

Practical Emergency Response Checklist



Use this checklist during a property emergency to track immediate safety actions, response coordination, documentation, and follow-up. Complete only the items that apply to the incident and property.

Incident Information

Property / Building: _____

Affected Unit(s) / Area(s): _____

Date: _____ Time Discovered: _____

Reported By: _____

Incident Type: ☐ Water ☐ Fire / Smoke ☐ Mold / Moisture

☐ Sewage / Biohazard ☐ Other: _____

Person Coordinating Response: _____

Person Authorized to Approve Emergency Work: _____

1. Immediate Safety and Stabilization

Confirm whether anyone is injured or in immediate danger.

☐ Contact emergency services when fire, medical, structural, utility, or public-safety conditions require intervention.

☐ Restrict access to unsafe or potentially contaminated areas.

☐ Provide residents or tenants with clear instructions about restricted areas and immediate safety measures.

☐ Identify the apparent source and determine whether it remains active.

☐ Arrange qualified utility isolation when water, electricity, gas, or mechanical systems create additional risk.

☐ Notify the property owner, association board, or designated decision-maker.

☐ Contact the appropriate restoration or specialty response provider.

☐ Record the time of discovery, the person reporting the incident, and the initial conditions.

Key Response Contacts

Emergency Services / Public Safety: _____

Property Owner / Board Contact: _____

Restoration / Specialty Provider: _____

Maintenance / Onsite Contact: _____

Utility / Other Contact: _____

2. Documentation, Communication and Coordination

☐ Document the apparent source, affected areas, visible damage, safety restrictions, and actions taken.

☐ Take photographs and/or video of affected rooms, surfaces, contents, equipment, and common areas when conditions permit.

☐ Start a response log for calls, arrival times, access permissions, equipment placement, resident notices, vendor visits, inspections, measurements, cleaning activity, and decisions.

☐ Record who completed each major action and when it occurred.

☐ Gather relevant floor plans, unit numbers, utility locations, access procedures, equipment records, and onsite contacts.

☐ Provide affected residents or tenants with practical information about affected areas, restrictions, next steps, and the appropriate contact for questions.

☐ If the schedule is not yet known, tell residents or tenants when the next update is expected.

☐ Coordinate keys, gate codes, elevator procedures, loading instructions, parking information, mechanical-room access, building contacts, and rules for working in occupied areas.

Access/Response Notes

Keys / Gate Codes / Access Instructions: _____

Mechanical Room / Utility Access: _____

Elevator / Loading / Parking Instructions: _____

Restricted Areas: _____

Resident / Tenant Communication Notes: _____

3. Follow-Up, Recovery and Preparedness

- ☐ Track the restoration schedule and outstanding work.
- ☐ Confirm whether moisture levels are improving and whether affected materials have been removed or dried, as applicable.
- ☐ Confirm whether odors remain, containment is still required, or additional repairs are necessary.
- ☐ Continue meaningful updates to affected residents, tenants, owners, or association boards.
- ☐ When an area remains restricted, clarify the reason, current status, and conditions required before reentry.
- ☐ Review whether emergency contacts were current and easy to access.
- ☐ Review whether shutoff locations and building access information were known.
- ☐ Review whether resident communications were timely and the emergency plan reflected actual building conditions.
- ☐ Identify any gaps in supplies, procedures, resident access, equipment delivery, or protection of unaffected areas.
- ☐ Document needed preparedness improvements and assign responsibility for completing them.
- ☐ Update contact lists, utility shutoff labels, vendor relationships, building-specific access instructions, critical equipment records, and communication templates as needed.

Follow-Up Items

Outstanding Work / Repairs: _____

Next Resident / Tenant Update: _____

Preparedness Improvements Identified: _____

Assigned To: _____ Due: _____