

SUNCREST VILLAGE EMERGENCY PROCEDURES

Your Board of Directors is committed to providing an organized and proactive environment for our homeowners in the event of an emergency. Many emergency features have been incorporated into the design and construction of the building, including; emergency lighting, fire alarm pull stations, fire extinguishers, smoke detectors, and sprinklers.

The emergency procedures and evacuation program has been designed to minimize the chances of injury and maximize the level of responsiveness and preparedness of our homeowners and staff members in the event of an emergency situation.

FIRE AND EMERGENCY EQUIPMENT USE

When an alarm is sounded, all elevators will automatically descend to the garage level, stop, open their doors and become inoperative. Elevator keys are provided at the fire control center for use by the fire department in operating elevators during an emergency. Do not use elevators during an alarm warning.

Do not hang, wrap or hook anything to the sprinkler heads in your home.

BUILDING EMERGENCY EVACUATION PROCEDURES

When an alarm sounds, residents should do the following:

- Exit to the nearest or safest fire stairwell. **DO NOT USE ELEVATORS.**

If you should discover a fire whether in your unit or the common areas, all residents should do the following:

- Pull the nearest alarm lever to activate the fire alarm system and evacuate via the nearest and safest stairwell.
- Proceed outside or culbhouse and await further instructions from site personnel and/or the fire department.
- Call 911, then notify the Management Office (304 xxx-xxxxx).
- Do not re-enter the building until clearance is given by the fire department.

REMEMBER, DO NOT OPEN A DOOR TO A UNIT IF IT IS HOT!!!

While every effort will be made to assist residents, guests, pets, and staff in evacuating the premises, at no time is it recommended that anyone put themselves or another in danger.

On-site personnel along with a SCV representative will be on-site to begin the process of securing the community and answering concerns of the residents.

IT IS SCV INTREST NOT TO MAKE STATEMENTS TO THE PRESS!

STUCK IN AN ELEVATOR

If you are stuck in an elevator, follow these four procedures:

- Call the elevator company on the telephone or call box provided in each elevator cab. Describe the problem.
- Do not attempt to open the doors.

- Upon arrival, the elevator technicians can lower the cab to the nearest floor and open the doors from the outside.
- Please remain calm and rest assured that assistance is on the way.

CRIMINAL ACTIVITY

As clearly stated in the condominium documents; at no time is it the responsibility of the Board of Directors or managing agent to provide security. Every homeowner, guest, contractor and employee is charged with the responsibility of taking the necessary precautions to ensure their own safety.

If you witness or suspect criminal activity, call the police at 911 and then notify the site staff at the Management Office.

Suggested measures to be take are:

- Keep all windows and doors locked
- Do not open your door to strangers
- Do not allow unknown individuals to follow you into the building or parking garage
- Do not key unknown individuals in the front gate.
- Stop at entrance STOP sign to keep unknown vehicles from tailgating in through the gate.
- Report all suspicious activity or persons to 911 and the site staff
- do not leave items lying in your vehicle unattended
- ALWAYS be aware of your surroundings

WATER/SEWER ISSUES

In case of a plumbing leak or sewer back up, call the site staff at the Management Office. They will either refer you to a recommended plumber or refer the problem to a Maintenance Technician.

Please turn the water valve off in your unit immediately to minimize potential damage.

TORNADOES & SEVERE STORMS

During a severe thunderstorm or tornado emergency, listen for radio or television bulletins from the National Weather Service. Go to interior hallways or garage exit stairs. Stay away from outside walls and room with windows. Go to the garage of the building if a tornado is spotted.

Once the storm has passed take extreme caution of falling trees and debris which may have become unstable due to the high winds and rain.

ACCIDENT/ILLNESS

Homeowners should call 911 if an ambulance is required. Provide the building number, street address, and unit number. Advise site staff so that a staff member may meet the emergency crew and rapidly escort them to your location.

DEATH

In the event a death occurs within the community, please call 911 immediately. Afterwards, please notify the site staff who will immediately contact the Property Manager. The Property Manager will immediately respond to the community and assist the authorities with any needs they may have.

Homeowners and staff are asked NOT to notify the family or friends as this should be left to the proper authorities. Additionally, in an effort to keep the Associations liability to a minimum, NO STATEMENTS should be made to the press or media without the expressed consent of the Board President.

SNOW & ICE STORMS

When inclement weather is predicted, management will make every effort to prepare the community in a manner to minimize injury, damage, and liability.

When snow/ice is imminent, the site staff will ensure that sand and/or ice melt are distributed in all outside common areas and walkways.

NOTE: Sidewalks and walkways will be extremely dangerous when icy. Please use caution until all ice and snow has been removed.

POWER OUTAGES

In the event a power outage occurs in the building emergency lighting will be provided in the common hallways, stairwell, and most common areas.

Management will contact the utility provider to correct the problem as quickly as possible.

WARNING: It is recommended that all homeowners maintain several battery operated flashlights, blankets, water and other necessary provisions in case of an emergency. CANDLES ARE NOT RECOMMENDED! In the event that candles are used, please use extreme caution.

IN CASE OF FIRE:

- DO NOT PANIC. Remain calm.
- Report fire to 911 and then to the Management Office (304 xxx-xxxxx).
- If unit is smoky, get on hands and knees (or stomach) and crawl to door.
- Feel doorknob. If HOT, DO NOT open door. If cool, open slowly.
- If hallway is smoky, stay next to wall and count the doors as you crawl to exit stairway.
- DO NOT use any elevators. Elevators will not operate.
- DO NOT prop open doors to garage exit.
- Hold on to handrail and walk DOWN exit stairwell.
- If possible pull fire alarm as you evacuate.

IF YOU CANNOT LEAVE YOUR HOME:

- Call 911 first and let them know where you are
- If during normal work hours call the Management Office and let them know where you are.
- Wet sheets, towels, or clothing and stuff them in all cracks around doors and vents.

- Check to see if there is smoke OUTSIDE window. If no smoke and if any window can be opened, hang sheets or light-colored material outside.
- Fill bathtub with cold water for firefighting.
- Using ice bucket or other container, keep doors and walls wet.
- If unit is smoky, fold a wet towel in a triangle and tie over your nose and mouth, and stay low.
- Make yourself visible to rescue personnel through any window or balcony. DO NOT JUMP!!!!
- Keep fighting fire until help arrives. DO NOT GIVE UP!!!!