

KENMURE PROPERTY OWNER'S ASSOCIATION

EMERGENCY MANAGEMENT PLAN

Revised as of **Oct. 28, 2025**

TABLE OF CONTENTS

KENMURE PROPERTY OWNER'S ASSOCIATION	1
KEY PHONE NUMBERS	2
DEFINITIONS	3
KENMURE EMERGENCY MANAGEMENT PLAN.....	4
IMPLEMENTATION	5
KENMURE GATEHOUSE RESPONSIBILITIES	6
EMERGENCY MANAGEMENT COMMUNICATIONS	6
RESIDENTS' ROLES.....	7
EVACUATIONS	8
ADDITIONAL IMPORTANT NOTES	9
APPENDIX I - Emergency Response Process.....	10
APPENDIX II – Kenmure Evacuation Zones	13
APPENDIX III – Evacuation Exits	15
Appendix IV - Evacuation Exit Gate Map: Main Kenmure (1) & Broadmoor (2) ..	16
Appendix IV - Evacuation Exit Gate Map - Argyle (3)	17
APPENDIX V – Emergency Preparedness	18

KEY PHONE NUMBERS

Fire, Police, EMS- 911

Kenmure Gatehouse (Emergency only) - (828) 692-5238

Natural gas leak (Enbridge/Dominion) - (877) 776-2477 or **911**

Electric (Duke): - (800) 769-3766

Water (Hendersonville Water Dept) - (828) 697-3073

Kenmure emergency information recording - (828) 696-8805

Kenmure Gatehouse - (828) 692-8104

DEFINITIONS

Emergency - Any major event with the potential for catastrophic consequences to Kenmure resident's life and/or property.

EMC – Emergency Management Committee

EMP - Emergency Management Plan

EMS - Emergency Medical Services

Evacuation Team – Those designated members who will assist local Sheriff's Department and Kenmure Security in physically directing Kenmure Residents during an evacuation.

First Responders – Professional emergency personnel, including police officers, firefighters, EMT's, and paramedics

IC - Incident Commander

ICS - Incident Command System

Incident Command Center Team - Those designated members who report to the Kenmure Incident Command Center.

Incident Liaison Team – Designated members who will interact with the First Responders and the Kenmure Community at-large via the ICC.

Kenmure Incident Command Center (ICC) - Located in the KPOA Office building, or the Kenmure Country Club if power is lost at the KPOA Office, as a base of operations staffed by officially named members of the Emergency Management Team **ONLY**.

KPOA - Kenmure Property Owners Association

KENMURE EMERGENCY MANAGEMENT PLAN

This Emergency Management Plan (EMP) establishes procedures and organizational structure for responding to serious disasters and emergencies that could significantly disrupt the Kenmure community, including the Kenmure Country Club, and potentially impact life or property or lead to an evacuation.

The EMP addresses **major emergencies and disasters only**, including:

- Structure fires
- Wildfires
- Hurricanes, floods and tornadoes
- Natural gas leaks
- Hazardous incidents on Highway 225 or Pinnacle Mountain Road
- Aircraft crashes
- Events requiring partial or total community evacuation

This plan does NOT cover secondary incidents such as ice/snowstorms, downed trees, power outages, medical emergencies, or traffic accidents on Kenmure roads. These are handled by other KPOA committees (Road Maintenance, Security).

The Kenmure Emergency Management Committee (EMC) operates using the nationally recognized Incident Command System (ICS) to ensure coordination with federal, state, and local emergency agencies.

During an event, the EMC serves as the interface between County First Responders and the Kenmure Community. The Kenmure Incident Command Center (ICC) manages initial response until outside services arrive (typically 5-10 minutes), then provides ongoing assistance as needed.

These procedures provide guidance while remaining flexible enough to address unexpected situations using good judgment and common sense.

IMPLEMENTATION

The implementation of this EMP is performed by the following three major groups of the EMC: The “Incident Liaison Team”, the “Incident Command Center Team” and the “Evacuation Team.

Incident Liaison Team – EMC team members who are deployed by EMC leads to the site of an incident to provide services such as:

- Evaluate the situation with Kenmure Security
- Interface between First Responders and the Kenmure Community
- Report on their findings to the Incident Commander
- Direct traffic away from the scene as needed
- Stay in continual contact with the Incident Command Center
- Remain on scene until relieved by incoming resources and/or reassigned to another function
- If an event is declared, all Incident Liaison members not deployed will report to the ICC
- Incident Liaison members support the First Responders as necessary. Regular, ongoing training exercises are provided for all Incident Liaison members with periodic visits from outside experts to review and update emergency response procedures.

Incident Command Center Team – EMC Team members who report to the Kenmure Incident Command Center if an Incident declared to assist with the management of the Incident.

The Incident Commander is responsible for all aspects of the event until First Responders arrive and assume the lead position of the event. This includes:

- Processing information received from the Incident Liaison
- Decisions regarding scope of event
- Deploying necessary resources
- Providing instructions for the Gatehouse
- Providing updates and guidance to both Kenmure residents as well as relevant stakeholders
- Ordering an evacuation if needed
- Maintaining an event log
- Aiding, as needed to incoming emergency agencies
- Coordinating placement of EMC members for traffic control

Evacuation Team - In the event of a partial or full evacuation, at the direction of the ICC, this group of responders will assist First Responders and Kenmure Security in physically directing Kenmure Residents along the appropriate evacuation paths and man the evacuation gates. They will assist with the traffic flow during an evacuation event as requested by First Responders under the guidance of the IC.

Additional Notes - See appendix I for current “Emergency Response Process”

Media interaction is strictly forbidden by all members of the Kenmure EMC teams and the Kenmure Security Team. Media interaction involving any Kenmure emergency incident shall be referred to the appropriate First Responders.

KENMURE GATEHOUSE RESPONSIBILITIES

If an incident is declared the Kenmure Security staff cooperates closely with the IC and EMC teams.

- Remain vigilant for any updates, which will be passed on to the ICC
- Direct incoming emergency personnel to site and/or ICC
- Aid as needed and where needed
- During any emergency or evacuation, assist local Sheriff's Department and ICC in controlling incoming & outgoing traffic through all gates (Main, Broadmoor, Argyle) as necessary
- Media interaction is forbidden; direct media inquiries to the appropriate (off site) center

EMERGENCY MANAGEMENT COMMUNICATIONS

Anyone witnessing an emergency incident should call 911. The Security Gatehouse is usually one of the first to be aware of an impending emergency. Once the officer on duty is informed of a possible emergency event, the officer will **immediately inform EMC**.

Upon receiving the First Text Alert, the Incident Commander (or their back up) will initiate the Emergency Alert Process. See Appendix I for the full Emergency Alert Process.

Primary Kenmure ICS communications will be via the Kenmure Emergency Digital-Radio System, with supplemental communications via cell phone. EMC members and Kenmure Security staff will test the radios monthly.

The Gatehouse will be notified with further instruction on actions to take, i.e., dealing with outgoing/incoming traffic, information to be disseminated and to whom and any other pertinent details.

RESIDENTS' ROLES

While the EMC is tasked with advising, and overseeing procedures to protect life and property of the Kenmure Community, our residents are primarily responsible for their own emergency preparedness, and their involvement includes the following:

- Kenmure Residents should first **call 911** in case of an emergency and then if able call the Kenmure Gatehouse at (828) 692-5238.
- Prepare to meet potential community-wide emergencies by having needed supplies, i.e., food, water, communications, medicines, pet food, etc., immediately available.
- Develop individual plans to evacuate the community in accordance with the Kenmure Emergency Plan and EMC instructions. Evacuation Gates information and zones are in Appendices II, III & IV and the Kenmure Member Directory
- Review the "Evacuation" section for additional information. Periodically visit the Kenmure evacuation exits and become familiar with the routes to those exits (see Appendices III & IV)
- Have a plan for a "meeting site" if evacuated from the Kenmure
- Create a plan to assist neighbors before, during and after an emergency
- Pay close attention to any announcements regarding an emergency and follow directions as quickly and orderly as possible
- Keep cell phone usage to a minimum to avoid overloading the system which would prevent emergency responders from communicating with one another.
- Do **NOT** go to the Incident Command Center as this is staffed by Emergency Management members only
- Do **NOT** go to the event site

Kenmure Resident Emergency Information System

EMC uses FinalSite Connect System to send out urgent and informational notices to the Kenmure Community during an Incident. Communications may be sent via email, text, and/or telephone to Kenmure residents. Keep contact information up to date through the KPOA office. Information will normally include: the initial details of the event, the anticipated duration, regular updates, instructions to evacuate, if necessary, by evacuation zones listed in **Appendix II** and a final 'all clear' message at the conclusion of the event

The phone recording at Gatehouse will provide the same information listed above.

EVACUATIONS

The EMC has implemented and regularly reviews an orderly evacuation plan for all or portions of Kenmure divided into Evacuation Zones. The seven Kenmure Evacuation Zones are listed in Appendix II. The Emergency Exits and the Emergency Exit Maps are in Appendices III and IV, respectively, and the Kenmure Member Directory. The Kenmure Directory (both online and paper) also provide residents with their evacuation zone.

Should an evacuation be deemed necessary by the First Responders, the following procedures will apply:

The First responders with the assistance of Kenmure Incident Command Center (ICC) and Kenmure Security, will make the determination as to which exits should be used for **INCOMING TRAFFIC** (fire apparatus, EMS, police, etc.) and which exits should be used for **OUTGOING TRAFFIC**.

The ICC will activate the notification systems for residents, the Gatehouse country club staff and other stakeholders. Residents will be told which exit(s) are designated for **OUTGOING TRAFFIC** for their zone. Depending on the urgency of an evacuation, emergency vehicles **MAY** cruise through the community issuing loudspeaker announcements.

Traffic control personnel will be strategically placed to aid in the orderly flow of traffic. Residents should not stop to ask questions or get information as this will only delay the overall evacuation process unnecessarily.

In the event of an ordered evacuation, it is important that you comply. It is to your advantage to heed the warning. Accordingly, it is suggested you take your "Emergency Go Bag" as well as your pets, when you leave. See Appendix V for an example of a "Go Bag." If you can aid a neighbor in need, please do so.

An emergency notification will automatically go out to **Land Lines and Cell Phones** being evacuated from the Henderson County Emergency Network. To receive the notification, **RESIDENTS MUST REGISTER THAT NUMBER AT** <https://local.nixle.com/register/> and/or Smart911 via their app or website <https://smart911.com>

While many residents may choose to go to the homes of friends or family, it is the responsibility of our residents to plan and make the necessary arrangements for accommodation once evacuated from Kenmure. In addition to arrangements at local hotels, shelters may be set up by the American Red Cross. Locations of the shelters if relevant should be included in announcements.

As soon as it has been deemed safe to re-enter the community and the roadways are clear, Kenmure residents, country club staff and stakeholders will be notified and permitted to re-enter.

ADDITIONAL IMPORTANT NOTES

Kenmure's Emergency Management Plan is continually evaluated, improved, and refined to strengthen our capabilities to respond to major emergency events. At a minimum, this EMP will be reviewed in its entirety by the EMC and submitted to the KPOA Board of Directors (BOD) for approval at least on a triannual basis. We welcome any ideas, suggestions or concerns you may have. Please feel free to contact any one of the Committee members who will be happy to discuss them with you.

The Emergency Response Process contained in Appendix I and the Emergency Preparedness Information listed in Appendix V may be modified to reflect improvements or lessons learned from drills, actual events, etc. These operational changes to Appendix I and any changes or additions to Appendix V will be approved locally by the EMC Chairman and the EMC Liaison. These changes will be further annotated in the EMP during the triannual review at which time will require Kenmure BOD approval.

We are always looking for additional help to be called upon in a time of need. Should you possess the skills or experience in any phases of our Emergency Management Plan, and you are interested in volunteering, please contact the KPOA Chairman at kpoaemcchair@kenmure.org

Revision History of the KPOA Emergency Management Plan:

Jan 27, 2016 (Original approved by the KPOA BOD; distributed to Kenmure Residents)
Dec 02, 2021 (Approved by the KPOA BOD; distributed to Kenmure Residents)
Jan 20, 2023 (Approved by the KPOA BOD; distributed to Kenmure Residents)
Jul 07, 2023 (Approved by the KPOA BOD; distributed to Kenmure Residents)
Oct 28, 2025 (Approved by the KPOA BOD; distributed to Kenmure Residents)

KPOA Emergency Management Committee

APPENDIX I – Emergency Response Process

First Text Alert - Issued by On-Duty Security Officer

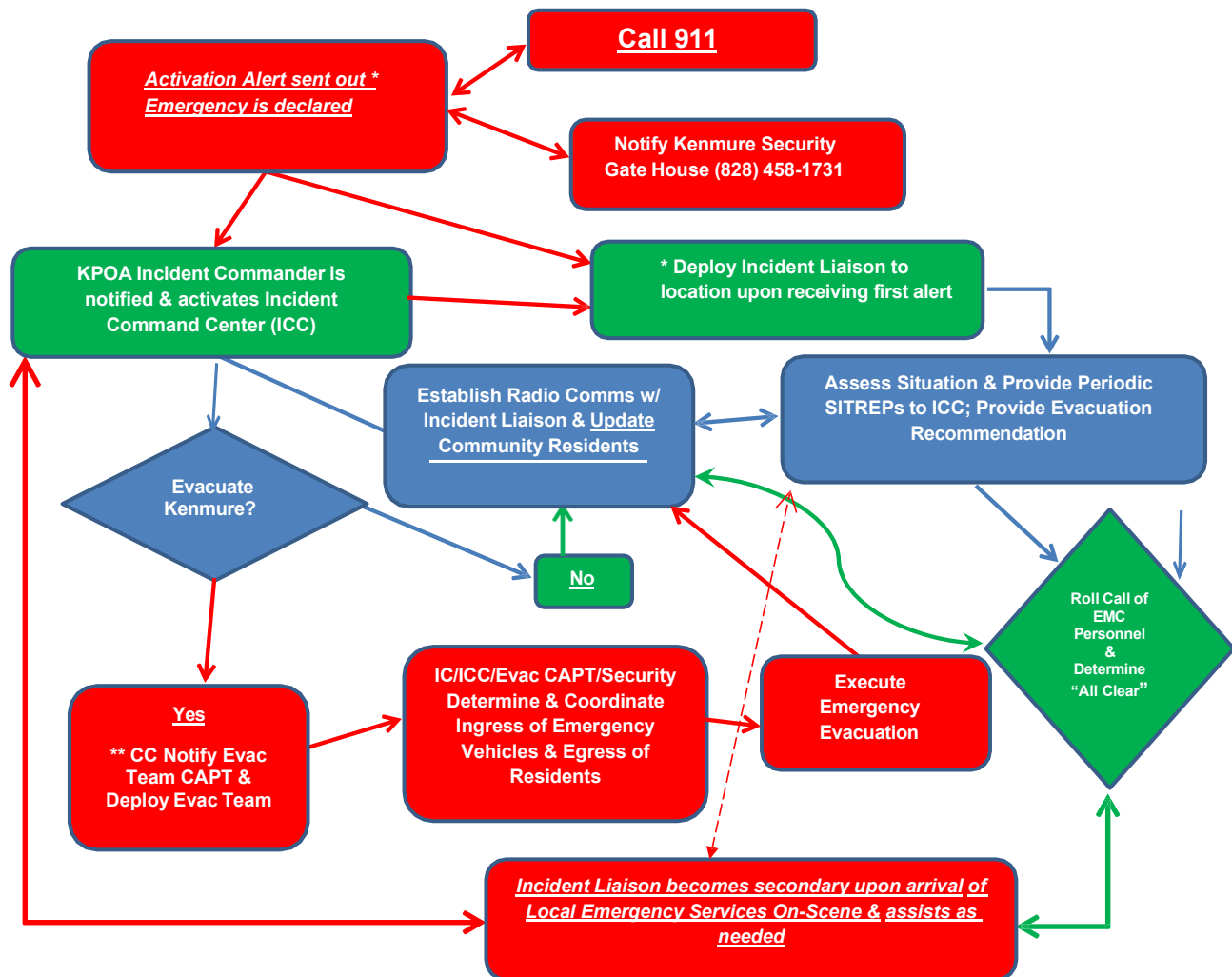
1. Typical Text Alert message: Structure fire, XXX Overlook Dr, 8/8/2019, 8:45 P.M.
2. 1st Text Group “Essential Personnel”
 - a. Incident Commander/Chair
 - b. Incident Deputy/Vice Chair
 - c. Emergency Radio Advisor
 - d. Incident Liaison Team Leader
 - e. Incident Liaison Team Members
 - f. Gatehouse Supervisor
3. When an EMERGENCY ALERT text message is received from the On Duty Security Officer, all recipients will reply with “available” or “unavailable.”
4. The Incident Liaison Team Leader will assign 1-2 Incident Liaisons to report directly to the scene and evaluate the situation along with the Emergency Responders and Security.
5. All other text recipients will standby with cell phone and have their radio on and set to Digital Slot #1. They are to await further instructions from the Officer or the Incident Liaison on site.
6. The Officer or Incident Liaison will send a text back to the group confirming either that there is an active event along with a situation report or stating that all is OK and no response needed.
7. If an active event is declared, available recipients will immediately report to ICC for further assignments. The Incident Liaison(s) on site will continue providing situation reports to the IC and/or Security.
 - a. Exact Location
 - b. Description of event
 - c. Potential for spreading
 - d. Impact / hazards to surrounding areas
 - e. Injuries
 - f. Property damage
 - g. Evaluate & provide recommendations on evacuation by Emergency Responders.

Step-2 - Second and Third Text Groups – Issued by Incident Commander

1. Once the Emergency is declared, the Incident Commander will immediately send a group text to the 2nd and 3rd text groups with the scene address and event type informing them that a Kenmure Emergency event is underway and additional assistance **IS** needed.
2. All recipients will reply with “available” or “unavailable.” All available are to report to the ICC for further assignments.

3. 2nd Text Group - ICC Support Group Issued by Incident Command
 - a. KPOA President
 - b. KPOA EMC Board Liaison
 - c. KCC Representative
 - d. ICC Team Leader
 - e. KPOA Emergency Alert System / Resident Communications Leader
 - f. EMC Recording Secretary
 - g. ICC Backup Support Members
4. 3rd Text - Evacuation Teams Group Issued by Incident Command
 - a. Argyle Gate Evacuation Team Members
 - b. Broadmoor Gate Evacuation Team Members
5. 4th Text – To all KPOA Board Members by Incident Command
6. **Alert is sent to all Kenmure Residents informing them of the location, event type and to please stay away followed by periodic updates.**
7. If a partial or full evacuation is declared, Emergency Evacuation Team Captain is further notified by the Incident Commander or Kenmure Security via Digital Radio
 - a. Location of incident causing the evacuation
 - b. Type of Event
 - c. Evacuation Routes and other routes outside of Kenmure
 - d. Other Pertinent Information
8. **Kenmure Alert is sent to all Kenmure Residents; evacuation by Kenmure Evacuation Areas (see Appendix II)**
9. Emergency Evacuation Team Captain assigns other team members to their evacuation routes/gates. Directional evacuation signs are placed along the route(s.)
10. Incident Liaison will be the coordinating point of contact between the community, the Incident Command Center, and the official on-scene emergency leader.
 - a. Media interaction is forbidden
11. Incident Liaison (& Emergency Evacuation Team when evacuation is declared) will remain on site to aid & shall maintain constant, uninterrupted contact with the Incident Command Center until reassigned
12. Once emergency and/or evacuation is finished, team members will check out with their respective leaders who will in turn check out with the Incident Command Center.
13. **Kenmure Alert update is sent to all Kenmure Residents with all clear or further instructions.**
14. Use good judgment as the situation warrants.

Kenmure Emergency Management Operations Flowchart



APPENDIX II – Kenmure Evacuation Zones

(please note colors are associated with the routes to the gates in Appendix IV)

EMC Evacuation Area	Street Nos.	Street Names
1 – Upper Glassy Primary Evacuation Gate: Broadmoor Gate	101-105, 203-233	Maple Hill Drive
	All	Scenic Drive
	All	Ivey Lane
	All	Hickory View Lane
	All	Claymoor Court
	All	Dawnbrook Drive
	All	Ledgemont Court
	All	Cobblestone Lane
	All	Candlewood Lane
	All	Blossom Lane
	All	Broadmoor Drive
	All	Red Maple Drive
2 – Central Glassy Primary Evacuation Gate: Broadmoor Gate	170-724	Overlook Drive
	All	Overlook Lane
	All	Glenroy Court
	20	Chestnut Way
	All	North Windsong Lane
	All	South Windsong Lane
	All	Ridge Lane
	All	Poplar Loop Drive
	200	Maple Hill Drive
	All	Old Poplar Lane
	509	South Overlook Way
3 – Lower Glassy Primary Evacuation Gate: Kenmure Gate	10	Kenmure Drive
	All	Winding Meadows Drive
	All	Fern Creek Drive
	All	Inverness Court
	All	Forest View Drive
	All	Sunny View Lane
	All	Golfside Drive
	All	Bluffview Lane
	All	Burning Tree Lane
	All	Glenburnie Lane
	All	Highview Lane
	102-167	Overlook Drive
4 – Kenmure Drive North Primary Evacuation Gate: Kenmure Gate	356-719	Kenmure Drive
	300-321	Winding Meadows Drive
	All	Greenleaf Drive
	All	Silent Rise Lane
	All	Mossbough Lane
	All	Old Hillside Lane
	All	Chaparral Lane

(Kenmure Evacuation Zones Continued)

5 – Kenmure Drive South Primary Evacuation Gate(s): Kenmure Gate -or- Argyle Gate	109-352	Kenmure Drive (or use Argyle Gate)
	All	Dalhousie Court (or use Argyle Gate)
	All	Woodglen Court (or use Argyle Gate)
	103	Elmridge Drive (or use Argyle Gate)
	All	Cliffbrook Court (or use Argyle Gate)
	All	Bellshire Drive (or use Argyle Gate)
	All	Brookhollow Drive (or use Argyle Gate)
	All	Founders Drive (or use Argyle Gate)
	All	Beckwood Court (or use Argyle Gate)
	All	Crestgrove Drive (or use Argyle Gate)
	All	Ambrose Court (or use Argyle Gate)
	All	Blackstone Court (or use Argyle Gate)
	All	Wythe Court (or use Argyle Gate)
	All	Paine Court (or use Argyle Gate)
6 – Pinnacle Mt. / Tarnhill Primary Evacuation Gate: Argyle Gate	All	Tarnhill Drive (or use Kenmure Gate)
	All	Pineholt Lane (or use Kenmure Gate)
	All	Tall Oak Lane (or use Kenmure Gate)
	All	Barclay Court (or use Kenmure Gate)
	All	Inwood Court (or use Kenmure Gate)
	All	Farwood Court
	All	Harwood Court
	All	Horizon Lane
	100-111	Elmridge Drive
	All	Berry Creek Drive
	All	Fawncrest Court
	ALL	Northland Court
	All	Roxworth Court
	All	Abbeyshire Way
	All	Ingleside Court
	99, 101	Pinnacle Peak Lane
7 – Pinnacle Peak Mountain Primary Evacuation Gate: Argyle Gate	102-787	Pinnacle Peak Lane
	All	Chancery Court
	All	Mossridge Court
	All	Cottonwood Court
	All	Fernridge Court
	All	Chatsworth Court
	All	Huntmere Court
	All	Edgehurst Court
	All	Creeksedge Court
	All	Green Meadow Court
	All	Stonecrest Court
	All	Hollybrook Drive
	All	Haverhill Court
	All	Minthill Court
	All	Water Plant
	All	Dartmoor Court
	All	Manorwood Court

APPENDIX III – Evacuation Exits

There are currently three identified locations providing an exit from the Kenmure community.

- (1) Main Kenmure Entrance Gate** -- to Highway 225 (Greenville Highway)
- (2) Broadmoor Drive Gate** - At the end of Brookwood Village to Glassy Ln. to Highway 225 (Greenville Highway)
- (3) Argyle Drive Gate** - Off Hollybrook Drive to Pinnacle Mountain Road

The routes on the maps in Appendix IV are color coded according to the primary evacuation gate assigned to the Evacuation Zone.

If all or a portion of the community must evacuate, you will be told which exits would be accessible. It is likely that one of the above listed evacuation routes would not be usable due to emergency vehicles entering that exit. Accordingly, you will be advised of the exits to be used.

KENMURE RESIDENTS SHOULD BECOME FAMILIAR WITH THE VARIOUS ROUTES TO, AND LOCATION OF, EACH EXIT

Please refer to the attached maps in **Appendix IV** showing the location of the **Main Kenmure Gate, Broadmoor Gate and Argyle Gate, numbered (1), (2) and (3)** respectively and the routes to those gates.

The Kenmure Member Directory contains Kenmure Residents Evacuation Zones alongside their contact information as well as Maps to the Evacuation Gates.

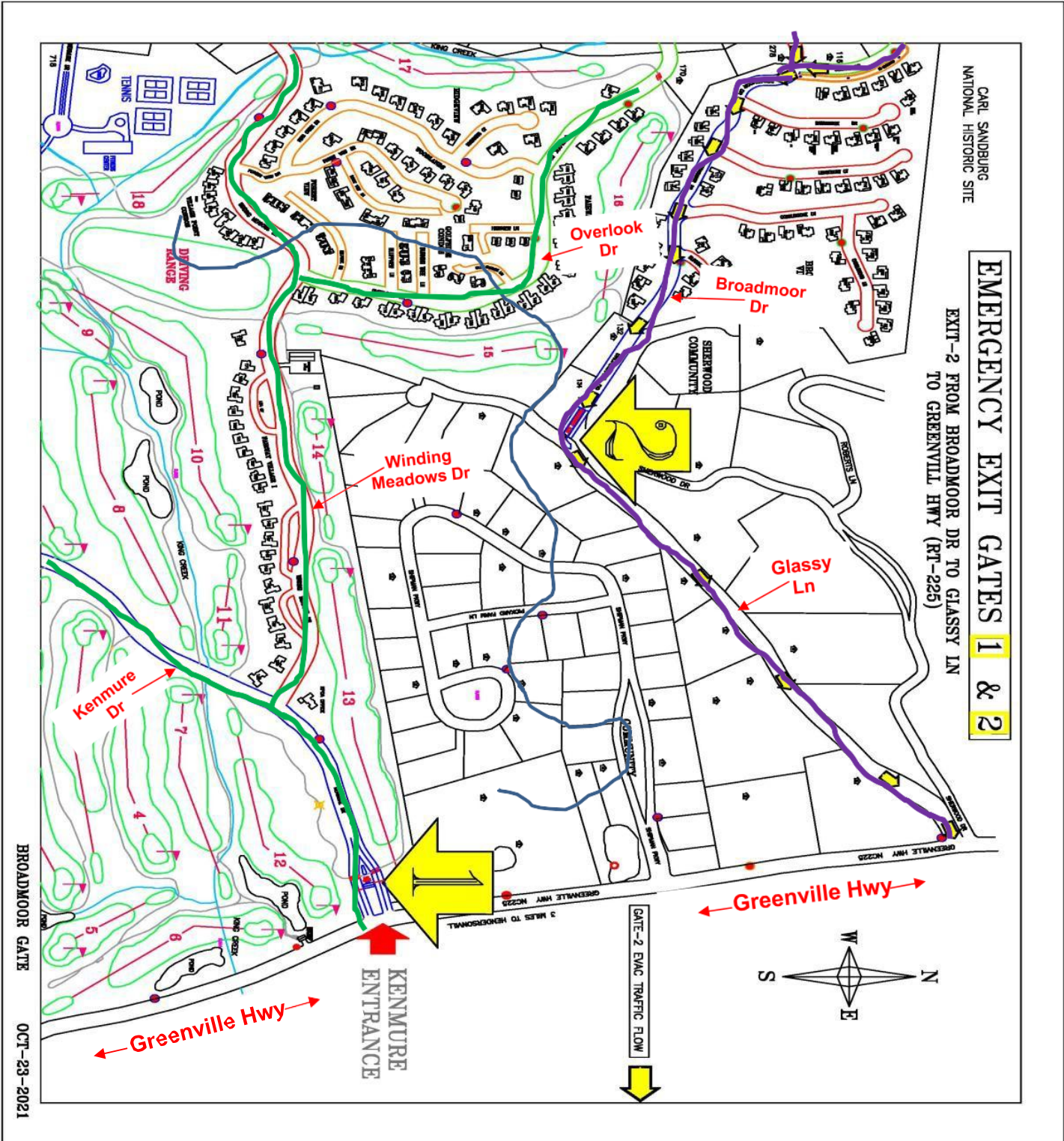
Below are the GPS Coordinates for each gate. You can use these coordinates in your phone map app (Google Maps, Maps, etc.) Input the numbers and symbols exactly as below with the dots and comma as if you were inputting an address.

(1) Kenmure Main Gate: 35.257392,-82.438373

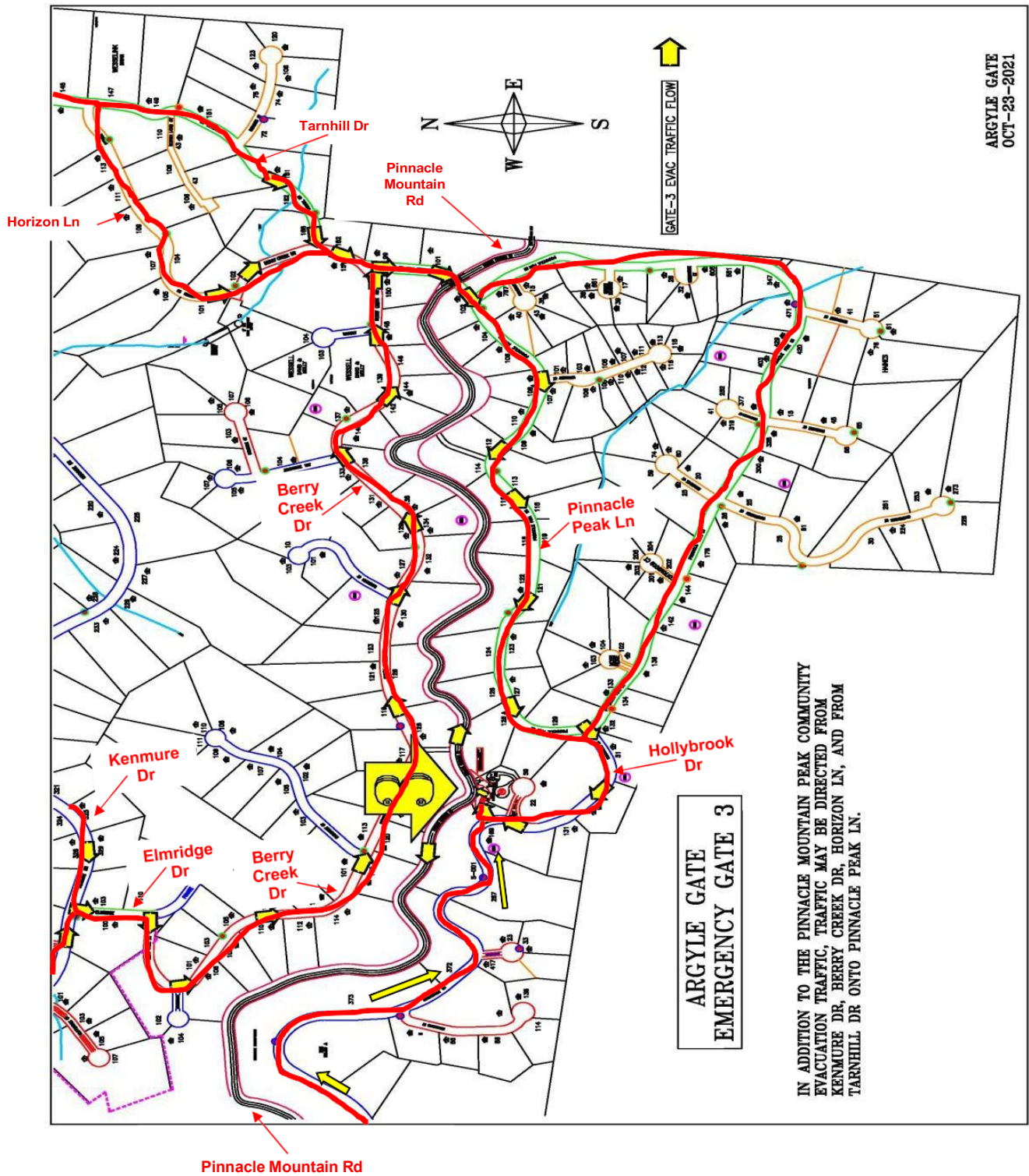
(2) Broadmoor Gate: 35.259805,-82.446594

(3) Argyle Gate: 35.242186,-82.454780

Appendix IV - Evacuation Exit Gate Map: Main Kenmure (1) & Broadmoor (2)



Appendix IV - Evacuation Exit Gate Map - Argyle (3)



APPENDIX V – Emergency Preparedness

Remember, in case of an evacuation or other emergency, first and foremost you want to be able to get away from the situation quickly (within 15 minutes or less if possible) and safely. If you will need assistance to evacuate, you may want to arrange in advance with a friend or neighbor to assist you.

Basic Evacuation List you may want to have packed or ready to grab and go (this list is a suggestion and not all-inclusive)

- Printed KPOA Evacuation Gate maps or put their locations in your car(s) navigation system(s)
- Wallet/purse
- Cash & Credit Card(s) – you may not be able to use a credit card
- Car & house keys
- Medications, medication devices: cane/walker, CPAP, oxygen, etc.
- Eyeglasses, contact lenses, hearing aids/ batteries, etc.
- Cell phone and charger
- Laptop/tablet & charger
- Change(s) of clothes appropriate to the current weather/season
- Passport(s)

Create a "Grab and Go" Emergency Folder/binder/External Hard Disk or Flash drive and include:

- Important phone numbers-you may lose cell phone power and not be able to get to your digital contact list -family, medical, financial, insurance numbers.
- Copies of birth certificates, ID's, military records, social security info, etc.
- Insurance documents (policies if not available online), ID cards, agent's phone number
- Tax documents if your only copies are stored at your home.
- Investment documents
- Legal documents (marriage certificates, etc.)
- Login information for your various online accounts including banks, insurance, email, etc. This is risky to put into your binder so you may want to use a secure online password manager.
- Photos -You may want to scan in advance and store on an external hard drive or in the cloud.
- If you have time, create a quick video with your phone of your belongings, room by room, to assist you with a possible loss.

Pets: You may want to arrange in advance with a nearby neighbor to assist in safely moving your pets to safety in case you are not at home. The following are items you will want to have available:

- Leash(es), harness(es)
- Carriers/crates
- Name & number of your vet
- Medical records
- Medications
- Food/water and feeding dishes
- Cat litter/pan
- Can opener for canned food
- Be sure your pet is wearing a collar with updated tags
- Microchip number (if not microchipped write your phone number on your pet's belly with a black marker)
- Current photo with you and your pet(s) in case they get lost
- Beds & toys.