

Corporate Policy

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Section:	Protective Services	14
Sub-Section:	Emergency Measures – General	7130
Title:	Emergency Assistance to Property Owners	2017-01

Related Policies

Number	Title

Approvals

Approval Date: September 19, 2017	Resolution #: <u>RC(CW)17/031 (CW17/117)</u>
Amended:	Resolution #:
Amended:	Resolution #:
Amended:	Resolution #:

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Emergency Assistance to Property Owners

Policy

The City recognizes that residents, during emergency or disaster situations, may need immediate assistance; therefore, the City will, with availability of staff and/or equipment, assist the property owner. The nature of the assistance to be provided is defined within this policy.

Definitions

For the purposes of this policy, emergency refers to circumstances affecting private property which are beyond the immediate capability of a property owner and where the City can offer some staff resources and/or equipment until the homeowner is able to manage the circumstances themselves. Efforts will be made to prevent further damage that may arise as a result of the emergency while the property owner waits for their insurer to attend and/or provide private resources.

Examples:

- a sudden flooding of a basement where the property owner does not possess a pump, but the City has a pump available for use;
- creek flooding or overflow which deposits debris and mud on a private property where the City has equipment in the vicinity or can arrange for immediate assistance with City crews and/or equipment; and
- a tree from a greenbelt or park which falls on private property where the City can dispatch crews to immediately ameliorate the circumstances to prevent further damage, i.e. from rain entering a hole in a building caused by the tree.

Procedures

1. This policy applies in emergency situations only.
2. The City's assistance is for the purpose of providing equipment and/or staff to bring the immediate situation under control and/or to prevent further damage from occurring and/or to assist the property owner mitigate or minimize further damage.
3. The City does not accept responsibility for the initial damage, nor for any further inadvertent damage occasioned in the process of providing the assistance.
4. Property owners will be required to sign the release form attached hereto as Schedule "A". Where the property owner is not available to sign the release, but an emergency situation exists which can be ameliorated by the City, the City may take necessary steps in conjunction with emergency personnel (Police and/or Fire).
5. Assistance is dependent upon availability of City crews and equipment. Assistance will be provided on a priority basis determined by the City crews at the time based on the circumstances.
6. Before interrupting their work, employees or Team Leaders must ensure they leave their work area safe and secure.
7. For a minor emergency requiring less than two person-hours of work, each employee and/or Team Leader may decide to act on his/her own and subsequently inform their Manager.
8. A record of each incident must be kept indicating date, start time, end time, description of actions taken and who was involved. A signed copy of the owner's waiver must be attached.

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9. Whether or not the City is able to assist, normal channels for reports of emergency situations will still be followed, i.e. report to Police and/or Fire as appropriate.
10. As is standard practice in situations of damage to private property, property owners will be advised of their responsibility concerning their property and to contact their private insurance company.
11. If the City requires the services of a contractor in order to assist with private property damage, with City may seek reimbursement of the costs through the private property owner's insurance company.

Monitoring/Authority

Delegated to Administration.

Schedule "A"

WITHOUT PREJUDICE

Dear Sir/Madam:

Re: _____

(Property Address)

In recognition of the problems encountered on _____, by reason of

the City of Port Moody is prepared, without prejudice and at your request, to assist you in the cleanup and removal of debris from your property, or other assistance as may be deemed reasonable and appropriate under the circumstances.

Your signature on this form does NOT in any way detract from your legal rights, such as they may be under the circumstances. It DOES give City workers, or its agents, permission to enter upon your private property and take such steps as are immediately necessary to provide assistance – without charge to you.

THE CITY OF PORT MOODY

I, the undersigned, hereby request the assistance of the City workers as above. It is understood and agreed by me that any assistance so given does not constitute an admission of liability on the part of the City or its employees.

Signature

Witness

Date

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Schedule “B”

Property Damage Information Flyer

If your property has been damaged as a result of a natural disaster, or water or sewer service impact, fallen tree, or similar such emergency, the City will assist with removal of water, silt, gravel, or debris to the extent possible given availability of crews and equipment, and in order to bring the immediate emergency situation under control and/or to mitigate or minimize further damage. This work is undertaken to assist you with the immediate stress and attempts to minimize the damage.

Regardless of the cause or who is responsible for the damages, it is an accepted principle in law that the property owner or tenant must take appropriate steps to mitigate and minimize damage to their property and possessions.

If damage has occurred to your premises or belongings, we recommend that you contact your insurance company to recover the losses. Follow the broker’s instructions. Contact your insurance company claims department immediately if your broker does not do this for you. Make a formal, written claim to the insurer regardless of the outcome of your discussion with the broker/insurer. Any damaged belongings should not be thrown out, rather they should be kept for your insurance adjuster to examine. I.C.B.C. should be contacted if an automobile is damaged.

If you are responsible for hiring a company to repair damage, we suggest you ask for quotations from at least three companies. If you are unsure, ask your broker for advice. Keep copies of all bills and if the coverage is denied by the insurer, appeal the decision.

Should your insurance company not cover all of your losses and you feel the City may be responsible, the procedure for filing a claim is to write to the Corporate Officer at the above address within 60 days of the event. Once a claim has been received it will be forwarded to the City’s insurance company who will either accept or deny the claim.

We trust this information helps you. Should you have any questions, please do not hesitate to call:

During office hours: 604-469-4537 or 604-469-4574
Emergency – After hours: 604-461-3456