and extreme heat, in turn creating the conditions for drought and wildfires.



Water (Hydrologic) covers the consequences of sea level rise, storm surges and altered precipitation that lead to both flooding and drought.



Land (Geologic) covers the consequences of land movement including earthquakes and the movement of land resulting from compaction, which leads to liquefaction, erosion, landslides and subsidence.



PORTFOLIO PROTECT

Are your affordable housing properties at risk from natural hazards or climate events?

Find out with Enterprise Portfolio Protect

Look up an address by entering it here

Or enter multiple addresses by clicking here >

<input type="checkbox"/>	Action	Address	Risk Score	Range for USA
<input type="checkbox"/>	VIEW RESULTS	Sanddollar Cir, Falmouth, MA 02536, USA	5	0 - 96
<input type="checkbox"/>	VIEW RESULTS	Florida Keys, Florida, USA	19	0 - 96

Higher Risk



IDENTIFY YOUR LEADER

1

Identify & Orient Your Team Leader

Appoint an Emergency Preparedness Coordinator (EPC) who will

- » Develop the Business Continuity Plan
- » Prepare staff for their disaster response roles, and
- » Oversee ongoing maintenance.

GET STARTED!



APPOINT STAFF RESPONSIBLE FOR: RESIDENTS, BUILDINGS AND BUSINESS

2

Build Your Team

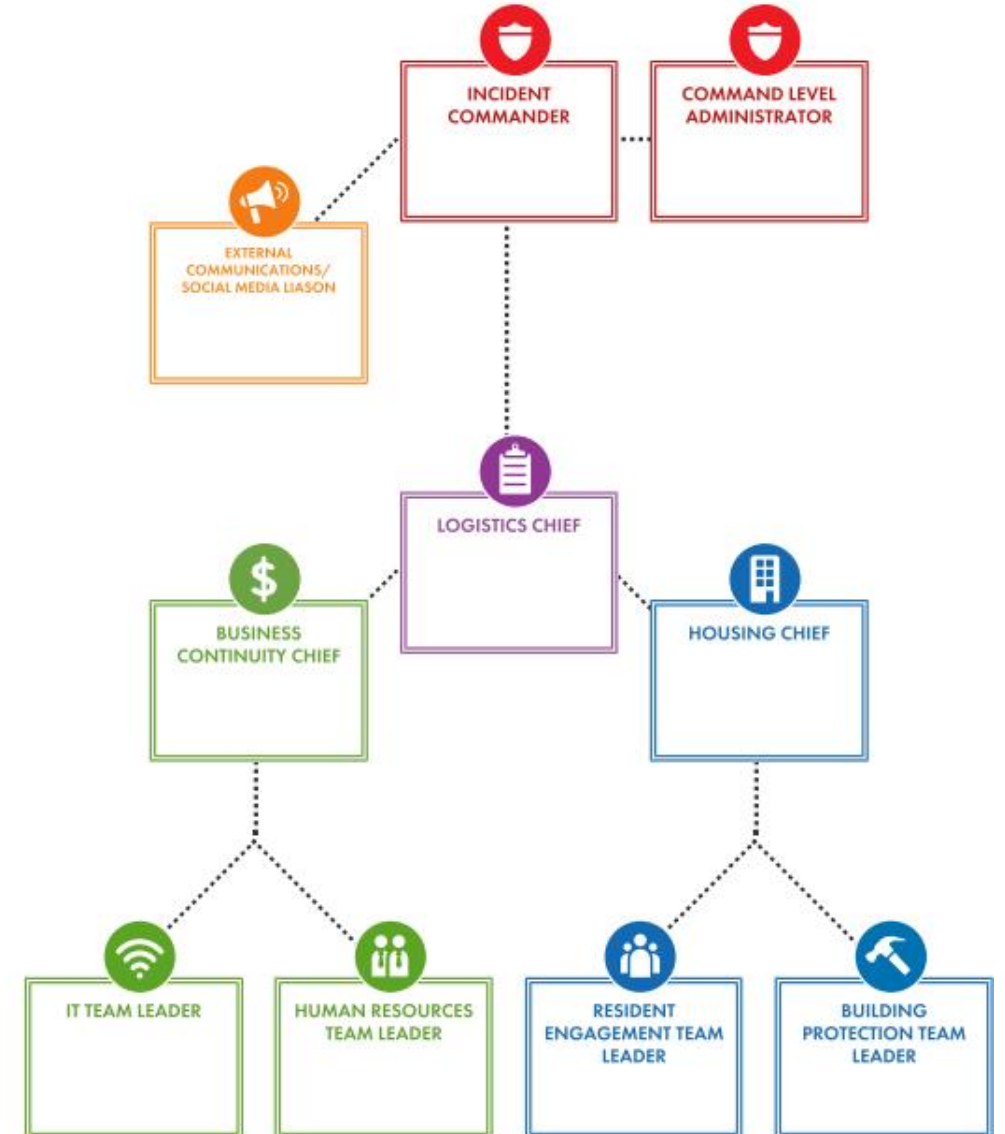
- » Customize staffing chart
- » Assign disaster response roles
- » Distribute job action packets

REVIEW STAFFING CHART

BUILD A PLAN THAT EMPHASIZES CHAIN OF COMMAND

Staffing Chart

This Staffing Chart shows the recommended Disaster Response Roles to be filled by staff in your organization. This Staffing Chart is based on a chain of command led by the Incident Commander.



Staffing Chart

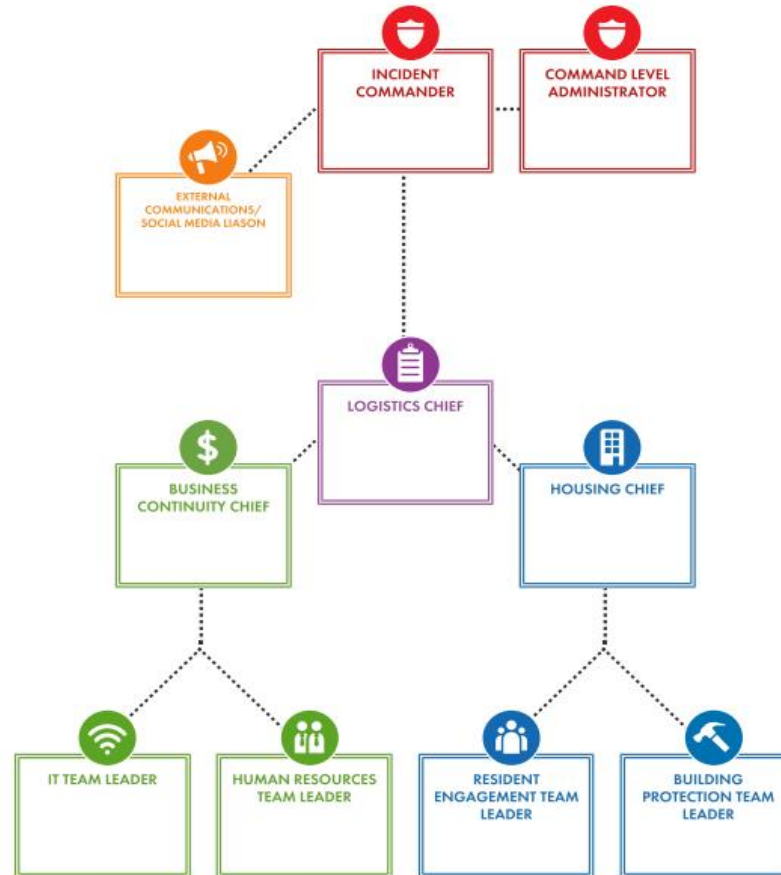
This Staffing Chart shows the recommended Disaster Response Roles to be filled by staff in your organization. This Staffing Chart is based on a chain of command led by the Incident Commander.

Leadership

Logistics

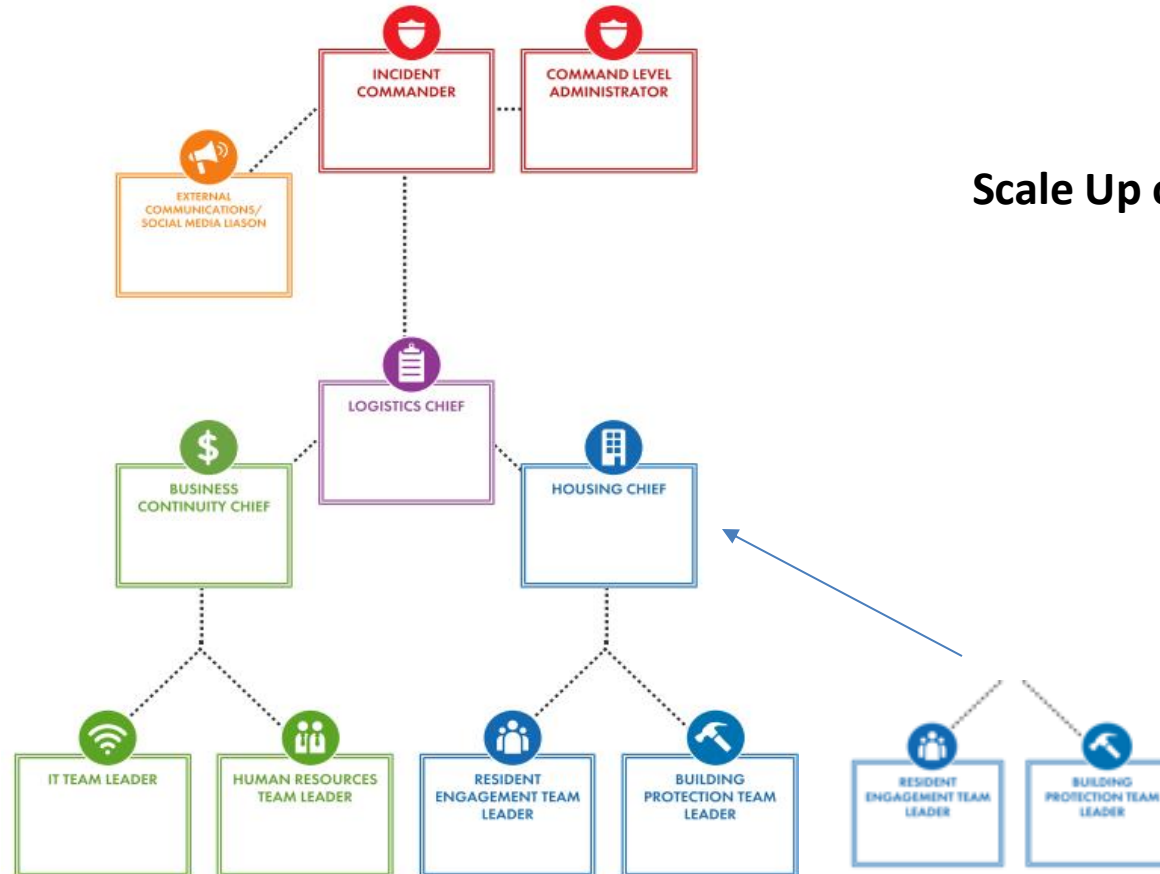
Business Section

Housing Section



Staffing Chart

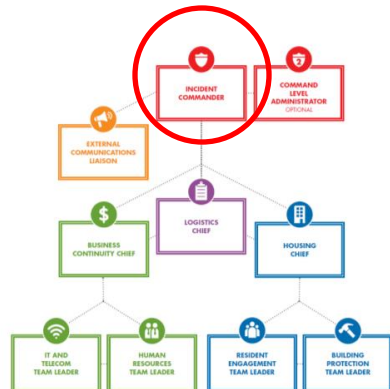
This Staffing Chart shows the recommended Disaster Response Roles to be filled by staff in your organizational Staffing Chart is based on a chain of command led by the Incident Commander.



Scale Up or Down



Incident Commander

- Overrides normal operating procedures and protocols to direct organizational resources to disaster preparedness and response and recovery actions.



-  Incident Commander Video
-  Incident Commander Job Description
-  Incident Commander Job Action Sheet

Tools:

-  Command Level Meeting Checklist
-  Optional Command Level Administrator Job Action Sheet
-  Emergency Operations Center Guide

External Communications Liaison

- Directs and approves the organization's messaging to media, funders, government agencies and other external stakeholders.



EXTERNAL COMMUNICATIONS LIAISON



External Communications Liaison Video



External Communications Liaison Job Description



External Communications Liaison Job Action Sheet

Tools:



External Communications Guide


Business Continuity Chief

- Remains aware of the organization's cash needs and insurance coverage, maintains vital business records, and oversees important financial and operational matters.




 **Business Continuity Section** Video

 **Business Continuity Chief Job** Description

 **Business Continuity Chief Job Action** Sheet

Tools:

 **Vendor-Partner Contact** List

 **Insurance Coverage** Guide

 **Insurance Coverage** Worksheet

 **Vital Records** Guide

 **Vital Records** Worksheet

 **Office Shutdown** Checklist

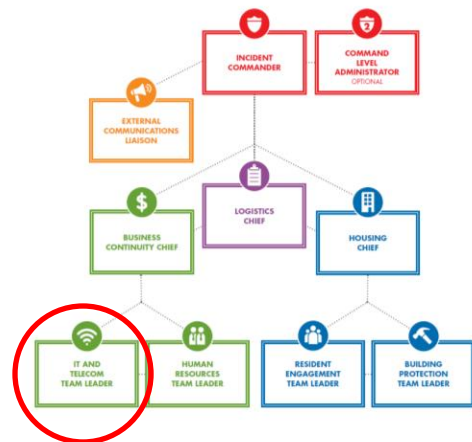
 **Payment Card** Guide

 **Payment Card** Worksheet

 **Benefits and Reimbursement** Guide

IT Team Leader

- Ensures the continuity of essential communications technology and computer systems.




 **Business Continuity Section** Video

 **IT Team Leader Job** Description

 **IT Team Leader Job Action** Sheet

Tools:

 **IT Continuity** Checklist

 **IT Equipment Inventory** Worksheet

Housing Chief

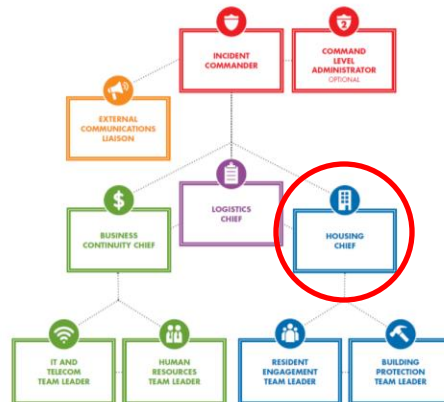
- **Directs the Building Protection and Resident Engagement Team Leaders to focus their efforts on emergency preparedness and response and recovery actions at each of the organization's properties.**



 **Housing Section** Video

 **Housing Chief Job** Description

 **Housing Chief Job Action** Sheet



Building Protection Team Leader

- Takes all actions necessary to protect the infrastructure of a building, including electrical, mechanical, water, steam, gas and elevator systems.



BUILDING PROTECTION TEAM LEADER



Housing Section Video



Building Protection Team Leader Job Description



Building Protection Team Leader Job Action Sheet

Tools:



Building Readiness Report



Building Shutdown and Re-open Checklist



Building Equipment Inventory Worksheet



Building Emergency Kit Guide



Building Emergency Kit Worksheet



Critical Vendor Contact List









Resident Engagement Team Leader

- Takes all actions necessary to communicate with residents to optimize their disaster preparedness



-  **Housing Section** Video
-  **Resident Engagement Team Leader Job** Description
-  **Resident Engagement Team Leader Job Action** Sheet

Tools:

-  **Resident Flyer** Guide
-  **Resident** Survey
-  **Resident Services Contact** List
-  **Floor Captain** Guide
-  **Your Go Bag** Checklist
-  **Evacuation Tracking** Sheet
-  **Emergency Preparedness** Flyer Template
-  **Emergency Update** Flyer Template

TOOLS: RESIDENTS, BUILDINGS, BUSINESS



READY TO RESPOND DISASTER STAFFING TOOLKIT

Critical Vendor Contact List

This list provides building staff with contact information for emergency contractors and agencies to aid a building's disaster recovery. It should be updated at least yearly and when contracts change, and posted in a location where all staff can access it.

Building Protection Team Leader			
Phone		Email	

Roofing/HVAC			
Vendor		Contact person	
Phone		Email	
Notes			
<input type="checkbox"/> Service contract in place			

Elevators			
Vendor		Contact person	
Phone		Email	
Notes			
<input type="checkbox"/> Service contract in place			

Plumber			
Vendor		Contact person	
Phone		Email	
Notes			
<input type="checkbox"/> Service contract in place			



READY TO RESPOND DISASTER STAFFING TOOLKIT

Evacuation Tracking Sheet

This sheet allows you to track the evacuation of your residents. It includes information including the date and times of sign-in and sign-out and locations to which residents will go.

Name			
Phone		Email	
Day / time out		Day / time in	

Evacuation Location			
Address			
Contact person			
Phone		Email	

Name			
Phone		Email	
Day / time out		Day / time in	

Evacuation Location			
Address			
Contact person			
Phone		Email	

READY TO RESPOND DISASTER STAFFING TOOLKIT

Benefits & Reimbursement Guide



This guide will prepare you to navigate the sources available for post-disaster funding.

Funding sources range from national agencies such as the Federal Emergency Management Agency (FEMA) and the Department of Housing and Urban Development (HUD) to local grant foundations and your insurance providers. While specific applications vary with funding sources, certain documents are universally required.

Steps 1 and 2 should be completed during the planning phase. Steps 3-5 should be completed during the post-disaster response.

Planning Phase

1. Gather Information


- Coordinate with the **Housing Chief** and **IT Team Leader** to compile photos of critical building and IT equipment. You'll need these to compare with post-disaster photos to prove the extent of damage.
- Coordinate with the **Human Resources Team Leader** to compile contact information for all staff.
- Coordinate with the **Housing Chief** to gather building information to be included in the *Building Readiness Report* for each building.
- See the *Vital Records Guide* and *Worksheet* for other records which should be collected, and for procedures to store and protect them.

2. Schedule Important Meetings

- If your organization benefited from the Low-Income Housing Tax Credit (LIHTC), meet with your accountant to discuss how outside funding might impact your tax benefits.
- Meet with your lenders and investors to discuss reserve funds for disaster-related expenses.

Emergency Update Flyer Template

- Resident Engagement Team Leader Tool
- Provides updated emergency info to residents
- Posted throughout a disaster
- Customizable Word Doc

 Emergency Update	
Tenant notice:	
Address:	Date:
Emergency update:	
Electricity:	
Elevator:	
Heat/hot water:	
Evacuation:	
The next update will be posted at:	
If you have questions, contact:	

Enterprise Community Partners, Inc.



TEST AND MAINTAIN YOUR PLAN

3

Practice Your Response

- » Plan & conduct regular tabletop exercises.
- » Assess your response to crisis with After Action reports
- » Update your plan as staff & organizational needs change.

PLAN YOUR TABLETOP EXERCISE

SIGN UP TO ACCESS THE FREE READY TO RESPOND TOOL

