



Get ready for an emergency: tips for people who live in an apartment



Auckland
Emergency
Management

Know your neighbours

- Get to know other residents so that you can exchange contact details that will be useful in an emergency.
- Tell others about support you might require in an emergency. Is there anyone who could need you to check on them?
- People who might need help: children, older people, people with disabilities, large families.
- How will you keep in touch?
- Talk about where you will go if you cannot get home or have to evacuate.

Know your building

You should know what to do if there's a maintenance or utility issue, e.g. power or water failure.

- Before something happens, ask your landlord, building manager, body corporate or committee about the procedures for staying safe and reporting faults or raising alarms/alerts.
- Ask them about any other arrangements such as providing or making emergency toilets on your floor or in the building.
- Know what to do if the power goes out. Entry, exit and moving around – what do you have to do?
- Use catch-ups with neighbours to make sure everyone knows what to do.

Get ready for emergencies

During an emergency, the actions you have taken to get to know your neighbours and to know your building will help you get ready – share your emergency planning with the people around you.



- Know your local hazards.
- What will you and your household do if you cannot get home, are stuck in your apartment building for several days or must evacuate?
- Emergency supplies: 3L of water per person per day for drinking (more for washing and flushing); long-lasting food for 3+ days; medications.
- Make sure you have a torch and batteries, a radio and batteries, a power bank for your mobile phone, first aid kit.
- If storage space is tight, store additional supplies of food and water at the back of cupboards and under furniture. Is there a shared space in the building where people can keep extra supplies?
- Think ahead about how you would evacuate if you had to – your way(s) out and where you would head to.

Make a plan. Who needs to be included in your plan?



Have a grab bag in case you need to leave home

- Trainers/walking shoes, warm clothes, raincoat, hat
- Water and snacks
- Glasses
- Hearing aids and batteries
- Power bank and phone charger
- Cash
- Important documents and photo ID (ID not needed to enter a Civil Defence Centre)
- Medications, medical info list, first aid kit
- Hand sanitiser
- Torch and batteries
- Battery radio
- Pet medication, food, carrier, leash
- Baby items (food, formula, nappies)

Have grab bags ready for everyone in your family. A grab bag is a small bag with essential supplies.



Learn about getting ready for specific hazards.



See more tips and tricks on preparing for emergencies if you live or work in a high-rise building. Planning ahead can help you respond quickly and safely.



Visit the Natural Hazards Commission website for information on how to prepare for a natural hazard event if you live in an apartment or townhouse: [naturalhazards.govt.nz](https://www.naturalhazards.govt.nz)

Fire

Know your building and neighbours

- Does your building have designated wardens?
- Does the whole building evacuate at once or in stages?
- Does the building have extinguishers or fire hose reels? Do residents know how to use them?
- Know evacuation procedures for your building so you and your family can evacuate safely.
- Will anyone need help to leave?
- Find and read your fire action notice; make an escape plan.
- Ensure you know where all the fire exits are, and which is closest to you.

In the event of a fire

- Exit the building using the stairs, do not use the lifts.
- As you exit, try to alert other people on your floor, while exiting promptly: yell 'FIRE, FIRE, FIRE!' and knock on people's doors if you can; activate the fire alarm if not already sounding.
- If there is no fire crew outside, dial 111 and ask for Fire.
- Know your neighbours so you can tell the fire crew whether you are all out safely or if there's anyone missing; DO NOT go back inside.



During an emergency

 [aucklandemergencymanagement.org.nz](https://www.aucklandemergencymanagement.org.nz)

 aeminfo@aucklandcouncil.govt.nz

Social media:  [@aklcdem](https://www.facebook.com/aklcdem)  [@AucklandCDEM](https://twitter.com/AucklandCDEM)

 0800 222 200

 Dial (09) 301 0101 for Auckland Council

 [aucklandcouncil.govt.nz](https://www.aucklandcouncil.govt.nz)