

Disaster Response Checklist:

Your Guide to Navigating the Unexpected with Confidence

When your facility is impacted by a large-scale loss, taking quick and organized action is critical. This checklist helps you prioritize safety, compliance, tenant communication, and customer service.

1. Ensure Safety First

- **Assess the Scene:** Do a visual inspection for hazards such as fire damage, flooding, structural instability, or exposed electrical wires.
- **Restrict Access:** Close off unsafe areas to tenants and employees. Post clear signage and communicate access restrictions.
- **Contact Emergency Services:** Notify local authorities or emergency responders if there are immediate dangers.

2. Alert Your Insurance Provider

- **Notify Xercor Immediately:** Initiate your large loss claim and gain guidance on next steps.
- **Document the Damage:** Take photos or videos of all affected areas before making any repairs or clean-up efforts.
- **Compile a List of Damaged Units:** Include details to facilitate claim assessments.

3. Communicate Clearly with Tenants

- **Send Initial Notifications:** Inform tenants about the incident, outline safety precautions, and provide updates on access restrictions.
- **Establish a Central Communication Hub:** Use email, SMS, or your facility's management software to share consistent updates.
- **Be Empathetic:** Acknowledge the impact on their belongings and assure them of your commitment to supporting recovery efforts.

Pro Tip:

A calm, organized approach builds tenant trust and supports faster recovery. Rely on Xercor's expertise for guidance every step of the way.

4. Work with Authorities and Vendors

- **Meet Regulatory Requirements:** Notify local authorities or agencies as needed to comply with safety and operational guidelines.
- **Engage Restoration Experts:** Begin clean-up and repairs only after receiving clearance from your insurance provider and authorities.

5. Offer On-Site Claims Support

- **Coordinate with Tenant Insurance Representatives:** Arrange on-site meetings for tenants to file claims and receive settlements quickly.
- **Provide a Safe and Comfortable Space:** Set up a designated area for tenant interactions to foster a professional and reassuring environment.

6. Plan for Recovery

- **Review Risk Mitigation Plans:** Work with your tenant insurance partner to evaluate current strategies and implement improvements.
- **Reassess Communication Protocols:** Identify lessons learned to improve tenant messaging for future emergencies.

