



**GNO Property
Management, LLC**

News... You Can Use

Volume 1 / Issue 2

June / July / August 2015



President's Message

Dear GNO Customers:

We understand just hearing the words "Hurricane Season" raises your blood pressure, but we hope it also raises the topic of preparedness with family, friends and neighbors. As a management company, Hurricane Season means it is time to put together pre-storm and post-storm plans and develop a system to efficiently secure your community for the worst case scenario. "Hope is not a contingency plan." This is a saying that I have heard often at disaster planning seminars and emergency response training classes. It is proven that implementing the proper contingency plan before an event greatly improves our chances for a positive aftermath.

Over the past three years, my management team has developed a hurricane plan specific to your community. We have assigned our preferred vendors to work directly with us within specific properties to secure community property before the storm and to return it to its original condition after the storm has passed. Our goal is to allow our customers to focus on their own property and families while we take care of your community assets.

To help you prepare for the 2015 Hurricane Season, we are hosting a **Hurricane Preparation Expo** Saturday, June 6th from 9:00 a.m. until 1:00 p.m. at the Fontainebleau High School Gymnasium on Hwy 59 in Mandeville. The American Red Cross, Inside Northside/New Orleans Magazine, and St. Tammany Parish Government will lend their support and resources to this inaugural event.

At the Expo, you will meet community first responders; businesses available to help you secure, clean and repair your property in the event of a storm; insurance experts to explain coverage and the claims process; and disaster contingency planners to share what we should do in the event of an evacuation. The Red Cross will host a children's activity. While preparing your contingency plan, consult the guideline on our website, www.gnoproperty.com. We hope to see you at the Expo!

Robert Phillips—President GNO Property Management

Our GNO Properties:

Abita Lakes	Maple Ridge
Arabella	Marigny Trace
Bayou Villas	Mills Row
Belair	Monterey
CedarPark Village	Myrtle Grove
Chateau deMugnier	Nashville Place
Chinchuba Creek	Natchez Trace
Country Cottage Estates	Oak Crest Harbour
	Orange Street
Court Villas IV	Penn Mill Lakes
Courtyard on Washington	Penn's Chapel Place
Deerfield	Pine Creek Acres
Delsol	Pontchartrain Caye
DeSoto	Quail Creek
Dundee Duplexes	Riverwood Estates
Emerald Oaks	Rosedown
Fifth Street	Savannahs
Fontainebleau	Scarlet Oaks
Fox Run	St James Place No 1
Gaslight	St. Charles Garden
Hunters Glen	Tchefuncte Trace
Jackson Dupre	Terra Bella
Lake Ramsey	The Fountains
Lake Villa I	The Reserve
Lakewood Estates	The Village II
LaSalle School	The Walle
Leblanc Quarters	The Woodlands
Lexington Place	Willowbend
Madison Trace	Woodcrest
Madison Villas	Woodstone
Mandeville River Oaks	

HURRICANE PREPARATION GUIDE AND CHECKLIST

Use this checklist as you prepare your Disaster Kit

DECIDE AS A FAMILY IF YOU WILL EVACUATE OR RIDE OUT THE STORM

- ☐ Are you in a storm surge or flood zone?
- ☐ Is your home structurally capable of withstanding hurricane force winds?
- ☐ Do the openings in your home, such as the windows, sliding glass doors, and jalousie doors, have shutters to keep the powerful winds and rain out?
- ☐ Do any of your family members have special medical needs that will require help you cannot provide?
- ☐ Is your home capable of providing a "livable" environment after the storm when all utilities are lost?
- ☐ Do you have a generator and adequate fuel? It can be dangerous to store gasoline in a garage.

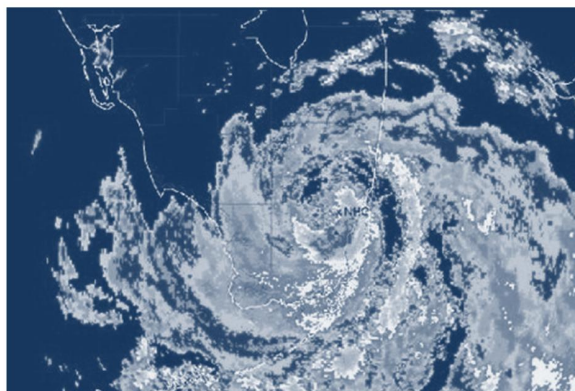
IF YOU ARE GOING TO EVACUATE

- ☐ Where will you go?
- ☐ Will you be using a local shelter?
- ☐ Where is the shelter located?
- ☐ What route will you drive to get there?
- ☐ How long will it take to pick up everyone?
- ☐ What will you need to bring with you? Think 3-days.
- ☐ How will you care for your pets?
- ☐ What property security needs to be done?
- ☐ Will you need to notify other family members where you will be?
- ☐ How will you communicate?

YOU MAY NEED THE FOLLOWING SUPPLIES WHETHER YOU STAY OR LEAVE YOUR HOME

- ☐ Flashlight with plenty of extra batteries
- ☐ Battery-powered radio with extra batteries
- ☐ First aid kit (bandages, aspirin, disinfectant swabs)
- ☐ Prescription medications (at least a 2 weeks supply) in their original bottle, plus copies of the prescriptions.
- ☐ Eyeglasses (with a copy of the prescription) or contacts and contact solution
- ☐ Water (at least one gallon per person per day is recommended; more is better); remember to fill all tubs (make sure stopper doesn't leak or use a water bladder) and do not forget your water heaters hold fresh water.
- ☐ Foods that do not require refrigeration or cooking
- ☐ Coolers for food storage
- ☐ Items that infants and elderly household members may require
- ☐ Medical equipment and devices, such as dentures, crutches, prostheses, etc.
- ☐ Change of clothes for each household member
- ☐ Sleeping bag or bedroll and pillow for each household member
- ☐ Checkbook, cash in large and small bills and credit cards.
- ☐ Make sure you have a current Louisiana map if you have to evacuate
- ☐ Cell phone charger and car charger if you have one
- ☐ Charge your laptop computer batteries
- ☐ Digital camera for before/after pictures of property

- ☐ Books, games, toys for children
- ☐ Disposable plates and utensils
- ☐ Manual can opener
- ☐ Scissors
- ☐ Toilet Paper
- ☐ Insect repellent, sunscreen
- ☐ Air mattress / air pump
- ☐ Powdered milk or evaporated milk
- ☐ Canned meats/fish
- ☐ Canned fruits and vegetables
- ☐ Jello and pudding cups
- ☐ Canned soups
- ☐ Dry fruit and nuts
- ☐ Cereal
- ☐ Crackers
- ☐ Instant coffee/tea
- ☐ Instant noodles



IMPORTANT PAPERS TO HAVE HANDY

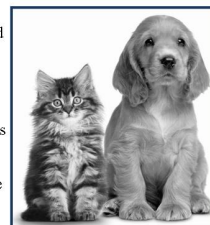
- ☐ Driver's license or personal identification
- ☐ Social Security card
- ☐ Proof of residence (deed or lease)
- ☐ Insurance policies/numbers (many insurance companies will give a cash advance for disaster assistance)
- ☐ Birth and marriage certificates
- ☐ Stocks, bonds, and other negotiable certificates
- ☐ Wills, deeds, and other legal documents. Make sure all documents are in a waterproof bag.

PROTECT YOUR HOME

- Trim trees to minimize potential damage. Vehicles left out in the open are often overturned by high winds. If you do not have a garage or carport, look for a protected parking spot on the leeward side of the house, away from the full force of the wind.
- Secure loose items outside, such as lawn furniture, grills, toys, yard equipment, by bringing them inside before a storm. When picked up by high winds, these items can become deadly missiles.
- If you leave, shut off electricity at the main fuse or breaker, and turn off water at the main valve.
- Leave natural gas on, unless local officials advise otherwise, because you will need it for heating and cooking when you return. If you turn gas off, a licensed professional is required to turn it back on. It may take weeks for a professional to respond.
- Turn off propane gas service. Propane tanks often become dislodged in disasters.
- If flooding is expected, consider using sand bags to keep water away from your home. It takes two people one hour to fill and place 100 sandbags to build a one foot high and 20 feet long wall. Make sure you have enough sand, burlap or plastic bags, shovels, strong helpers, and time to place them properly.
- Use shutters that are rated to provide protection from windblown debris, or fit plywood coverings over all windows. Tape does not prevent windows from breaking and is not recommended.
- Move television sets, computers, stereo and electronic equipment, and easily moveable appliances like microwave ovens to safer areas of your home away from windows. Wrap them in sheets, blankets, burlap or plastic.
- Compile a visual or written record of your household possessions. Record model and serial numbers. This list could help you prove the value of what you owned if those possessions are damaged or destroyed, and can assist you to claim deductions on taxes. Include expensive items such as sofas, chairs, tables, beds, chests, wall units, and any other furniture too heavy to move. Store a copy of the record away from home, such as in a safe deposit box.
- Fully fuel all vehicles before the storm hits and visit the ATM or bank before they close. Banks will close for days after a severe storm and gas stations may only accept cash during the aftermath. Keep a photo I.D. that shows your home address. This is important for reentry into your neighborhood if the police or National Guard restrict movement.
 - Charge your cell phone and any spare cell phone batteries ahead of time. Remember text messaging will work even when a cellular phone call is not possible.
- Get a tetanus booster in case you step on a nail or cut yourself in the aftermath.
- Back-up your computer. Put any valuable information, such as insurance policy numbers, contacts, and bank account numbers on a portable flash drive.
- Please note that many evacuation shelters will not permit firearms, pets or alcohol.
- Carry pictures of your family and pets with you. Such pictures will be invaluable if you have to ask for help in locating loved ones.
- Designate someone outside of your area code to act as an information contact point for concerned friends and relatives. Parents are good choices if they live outside the hurricane zone.



- Designate an emergency meeting location in case family members get separated during the hurricane. Have an out-of-state contact so everyone will have someone to call and convey where each family member or friend is. Let your neighbors know if you are leaving and give them a contact number to reach you.
- Identify hotels that allow pets before you evacuate.
- Before the storm. Make sure your pets are current on their vaccinations. Have a current photograph of your pet. Remember your pet carrier.
- During the storm. Animals brought to a pet shelter are required to have: proper identification, collar and Rabies tags and proper identification on all belongings. Include an ample supply of food, water and food bowls. Include any medications and specific care instructions.
- Have phone numbers for local police, hospital and fire stations handy in the event you need to contact them.



Source: Jim LeBlanc, Contingency Planning Consultants

Reaching Others When Disasters Strike

The first thing many of us do during or immediately following a natural disaster is to call family and friends. Unfortunately, in the minutes and hours after a disaster, overloaded cell phone networks can make it difficult—if not impossible—to reach others. While there is no guarantee, the following tips can increase your chances of getting through when it matters most.

- Keep a corded phone in your home if you have a land line. It will work even if you lose power.
- Keep a list of emergency phone numbers in your cell phone and near your home phone.
- Prepare a family contact sheet with at least one out-of-town person who can serve as your family's emergency contact. Often it's easier to make long distance rather than local calls during an emergency.
- Have charged batteries and car phone chargers for back-up power.
- Subscribe to text alert services from local or state governments and schools to receive emergency alerts.
- Use text messaging, e-mail or social networks such as Facebook, Twitter and Linked In instead of making calls on your cell phone. Texts and e-mails are less likely to experience network congestion. You can use social media to let family and friends know you're okay.
- Keep phone calls brief to avoid tying up voice networks.
- Conserve your cell phone battery by reducing screen brightness and closing apps you are not using.
- Limit streaming videos, downloading music or playing video games on cell phones after a disaster to help emergency calls get through to 911.
- Call 911 only if you have a life-threatening emergency.



Will you be ready
should a hurricane
strike this summer?

*Hope for the best,
Plan for the worst.*

Hurricane Preparedness Expo

Saturday, June 6, 2015
9am-1pm

Fontainebleau High School
100 Bulldog Drive • Mandeville



Gather information from vendors to help
you make your plan of action and recovery!

For more information contact
GNO Property Management
at 504-528-7028



Inside Northside



HURRICANE PREPAREDNESS EXPO

PARTICIPANTS

American Garage Door

Dugas Pest Control

Hawks Lawn Service

Lang's Electric, Inc.

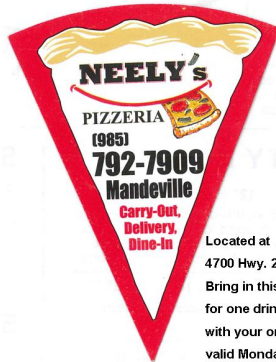
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Kids At Play

For many of our youngest residents summer means freedom to play outside. While we encourage kids to enjoy summer to the fullest, we also want everyone to stay safe. Here are a few guidelines to make sure the summer months go smoothly:

Whether they're playing at a park, swimming at a pool or riding their bikes around the neighborhood, it's important that kids understand what types of injuries could occur during these activities and how to avoid them. If an injury does occur, your kids need to know what actions to take—such as alerting a trusted adult or, in the case of a true emergency, calling 911.

Supervise your kids at the pool. It only takes a second for even good swimmers to find themselves in a dangerous situation, so it's vital that kids are supervised by someone who knows the signs of a distressed swimmer.

Slow down while driving through the neighborhood. With children out and about during the summer, you're more likely than ever to see a distracted kid chasing a ball or skateboarding. Slow down, be aware of what's going on around you, and be prepared to stop suddenly. Parents should remind kids to be aware of oncoming cars as well.

Remind older kids to check in with you when they're playing without adult supervision. Establish a rule such as checking in every few hours or whenever they change locations, and be firm about enforcing it. It might be helpful to have them set an alarm on their cell phone or watch. It's a great way for kids to gain independence and for you to know they're safe.

While the summer can present many hazards, there's no reason your kids can't come out of it unscathed (notwithstanding a few minor scrapes, bruises and bug bites, of course). Stay safe and enjoy this wonderful season.



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