HUD Multifamily Housing

Regional Team
- Regional Leadership establishes team members

Multifamily Disaster Team
- Permanent Team (June 2022)
  - 2 (Disaster) Construction Analysts
  - 4 (Disaster) Account Executives
  - Team Leader

- National Team (Headquarters)
  - Jennifer Larson, Director of the Office of Asset Management is also currently the Acting Director, Multifamily Asset and Counterparty Oversight Division

- Coordination with Regional Leadership

Multifamily Disaster Team

Gerald "Jerry" Durand, Disaster Construction Analyst (Texas)

Howard Roberts, III, Disaster Construction Analyst (Tennessee)

Lisa Barnard, Disaster Senior Account Executive (Arizona)

Nicole Salazar, Disaster Account Executive (Iowa)

Shanrita Wakefield, Disaster Senior Account Executive (Massachusetts)

Marilyn Yazzie, Disaster Senior Account Executive (Arizona)

Jalon Carter, Disaster Team Leader (Alabama)

Emergency Preparedness – Disaster Management Phases

- There are four phases for disaster management
  - **Preparedness** - a continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action. These elements are the cornerstones of preparedness and focus on readiness to respond to all-hazards incidents and emergencies.
  - **Response** - the management of resources including personnel, equipment, and supplies and utilize the Incident Command System in an all-hazards approach. The response phase is a reaction to the occurrence of a catastrophic disaster.
  - **Recovery** - activities that continue beyond the emergency period and focus on restoring critical functions to stabilize operations and increase capacity to continue to serve their community after a disaster. The goal of the recovery phase is to bring the affected area back to some degree of normalcy as soon as possible.
  - **Mitigation** - the effort to reduce loss of life and property by developing structural and non-structural measures that will mitigate the effects of a disaster.
- Focus on Preparedness, Response and Recovery

Who has a property that has been impacted by a disaster?

Disaster and Emergency Events

Disaster
- [FEMA Declaration](#)
  - Major Disaster Declaration (MDD)/Presidential Declared Disaster (PDD)
    - Public Assistance
    - Individual Assistance
  - Emergency Declaration
  - Fire Management Assistance Declaration
- Emergency Events
  - Regional Director with Headquarters approval determines that an emergency exists and the policies/procedures for a disaster will provide guidance

Who has an emergency response plan?

Emergency Response Plan

- A document that lays out the series of steps your organization will take during a critical event, to ensure safety and minimize the impact on critical operations.

Elements of an Emergency Response Plan

- Identification of Emergency
- Procedures for Dealing with an Emergency
- Listing of Critical business operations and prioritization of essential function
- Directory of local partners and contact information
- Listing of operational and financial records including storage locations
- Protocol for resident evacuation
- Protocol for resident communications and tracking
- Utility Plan
- Temporary housing options
- Guidelines for assessing damages
- Predeveloped checklists/logs
- Clearly defined roles for team members
- Local Emergency Contacts

Emergency Preparedness – Planning

- Plan for things not working for several days…

- The electricity is out
- Telephones/cell phones aren't working
- The elevator isn't working
- Transportation is limited and roads are hazardous
- Purchase generators for essential systems
- Establish a staffing plan for post-event activities
- Have the appropriate trained and certified staff on hand to address issues
- Establish relationships/partnerships with community groups and other organizations that provide services – water, food, medicine, transportation, etc.

Developing the Emergency Response Plan

- Identification of Emergency
  - Hurricane
  - Tornado
  - Pandemic
- Procedures for Dealing with an Emergency
  - Loss of Utilities
  - Evacuation
  - Shelter in Place
  - Generator(s)

- Local Partners
  - Emergency Management
  - Fire Marshal
  - Law Enforcement
  - Non-government Organizations (NGOs)
- Protocol for Resident Communications
  - Phone number
  - Email
  - Emergency contacts
  - Personal plan

Emergency Preparedness – Communication

- **Communication is Key!**
  - Conduct Preparedness Training
    - Regularly scheduled Seminars and Workshops – repetition of importance to be prepared
  - Disseminate Preparedness Information
    - Handouts – very focused, topic specific, visual and regularly communicated
  - Encourage resident participation in Drills/Evacuation Plan
    - Increase resident awareness and knowledge
    - Increase building management awareness of potential issues
  - Develop and distribute easy to follow check-lists
    - Help residents identify necessities for shelter in place
    - Help develop appropriate "go-bag" list for residents
  - Engage Residents in the Preparedness Process
    - Establish floor leaders/captains – communication and wellness checks

Gain Understanding of Resident Needs

- Emergency Contact Information
- Health Concerns, including mental health
- Health Provider Information
- Nutritional needs
  - Diabetes
  - Specific diets
- Mobility Issues
- Medications
  - Refrigeration Required?
  - Pharmacy Contact
- Medical Equipment Needs
  - Wheelchair, walker, oxygen, etc.
  - Is electrical power required?
- Pets or service animal accommodations

Emergency Preparedness – Shelter-in-Place vs. Evacuation

- **Shelter In Place**
- Use of Community/Common Space
  - Information Updates
  - Provide Safety Information
  - Companionship
  - Communal Meals
  - Wellness checks
- Ensure property will accommodate resident needs for up to 3 days

Evacuation

Determine Transportation Needs

◦ How many to transport and what type of transportation is needed?

◦ Distance of shelters from resident's home

◦ Overcoming resident's fear of leaving their home

◦ Keep log of displaced residents and location

Miscellaneous Items

- Stay informed
  - Register for community warnings
  - Media
  - Weather Radio
  - Electronic Alerts
- Know your community's evacuation plans and find several ways to leave the area
  - Personal vehicle
  - Shared transportation
- Sheltering
  - Friends and family
  - Red Cross (mobile app for locating shelters)
  - Drop, cover, and hold
  - Identify "safe place"

- Prepare home
  - Anchor top heavy furniture
  - Don't place heavy wall items over furniture such as beds or couches
  - Remain stationary
- Plan for pets and any needs they may have
- Emergency Kit on hand
  - 5 Ps of Evacuation
    - People, Prescriptions, Papers, Personal Needs & Priceless Items
- Important Documents
  - Fireproof safe/box
  - Password protect electronic documents
- Communicate preparations
  - Family
  - Friends
  - Neighbors
  - Colleagues

Local Ordinances

- **New Orleans OKs new disaster-related rules for independent living apartments**
    - https://www.nola.com/news/politics/new-orleans-oks-new-disaster-related-rules-for-independent-living-apartments/article_21a685b6-32c7-11ec-9d3a-2bf4e2a6ad27.html
- **Two years after Ida, many senior living sites aren't complying with new disaster planning rules**
    - https://www.nola.com/news/hurricane/new-orleans-senior-housing-arent-following-post-ida-rules/article_12b84928-ffc5-11ed-8495-e7bc7f2a03e5.html

Emergency Preparedness – Resources

- Department of Homeland Security – Ready.gov
  - Wildfires
  - Earthquakes
- Department of Health and Human Services –Preparedness Planning
- Enterprise Community Partners, Inc. – Disaster Tool Kit
- Federal Emergency Management Agency –Individual and Community Preparedness –
- FEMA - Continuity Plan Template and Instructions for Non-Federal Entities and Community Based Organizations
- Pet Preparedness – ASPCA
- National Multifamily Housing Council (2014)
- Multifamily Insiders – Plans for Property Management
- The Red Guide to Recovery

Emergency Preparedness – Wildfires – Informational links/documents

- **Wildfire Safety Social Media Toolkit** (link)
- **Wildfire Information Sheet (PDF)**
- **Fires Current Conditions** (link)
- **When the fire starts** (video)
- **United States Fire Administration** (link)
- **Smokey Bear (link)**
- **American Red Cross** (link)

- **NFPA's Firewise USA** (link)
- **Fire Adapted Community** (link)
- **Wildfire Playbook** (PDF)
- **Flood After Fire: The Increased Risk** (PDF)
- **Answers to Questions about Flood Insurance** (PDF)
- **Understanding Mudflow and the NFIP** (PDF)

Emergency Preparedness – Earthquakes – Informational links/documents

- **Earthquake Safety Checklist (PDF)**
- **How to Prepare for an Earthquake** (PDF)
- **When the Earth Shakes** (Video)
- **U.S. Geological Survey Earthquake Hazards Program** (link)
- **American Red Cross** (link)
- **Earthquake Country Alliance** (link) Includes recommendations for people who use wheelchairs, walkers, or are unable to drop to the ground and get up again without assistance.

Policy & Guidance

[Multifamily Emergency/Disaster Guidance](#)

Handbook 4350.1 - Chapter 38

[Multifamily Housing Guidance for Disaster Recovery:](#)
https://www.hud.gov/program_offices/housing/mfh/disasterguide

Revisions/Updates in process

Who has read Chapter 38?

Guidance Headlines

- Emergency Response Plan
- Pre-Event Notification
- [Self Report](#)
- Outreach/ Technical Assistance
- Onsite Assessment/Technical Assistance
- Recovery Strategy/Plan
- Servicing during a disaster
- Follow-Up/Monitoring
- Close-Out/Return to Normal Operations

- Displacement
  - Notice
  - Right to Return
  - Verification/Validation
- Communication
  - Method, Frequency, Who
- REAC Inspections
- MORs
- [Potential Resources](#)

RESPONSE AND RECOVERY - EXPECT THE UNEXPECTED

Disaster Response and Recovery
MFH Handbook Guidance - Disaster Phases

- Assessment

- Preliminary
  - Telephone/Electronic owner outreach
  - Preliminary Assessment (Appendix -A3)
  - Synopsis of Damage
  - Assign Initial Damage Code
  - Assess Displacement
  - Utility Status
  - Collect Initial Vacancy Information
- Onsite Assessment
  - Onsite/Final Assessment (Appendix -A5)
  - Re-evaluate Damage Code
  - Verify Displacement
  - Verify Utility Status

- Recovery

- Restoration Plan
  - Strategy
  - Contractor and Contracts
  - Sources/Uses
  - Detail Repair Listing
    - Tracking
  - Resident Tracking
- Restoration Progress
  - Lender Inspections
  - Local/Municipality Inspections/Permits
  - HUD Staff
  - Owner Certification
  - Photos
  - Tenant Notice (Right to Return)

How many of you have received an event notification from the MFDT?

HUD Event Notification

- Electronic Notification
  - Pre-Event
  - Post Event
- Owner/Agent contact in iREMS
- [Potential Resource/Vacancy Data Collection](#)
  - Specified period
  - Open form

- [Online Initial Damage Assessment](#)
  - Damage Level
    - **No Damage**
    - Minor Damage
    - Moderate Damage
    - Severe Damage
  - Utility Status
  - Displacement
  - Contact Person
- Preliminary Damage Assessment – (A3) Self Report

Disaster Response and Recovery Online Reporting-Damage Codes

- No Damage

- Low - Damage is primarily to the grounds, property/building(s) exterior and/or accessory buildings. There is no interior property/building(s) damage and no impact to the units and/or habitability.

- Moderate - Damage to the grounds, property/building(s) exterior and/or accessory buildings. Damage to the interior of the property/buildings(s) that does not impact the units and/or habitability. Building systems are not impacted/damaged.

- Severe - Damage to the exterior, interior and/or accessory buildings. Damage to the interior of the building(s) impacts the units and/or habitability and/or building systems are damaged/impacted.

No damage

- Report of no damage is required as it allows team members to focus outreach and technical assistance for those that sustained damage, displacement or are without utilities. We must have assessment information on all properties for leadership reporting.

Disaster Response and Recovery – Preliminary/Initial Assessment

- Data Collection
  - Property/Unit Damage
  - Resident Displacement
    - Tracking
  - Vacancy Collection
    - How many? Unit size?
  - Property Security
  - Document Security
- Online Form
- Preliminary Disaster Assessment – (A3)
- Vacancy Utilization/Displacement Resident Report (A4)
- FEMA Registration

Occupancy Preference

- Section 221(d) 3, Section 221(d) 4 and Section 236 AND 223 (a)(7) of Section 221(d)3, Section 221(d)(4) and a Decoupled Section 236 have a STATUTORY preference to provide priority to vacant unit(s) and waiting list.
  - Regulatory Agreement
  - Market/Current rent
    - Not PBRA/Subsidy
  - Not geographical
  - No change to screening criteria
- PBRA/Subsidy
  - Owner adopted preference to provide preference to persons/households displaced as a result of a PDD/Major Disaster.

Outreach and Technical Assistance

Self reported non-working utilities, displacement and/or damage, someone will reach out to you for additional information and to provide technical assistance.

No report received.

Disaster Response and Recovery - Onsite/Final Assessment

- Technical Assistance
- Property/Unit Damage
- Resident Displacement
  - Tracking
- Property Security
- Document Security
- Utility Status

Raise your hand if you have experienced resident displacement from a disaster

Disaster Response and Recovery - Resident Displacement

FEMA Registration

Displacement Notice – HUD approval

- Communication
- Personal property
- Lease suspension

Termination of Assistance in TRACS

Resident Tracking Log

FEMA Data Match

Submission of $0 Voucher(s) if full displacement

60-Day Right to Return Notice

Initial Certification

Disaster Response and Recovery - Communication

- Owner
  - Residents
    - Displacement Letter
    - Restoration Status
    - Right of Return
      - 60 Day Notice of Expected Completion Date
      - 30 Day Notice of Forfeiture
      - 60 Days for Re-Occupancy or longer
      - Alternative Units
      - Over –Under Housed

- Residents
  - Owner
    - Temporary Housing Location
    - Contact information
    - Right of Return
      - 30 Response to Notice
      - Fails to Return

Disaster Response and Recovery - Recovery Plan

- Contact Information
- Summary and Impact Analysis
- Strategy
- Contractor Information
  - Experience
  - Bids
  - Licensing/bonding
- Estimated Completion Dates
  - Major systems
  - All damage

- Resident Relocation/Return/Tracking
- Financial
  - Escrows
  - Loans
  - Insurance
  - Revised Reserve Analysis
- Shortfall
- Resiliency
- Accessibility
- Environmental

Follow-up/Monitoring Site Visits

Disaster Response and Recovery - Relief Options

- FEMA Eligibility
- Waivers
- PDD Preference
- Multiple Occupants in a Unit
  - Disaster Guest Lease Addendum
  - Disaster Guest Questionnaire
- Leases and Rents
- Use of Community Space
- Resident Files & Recertification

- Other Relief
  - REAC Inspections
  - Management and Occupancy Reviews (MORs)
  - FASS
  - Occupancy Requirements
  - Vacant Units
  - Evictions
  - Escrows
  - Forbearance

Disaster Response and Recovery - PBRA Servicing

- **Project Based Rental Assistance (PRBA)**
  - Contract Suspension
    - Terminate Assistance (Disaster)
    - Initial Certification
  - Tenant Hold Over
  - Pass Through
  - Units Occupied by Ineligible Residents
  - Transferring Contracts
  - Opt-Outs

Disaster Response and Recovery – Pass-Through

Owner/Agent
- Assistance
  - Terminate Assistance (Disaster)
  - Initial Certification
- Lease Terms/Addendum
- Occupant
- Inspection
- Lessor of Rent
  - New Unit
  - Current Unit

- Tenant Rent
- Moving Expenses
- Right to Return
- Recertification
- Contact/Location Information

Behind the Scenes

- Working with FEMA and State on
    - Emergency Response
        - Properties reporting displacement
        - Individual resident displacement verification
        - Estimated length of displacement
        - Displacement Notices
    - Recovery Response
        - Damaged properties estimated completion date
        - Ongoing resident displacement validation
        - Right to Return Notices

MF_DISASTER_TEAM @HUD.GOV

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CONTACT INFORMATION

THANK YOU
for coming!