



2017  
Hurricane Season Information

## **Hurricane Season Information**

### **Table of Contents**

#### **Cover Letter**

A letter from the President of Ally Management, Inc.

#### **1 – Prepare Yourself**

How you can prepare yourself and your family for a storm?

#### **2 – Prepare Your Property**

What you can do to help minimize the damage to your home?

#### **3 – Ally Management, Inc.**

What will Ally Management, Inc. do before, during, and after a storm?

#### **4 – Expectations**

What you can expect if a storm strikes the Myrtle Beach area?

#### **Information**

Who can I call if I live out of town and need assistance in preparing for a storm?

Dear Homeowner,

The National Weather Service and National Hurricane Center has predicted a very busy hurricane season this year and with their prediction comes a long standing tradition that Ally Management, Inc. will be prepared to handle the worst that can happen. With over 26 years of experience in condominium management in the Myrtle Beach area, we have seen our share of extreme weather phenomenon. Our emergency plan, developed from years of experience, allows us to maintain our ability to communicate with all parties before a storm to coordinate preparatory tasks and after a storm to ensure an effective strategy to assess, mitigate, and restore your property to its original condition.

We have spent the better part of 26 years cultivating relationships with local and state authorities, insurance companies, insurance adjusters, and the best restoration companies locally and nationally to ensure that our response to a disastrous situation is appropriate and effective. These relationships will enable us to effectively communicate with each other to ensure that that your property is in good hands.

As we prepare to enact our plan as necessary, we take time to ensure that our staff is reminded of why we are here and that is to serve you. We think of you and your family as part of our team and want you to be informed about what we need you to do to help us “weather the storm” together and we want to ensure you have the tools to do so.

First and foremost, we want to ensure that you and your family remain safe before, during, and after catastrophic weather conditions. You can accomplish this by keeping track of the weather and following the instructions of the local and state authorities. Second to safety is preparing yourself and your home for an impending storm. We have included some useful information in this document that you and your family can use as a guideline in developing your own plan if a severe weather situation arises in the Myrtle Beach area. We encourage you to read each and every chapter of this document so that you have a level of understanding of what will happen and what you need to do to protect yourself.

Sincerely,

Cynthia Bonner, CMCA  
President / Broker in Charge  
Ally Management, Inc.  
Association Managing Agent

## Family Disaster Plan

- ✔ Discuss the type of hazards that could affect your family. Know your home's vulnerability to [storm surge](#), [flooding](#) and [wind](#).
- ✔ Locate a safe room or the safest areas in your home for each hurricane hazard. In certain circumstances the safest areas may not be your home, but within your community.
- ✔ Determine escape routes from your home and places to meet. These should be measured in tens of miles rather than hundreds of miles.
- ✔ Have an out-of-state friend as a family contact, so all your family members have a single point of contact.
- ✔ Make a plan now for what to do with your [pets](#) if you need to evacuate.
- ✔ Post emergency telephone numbers by your phones and make sure your children know how and when to call 911.
- ✔ Check your insurance coverage - flood damage is not usually covered by homeowners insurance.
- ✔ Stock non-perishable emergency supplies and a [Disaster Supply Kit](#).
- ✔ Use a [NOAA weather radio](#). Remember to replace its battery every 6 months, as you do with your smoke detectors.
- ✔ Take First Aid, CPR and disaster preparedness classes.

## Disaster Supply Kit

**Water** - At least 1 gallon daily per person for 3 to 7 days

**Food** - At least enough for 3 to 7 days

- non-perishable packaged or canned food / juices
- foods for infants or the elderly
- snack foods
- non-electric can opener
- cooking tools / fuel
- paper plates / plastic utensils

**Blankets / Pillows, etc.**

**Clothing** - Seasonal / rain gear/ sturdy shoes

**First Aid Kit / Medicines / Prescription Drugs**

**Special Items** - For babies and the elderly

**Toiletries / Hygiene items / Moisture wipes**

**Flashlight / Batteries**

**Radio** - Battery operated and NOAA weather radio

**Telephones** - Fully charged cell phone with extra battery and a traditional (not cordless) telephone set

**Cash (with some small bills) and Credit Cards** - Banks and ATMs may not be available for extended periods

**Keys**

**Toys, Books and Games**

**Important documents** - In a waterproof container or watertight resealable plastic bag  
— insurance, medical records, bank account numbers, Social Security card, etc.

**Tools** - Keep a set with you during the storm

**Vehicle fuel tanks filled**

**Pet care items**

- proper identification / immunization records / medications
- ample supply of food and water
- a carrier or cage
- muzzle and leash

## Have A Place To Go

**Develop a family hurricane preparedness plan before an actual storm threatens your area.** If your family hurricane preparedness plan includes evacuation to a safer location for any of the reasons specified with in this web site, then it is important to consider the following points:

**If ordered to evacuate, do not wait or delay your departure.**

If possible, leave before local officials issue an evacuation order for your area. Even a slight delay in starting your evacuation will result in significantly longer travel times as traffic congestion worsens.



**Select an evacuation destination that is nearest to your home, preferably in the same county, or at least minimize the distance over which you must travel in order to reach your intended shelter location.**

In choosing your destination, keep in mind that the hotels and other sheltering options in most inland metropolitan areas are likely to be filled very quickly in a large, multi-county hurricane evacuation event.

**If you decide to evacuate to another county or region, be prepared to wait in traffic.**

The large number of people in this state who must evacuate during a hurricane will probably cause massive delays and major congestion along most designated evacuation routes; the larger the storm, the greater the probability of traffic jams and extended travel times.

If possible, make arrangements to stay with the friend or relative who resides closest to your home and who will not have to evacuate. Discuss with your intended host the details of your family evacuation plan well before the beginning of the hurricane season.

**If a hotel or motel is your final intended destination during an evacuation, make reservations before you leave.**

Most hotel and motels will fill quickly once evacuations begin. The longer you wait to make reservations, even if an official evacuation order has not been issued for your area or county, the less likely you are to find hotel/motel room vacancies, especially along interstate highways and in major metropolitan areas.

**If you are unable to stay with friends or family and no hotels/motels rooms are available, then as a last resort go to a shelter.**

Remember, shelters are not designed for comfort and do not usually accept pets. Bring your [disaster supply kit](#) with you to the shelter. Find [Pet-Friendly](#) hotels and motels.

**Make sure that you fill up your car with gas, before you leave.**

## Secure Your Home

### **RETROFITTING YOUR HOME**

The most important precaution you can take to reduce damage to your home and property is to protect the areas where wind can enter. According to recent wind technology research, it's important to strengthen the exterior of your house so wind and debris do not tear large openings in it. You can do this by protecting and reinforcing these five critical areas:

[ROOF](#) | [STRAPS](#) | [SHUTTERS](#) | [DOORS](#) | [GARAGE DOORS](#)

A great time to start securing - or retrofitting - your house is when you are making other improvements or adding an addition.

Remember: building codes reflect the lessons experts have learned from past catastrophes. Contact the local building code official to find out what requirements are necessary for your home improvement projects.

### **FLOOD INSURANCE**

The National Flood Insurance Program, is a pre-disaster flood mitigation and insurance protection program designed to reduce the escalating cost of disasters. The National Flood Insurance Program makes federally backed flood insurance available to residents and business owners

Flood damage is not usually covered by homeowners insurance. Do not make assumptions. Check your policy.

[National Flood Insurance Program](#) call  
**1-888-CALL-FLOOD ext. 445, TDD# 1-800-427-5593.**

## Pet Plan

Contact your veterinarian or local humane society for information on preparing your pets for an emergency.

### BEFORE THE DISASTER

- Make sure that your pets are current on their vaccinations. Pet shelters may require proof of vaccines.
- Have a current photograph
- Keep a collar with identification on your pet and have a leash on hand to control your pet.
- Have a properly-sized pet carrier for each animal - carriers should be large enough for the animal to stand and turn around.
- Plan your evacuation strategy and don't forget your pet! Specialized pet shelters, animal control shelters, veterinary clinics and friends and relatives out of harm's way are ALL potential refuges for your pet during a disaster.

**If you plan to shelter your pet - work it into your evacuation route planning.**

### DURING THE DISASTER

- Animals brought to a pet shelter are required to have: Proper identification collar and rabies tag, proper identification on all belongings, a carrier or cage, a leash, an ample supply of food, water and food bowls, any necessary medications, specific care instructions and news papers or trash bags for clean-up.
- Bring pets indoor well in advance of a storm - reassure them and remain calm.
- Pet shelters will be filled on first come, first served basis. Call ahead and determine availability.



### AFTER THE DISASTER

- Walk pets on a leash until they become re-oriented to their home - often familiar scents and landmarks may be altered and pets could easily be confused and become lost. Also, downed power lines, reptiles brought in with high water and debris can all pose a threat for animals after a disaster.
- If pets cannot be found after a disaster, contact the local animal control office to find out where lost animals can be recovered. Bring along a picture of your pet if possible.
- After a disaster animals can become aggressive or defensive - monitor their behavior.

**Don't forget your pet when preparing a family disaster plan.**



#### PET DISASTER SUPPLY KIT

- Proper identification including immunization records
- Ample supply of food and water
- A carrier or cage
- Medications
- Muzzle, collar and leash



## Single Family Homes

If you own a single family home, there are things you should be prepared to accomplish before deciding to stay indoors or to evacuate the area. If you rent your home or condominium unit, contact your rental agent to determine if they provide this service for you as part of their hurricane preparation plan.

### **Recommended Items:**

- 1.) Close drapes and window coverings
- 2.) Remove trash

### **Required Items:**

- 1.) Outdoor furniture and items moved into garage.

## Condominium

If you own a condominium unit in a building, there are things you should be prepared to accomplish before deciding to stay indoors or to evacuate the area.

### **Recommended Items:**

- 1.) Close drapes and window coverings
- 2.) Remove trash

### **Required Items:**

- 1.) Balcony furniture and items moved into unit.

- NOTE – if the required items are not completed prior to the storms arrival, the Board of Directors of your Association may decide to have them completed at your cost.

## Ally Management, Inc.

Ally Management, Inc.'s Emergency Plan is a plan designed to prepare your common areas for a storm, maintain our ability to conduct normal business, conduct emergency operations during a storm, and to coordinate all parties' ability to assess, mitigate, and restore damage to any property in our portfolio.

### Before A Storm

- 1.) Ally Management, Inc. will set the appropriate response level to the storm.
  - This response shall be based on the ambient weather conditions and forecasted weather conditions up to 7 days prior until the weather has passed the area.
- 2.) On-site staff will start the Property Preparation Checklist.
  - The Property Preparation Checklist takes about 4 to 7 days to complete depending on the ambient weather conditions.
  - The Property Preparation Checklist shall include all preparation for common areas only.
  - Limited Common Areas appurtenant to a specific unit (e.g. balconies for units) shall not be prepared as these areas have restricted access (see "Prepare Your Property" section) and are generally the responsibility of the owner to maintain and protect. If the preparation of these areas are not completed within the comfort level of the Board of Directors or in predetermined timeframe prior to the storms arrival, the Board of Directors may authorize the on-site staff to clear these areas at a cost to be borne by the owner.
- 3.) Ally Management, Inc. shall oversee the completion of the Property Preparation Checklist.
- 4.) Ally Management, Inc. shall provide online updates of preparation progress.
- 5.) Ally Management, Inc. shall follow evacuation orders given by local and state officials and execute internal evacuation procedures.

### During A Storm

- 1.) Ally Management, Inc. shall maintain communication as practical and provide online updates as information is available.

## After A Storm

- 1.) Upon recovery, Ally Management, Inc. (or their agents) shall conduct initial assessments of each building and report to the Board Members and make information available online to all owners.
  - Please note that it could be days before anyone is allowed back into the area after a very severe storm. Local and state officials will give the all clear to come back into area.
- 2.) Ally Management, Inc. shall contact insurance companies and start conducting mitigation procedures in order to prevent more damage and report to the Board Members and make information available online to all owners.
  - Please note that it could be weeks before mitigation procedures are complete and a full assessment of your property is obtained.
- 3.) Ally Management, Inc. shall complete assessment of damage and coordinate HOA claims with insurance adjusters and report to the Board Members and make information available online to all owners.
  - Please note that it could be weeks before a full assessment of your property is obtained.
- 4.) Ally Management, Inc. shall start restoration procedures with general contractors with the understanding that contractors may coordinate directly with owners for some decisions. Ally Management shall report to the Board Members and make information available online to all owners.
  - Please note that it could be months before restoration procedures are complete and a full assessment of your property is obtained.

Expectations – What you can expect if a storm strikes the Myrtle Beach area?

## General

In general, the ambient weather conditions and direction received from local and state authorities will drive the decisions that are made on a daily basis before, during, and after a storm.

## Before A Storm

Before a storm and depending on the expected intensity of the storm, the local and state authorities will start with a recommendation to evacuate and escalate to a full blown mandatory evacuation of the area. The areas affected will be based on the likelihood of wind and flood damage. In this area, the flood prone areas can reach up to and beyond 50 miles inland from the coast.

If evacuation is necessary, the local and state authorities will ensure that the area is clear and may establish a curfew.

During a recommended evacuation, essential personnel (this may include key maintenance personnel) may stay behind, although it is recommended that all personnel leave.

During a mandatory evacuation, no personnel shall be allowed in the area until the storm passes.

## During A Storm

Waiting. Depends on the storm and its track. If key personnel remains behind, then information can be obtained.

## After A Storm

Entry into the area shall be dependent on local and state authorities ability to clear roads and to ensure that all points on entry are safe.

**Ally Management, Inc. Recommended  
Preferred Vendors <sup>(1)</sup>**

**General Maintenance / Troubleshooting / Service Calls / Coordination Services**

Coastal Property Services <sup>(2)</sup> (843) 458-5803  
RG Young

**Cleaning / Housekeeping**

Platinum Plus Services <sup>(2)</sup> (843) 284-3119  
Coastal Property Services <sup>(2)</sup> (843) 458-5803  
H-2 Cleaning (910) 262-0573

**HVAC Maintenance / Repairs**

Mechanical Systems Technology (843) 399-8296  
Brown and Reaves (843) 497-9867  
Tri-County Mechanical (843) 399-0203

**Painting**

Allmen Painting (843) 458-3514  
SMP Painting (843) 448-2515  
B&R Painting (843) 626-7391  
Bennett Paint Contracting, Inc. (843) 448-1641

**Dryer Vent / HVAC Duct Cleaning**

Platinum Plus Services <sup>(2)</sup> (843) 421-6403  
A&I Fire & Water Restoration <sup>(2)</sup> (843) 448-8485  
FSA – Full Steam Ahead <sup>(2)</sup> (843) 626-7391

**Carpet / Carpet Stretching / Tile and Grout Work / Hardwood Flooring**

Shoreline Flooring (843) 444-0722  
Coastal Carolina Carpet & Tile (843) 272-4656

**Carpet Cleaning**

Green Kleen (843) 446-6606  
Roto Pat (843) 602-4950

**Locksmith**

Mark's Lock & Key (843) 626-6275  
All About Lock's (843) 903-0658  
Quickey (843) 222-5625

**Sliding Glass Doors / Repairs <sup>(3)</sup>**

Coastal Glass (843) 903-4668  
Billy's Glass (843) 215-0122  
GlassTech (843) 293-3569

**Electrician <sup>(3)</sup>**

Peachtree Electric (843) 293-8209  
United Electric (843) 293-7596  
Reliable Electric (843) 272-2190  
Mancill <sup>(2)</sup> (843) 448-1489  
Cooper Mechanical (843) 626-3689

**Plumber <sup>(3)</sup>**

Atlantic Plumbing	(843) 448-5341
ARS Rescue Rooter	(843) 293-9999
Super Plumber	(843) 254-5457
Mancill <sup>(2)</sup>	(843) 448-1489

Vines Plumbing	(843)251-2540
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**Tree Removal / Stump Grinding <sup>(3)</sup>**

DAM Tree Service	(843) 458-2901
Acadia Tree Service	(843) 236-5696
Mr. D's Tree & Landscape Service	(843) 602-5255

**Pressure Washing <sup>(3)</sup>**

Palmetto Power Cleaning	(843) 458-2303
All-American Pressure Washing	(843) 450-8385
JL Pressure Washing	(843) 446-5931

**Notes**

(1) The vendors on this list have consistently provided good performance within a reasonable price range for the properties that we manage and this is the basis for our recommendation. Ally Management, Inc. does not warrant the materials, equipment, or quality of their workmanship. Furthermore, this list is provided with the understanding that you, as the owner, will be entering into a contract directly with the vendor on the list and that the Association and Ally Management, Inc. are not responsible for their performance.

(2) The contractors annotated with this mark can conduct many of the services outlined in this list. Please contact them directly to determine what they may be able to do for you.

(3) If you are unsure if this is your responsibility or not, please contact the on-site staff or the Association office.