

# Securing Our Communities: Protecting Our Students, Staff and Stuff

Moderator: James Whitley  
Chief Operating Officer  
Landmark Properties



Moderator:

**James Whitley**, Chief Operating Officer, Landmark Properties

Speakers:

**Casey Petersen**, Chief Operating Officer, Peak Campus

**Scott Duckett**, Chief Operating Officer, Campus Advantage

**Michelle Fuller**, Managing Director, Greystar Real Estate Partners



# Monthly Communications

**GREYSTAR**<sup>®</sup>  
RISK MANAGEMENT

**SAFER TOGETHER**  
It's Everyone's Business.

## EMERGENCY PREPAREDNESS



Our Risk Management safety topic this month is **Emergency Preparedness!**

Make sure your property can stand up to Mother Nature!



### MANDATORY SAFETY MEETINGS:

Every community is required to have a monthly safety meeting to review and complete the following:

- ✓ Check current driver's license and insurance for all Team Members who are required to drive as part of their duties.
- ✓ Check Sex Offender Registry for your jurisdiction where allowed (Exception- CA and NV).
- ✓ Complete Preventative Maintenance Checklist.

### NEW 2017 SAFETY MEETING SUBMISSION FORM:

Submit your Safety Meeting Record by the **20th of each month.**

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Submit your Safety Meeting Record by the **20th of each month.**

- ✓ On the team member portal, click on the Operations link and then Risk Management Page link.
- ✓ Click on the link named "Click Here", found in the Safety Information paragraph. No login required!
- ✓ Complete each field.
- ✓ Select Summary to review, then Submit. You will receive an email confirmation

**NEW SAFETY COURSES!** Check out our new Risk Management courses in the LMS!

### **WORKPLACE SECURITY AND ACTIVE SHOOTER RESPONSE:**

- ✓ Available for all team members

### **SAFETY AND RISK MANAGEMENT 101:**

- ✓ Current Community Managers and Service Team Members should complete this course right away!
- ✓ **New** Community Managers and Service Team Members are required to take this within 60 days of hire.
- ✓ Search under required courses in the LMS.

### **ASBESTOS AWARENESS:**

- ✓ On-site team members should take our Asbestos Awareness course by May 31, 2017

If you have any questions, or concerns, please email [RiskManagement@greystar.com](mailto:RiskManagement@greystar.com).

Thank you,  
The Greystar National Risk Management Team



# Emergency Assistance



## Hurricane Harvey – Important Information for Team Members

We remain focused on assisting our residents and team members impacted by Hurricane Harvey. We urge those impacted to continue to follow the advisories issued by local authorities and to contact 911 for emergency assistance.

### EMERGENCY ASSISTANCE:

Residents and team members needing emergency medical or evacuation assistance should contact 911. They can also contact the Houston Command Center of the US Coast Guard at the following numbers:

- 281.464.4851
- 281.464.4852
- 281.464.4853
- 281.464.4854
- 281.464.4855

### NON-EMERGENCY ASSISTANCE:

We have established the following hotlines for residents and team members needing non-emergency assistance:

- **Residents: 855.591.3007** (For non-emergency questions or concerns about their apartment home or community)
- **Team Members: 855.747.9576** (For non-emergency assistance and updates on their status)

If you receive calls from impacted residents or team members, please direct them to the appropriate hotline for further assistance. Voicemails on these hotlines are being monitored and will be responded to by a Greystar representative.



# Code Blue Alerts

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## TAMU-CC Code Blue: Weather Update



**9/1/17- 9:50 a.m. - TAMU-CC Code Blue: Islander Help Call Center:** If you have been affected by Harvey and have questions or need additional resources, Islander Help is here to assist you. You can visit us online at

<http://tamucc.edu/islanderhelp/> to get a list of frequently asked questions, a link to helpful resources and to submit your questions through our Contact Us form. The call center will be opened today, Friday, Sept. 1, from 9 a.m. to 5 p.m. and on Monday, Sept. 4 from noon to 5 p.m. Please call 361.825.9999 or toll-free at 1.888.234.4005. Islander staff are standing by to help.

**8/31/17- 10:00 a.m. - TAMU-CC Code Blue: Islander Help Call Center:** The first day of classes is officially set for Tuesday, September 5. If you have been affected by Harvey and have questions or need additional resources, Islander Help is here to assist you. You can visit us online at <http://tamucc.edu/islanderhelp/> to get a list of frequently asked questions, a link to helpful resources and to submit your questions through our Contact Us form.

AT&T 12:54 PM 23%

Texas A&M University-Corpus Christi is with Haylynn Garza. August 26 at 1:28 PM

Dr. Kelly Quintanilla, TAMU-CC President and CEO, has a positive message for our Islanders after assessing the impact of Hurricane Harvey on campus facilities.

Kelly Miller Quintanilla 14 mins



Write a comment...



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**8/24/17- 12:37 p.m. - Hurricane Harvey Update and University Closure:** Hurricane Harvey has undergone rapid intensification and is headed towards the mid-Texas coast. As the safety of our students, faculty and staff is our top priority, Texas A&M University-Corpus Christi closed at noon on Thursday, August 24.

Due to expected flooding and heavy rains, the first day of classes at A&M-Corpus Christi will be delayed and will NOT begin on Monday, Aug. 28. University employees should check their email and stay in contact with their supervisor to learn about the plans for campus re-opening. Students should also check their emails and Blackboard messages for more information. Campus will re-open for move-in day prior to the first day of class.

Given the storm will be moving through the state, we urge everyone to use caution in their travel plans. We will continue to monitor the storm and provide updates.

**8/23/17- 5:35 p.m. - TAMU-CC Code Blue Update:** Emergency Information hotlines are now available. The public, faculty, staff and students may call the following numbers to receive updates throughout the campus closure:

- Faculty/Staff Information Hotline: 361.825.9999 or toll free at 1.888.234.4005
- Student Information Hotline: 361.825.0000 or toll free at 1.888.234.4887

For further safety tips and updates.

# Greystar – Stars in Need Program

GREYSTAR®

REDEFINING EXCELLENCE IN APARTMENT LIVING.®

Donate to the Stars in Need Program and We Will Match It!



As many of you know, I started Greystar in Houston and it is where all three of my children were born, so it has a very special place in my heart. The devastation that has occurred in South Texas and the Gulf Coast due to Hurricane Harvey is difficult to comprehend.

Many of our team members have suffered profound losses and need our help with food, clothing, and shelter, as well as ongoing, long-term support as they begin rebuilding their lives.

I am asking you to join me in making a donation to the Stars in Need program. To help kick it off and



# HURRICANE HARVEY MESSAGING

## IRIO Text Messages:

Hurricane Harvey has been upgraded to a Category 4, which could affect the Louisiana coastline. Please be aware of the possibility of high winds and rain. We will keep you updated as we have more information.

## Facebook Posts:

NOAA NWS National Hurricane Center  
August 25 at 4:10pm · 🌐

Hurricane Harvey is now a Category 4 hurricane on the Saffir-Simpson Hurricane Wind Scale. Air Force Reserve Reconnaissance aircraft data indicate that Harvey has maximum sustained winds of 130 mph (215 km/h). Harvey is centered at 6 p.m. CDT about 45 miles east of Corpus Christi. The last Category 4 hurricane to strike Texas was Carla in 1961. A station at Aransas Pass run by the Texas Coastal Observing Network recently reported a sustained wind of 74 mph (119 km/h) with a gust to 96 mph (154 km/h). The latest NHC advisory is at [www.nhc.noaa.gov/#Harvey](http://www.nhc.noaa.gov/#Harvey) 📍

1.1K Likes 513 Comments 5.3K Shares

## EMAIL MESSAGES:

Dear Residents,

We are very happy to inform you that Midtown appears to have suffered very little damage from Hurricane Harvey. We have not yet been able to make a full assessment, but there is no major flooding nor structural damage to the property.

We urge residents to stay put until local authorities make additional announcements regarding the overall state of the city. Most of the power to the property is still out, and the city has not yet indicated it is safe to be out and about.

Our staff will be performing a full inspection of the property tomorrow and update you via text message, email, and social media. Once the inspection is complete and we give you a recommended return date, here are your next steps:

- Check with local authorities, news outlets and weather channels to see if your route back to Midtown is safe
- Verify that Midtown has running water and electricity via our social media, email, and text alerts
- Upon arrival, inspect your unit and submit any damages to our office via your resident portal
- We encourage you to dispose of all perishable food from your refrigerator as it may have spoiled and could damage the appliance (Please let us know if you would like us to do this for you)