

Markland

Hurricane Irma / Emergency Management

During any emergency situation or storm event, the top priority of Markland's management team is to take all reasonable measures to protect the safety and welfare of our employees and their families and the residents and guests of Markland.

In preparation of the impact Markland may receive from Hurricane Irma, the Markland management team has prepared in the following ways:

We have implemented a toll-free pre-recorded message residents are able to call to stay informed on specific Markland-related emergency management updates. The number is (888) 295-7306 and is located in Wisconsin, far enough away to not be affected. The recorded message will be updated periodically with useful storm-related information. Although it does allow a caller to leave a message, we ask that no urgent, property related messages be left. This number is not a replacement for 9-1-1, its main purpose is for one-way communication from the Markland management team to Markland community and residents. We highly recommend our residents to rely on the St. Johns County Office of Emergency Management (www.sjcemergencymanagement.org; (904) 824-5550 for updates on Hurricane Irma.

We have contacted the St. Johns County Utility Department requesting they closely monitor sewer lift stations within Markland in the event of a power outage. Although maintenance of the lift stations is the responsibility of St. Johns County Utility Department, the Markland team is proactively monitoring the situation.

In addition, we requested Allied Barton Security Services to maintain staffing for the Markland controlled access gatehouse, as long as they can be safely manned. If staffing must be suspended, Allied Barton Security Services will resume staffing the controlled access gatehouse after the storm event as soon as it is safe for their staff to travel to the community. In the event of an extended power outage, we have requested that Allied Barton Security Services make additional staff available as may be required.

The **Pre-Tropical Storm/Hurricane** actions taken by the Markland management team include, but are not limited to:

- Communicate to homebuilders to secure job sites including building materials, equipment and erosion control measures;
- Communicate with residents to inform of planned closures of community facilities and to encourage residents to develop their own plans for dealing with the situation;
- Secure common area equipment and amenities (parks / ponds / landscaping / storm water facilities);
- Secure centralized amenities (The Manor House, Pool Deck & Tennis Center) on Thursday afternoon; and
- Discharge employees from the Property allowing a reasonable period of time for them to secure personal belongings and implement their own storm preparation plans.

In the **Post-Tropical Storm/Hurricane** period, all Markland managers and critical staff will focus efforts as follows:

- Communicate with all employees to assess their personal safety and well-being;
- Clear the roads of debris for 9-1-1 emergency vehicles and residents to safely traverse the property;
- Assess damage to community infrastructure and communicate any outages to the appropriate providers;
- Assess damage to community facilities and common areas (Pool Deck, Parks, Tennis Facility, downed trees in parks, along pathways, downed street signs throughout the roadways etc.) and begin repairs; and
- Communicate available information to residents, vendors, builders, etc.

Preparation for this type of event is taken very seriously in an effort to minimize damage, promote safety and reopen facilities as soon as possible. The current scheduled closures in anticipation of Hurricane Irma include:

- Property Management Operations: Call (904) 436-6270 for more information.
- Markland Pool and Manor House Operations: (61 Clarissa Lane) **Removal of outdoor furniture will begin Thursday in preparation of the storm. The pool and pool deck will be closed on Thursday until further notice. At this time, the Manor House is scheduled to be open until 5:00 pm on Saturday** (schedule subject to change). Call (904) 436-6270 for more information.

FREQUENTLY ASKED QUESTIONS

1. Who do I call to report utility outages?

The following are the outage numbers to the respective utility / service providers:

- FP&L: (800) 468-8243
- Comcast: (877) 658-8753
- TECO Gas: (877) 832-6747
- AT&T: (800) 216-5688
- Seaboard Waste Systems: (904) 825-0991
- St. Johns County Utilities (Water/Sewage Lift Stations): (904) 824-2942

2. During an emergency situation, when and how do we communicate with the Markland team?

In such an event, we request that homeowners and property owners first communicate directly with utility providers, service providers and County emergency services regarding their respective areas of expertise. We have implemented an off-site call-in phone number (888) 295-7306 with a voicemail message that will remain active if electric service to Markland is disrupted. The service will allow the Markland team to disseminate information to Markland residents via prerecorded messages that we will be able to update as required.

3. In future storm events, will the Markland team advise me of when to evacuate?

The Markland team will not make a decision on when to evacuate. Evacuation authority falls under the jurisdiction of St. Johns County. A great source for evacuation information is the

St. Johns County Department of Emergency Management
(www.sjcemergencymanagement.org); (904) 824-5550.

4. Can I go to the either of the Manor House if I have to evacuate or for emergency assistance during a storm event?

The Manor House is not a County-designated evacuation shelters and will not be open during major storm events. A list shelters can be found on the St. Johns County Department of Emergency Management website www.sjcemergencymanagement.org or by calling (904) 824-5550.

5. Will Markland security (Allied Barton Security Services) protect my property if I evacuate or during a storm event and what are the procedures for manning the gatehouses?

The St. Johns County Sheriff's Office (SJSO) has law enforcement jurisdiction over Markland. The security contractor that staffs the controlled access gatehouse does not provide protection of private residences. Should an evacuation order for Markland be called by the County, the SJSO will still have law enforcement jurisdiction over Markland. In addition, the Governor of the State of Florida has the authority to call up the Florida National Guard to help with post-storm access and security functions.

During a major storm event or under an evacuation order, the gatehouse will not be manned due to safety concerns for the security contractor's staff. Once safe access to and occupation of the gatehouse is established, normal operating hours will resume. In the event of an extended power outage as recently experienced, the Markland team will attempt to increase the frequency of roving patrols subject to availability of our contractor's staff.

6. When is the Markland team going to restore electric service to the community?

The Markland team is neither the electric service provider for the community nor do we directly operate any of the utilities located within Markland. The utilities are operated by the parties listed above in Question #1. When a utility outage occurs, the Markland team notifies the appropriate service provider as soon as possible to report the outage.

With certain providers, we do have some contacts that are responsible for the upfront installation of such utilities but not necessarily direct the operations or repair crews for such facilities. Please understand that our relationship with Florida Power and Light and the other utility providers is one of a customer, similar to each resident within the community and although we may request it, we reasonably do not expect to receive any preferred treatment under such emergency conditions.

7. Who is responsible for the removal of downed trees from roadways and common areas?

Maintenance of common areas within Markland is the responsibility of the Southaven Community Development District ("the District"). The first priority for The District crews is the clearing of roadways throughout Markland to facilitate vehicular access to all individual properties. Once roadways are clear, the District crews proceed to gradually clear parks, trails and other common property. The District will generally clear downed trees back to the edge

of the existing tree line. Downed trees that are located within wooded areas will generally be left as is and will not be removed.

8. Who is responsible for the removal of downed trees on my property and associated repairs to my home or fence?

Individual property owners are responsible for the removal of trees, limbs and other storm debris from their property regardless of where the tree originated. Individual property owners are also responsible for any repairs to their personal property (home, fencing, cars, etc.). We recommend that property owners contact their insurance carriers regarding such issues for further guidance. The St. Augustine and Jacksonville yellow pages have several listings of reputable and qualified tree removal services.

Adjacent property owners, including the Southaven Community Development District and the developer, are not responsible for any private property damage regardless of where the tree was located prior to the storm event.

9. Can I remove standing trees from my property and what is the process to do so?

In accordance with the Covenants and Restrictions recorded against all property within Markland, a resident must request approval from the Markland Property Owners Association (“POA”) prior to the removal of any landscape material including existing trees and vegetation. The Covenants and Restrictions are in place to ensure that all properties are maintained in a consistent manner for the mutual benefit of all property owners.

In addition, conservation easements in favor of the Department of Environmental Protection, St. Johns County and other public agencies are recorded against a significant portion of the property within Markland, including in limited situations, portions of individual lots. The unauthorized removal of vegetation from a conservation easement may subject those involved to substantial fines and criminal prosecution. The POA review process assists property owners in avoiding the inadvertent removal of protected vegetation and the ensuing possibility of criminal prosecution and/or fines.

10. Who do I contact if I am concerned that a tree or trees from common property may fall and damage my personal property?

Please contact Kevin Jund at the POA office (904) 810-0500 with such concerns. Each case will need to be reviewed in the field to assess the legal ability of the District to remove the tree(s). If the tree(s) are located within a conservation easement, it is illegal to remove any vegetation unless the vegetation is dead or diseased. If the removal is deemed to be permissible under the conservation easement, the District will contract with a tree removal service to remove the tree(s).

11. Who do I contact if I am concerned that a tree or trees from an adjacent lot may fall and damage my personal property?

If the lot is owned by an individual known to you, please contact the individual and your respective insurance carriers to discuss the possibility of and responsibility for removal. If the owner of the lot is unknown to you, please contact the Markland POA office (904) 810-0500 and we can assist you in determining whether the lot is owned by an individual, a

builder or the developer. Please remember that any vegetation removal must be approved by the POA.

12. Who is responsible for the pick up of my yard debris?

St. Johns County is responsible for the removal of yard debris. They have contracted with Seaboard Waste Systems at (904) 825-0991 to provide this service to residents of Markland and other sections of the County. Please contact Seaboard directly to obtain more information regarding pick up schedules. Also, once Seaboard has removed the yard debris, please remember to sweep up any small remaining debris.

13. Why will the pool at the Manor House possibly not open immediately after power is resorted?

The Florida Department of Health, which regulates swimming pool use, mandates that a pool that has not been circulating the water for filtration for a substantial period of time, must be “shocked” with chlorine and filtered via circulation for 24 hours prior to use.