



FEMA

Austin Joint Field Office

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FEMA News Desk: 571-208-8757

SBA PIO: 916-847-2638

News Release

What Texans Should Expect after FEMA Registration

AUSTIN, Texas – When disaster survivors register for federal assistance, FEMA requires applicants to provide specific information to help determine eligibility.

When registering, all applicants will be asked for the following:

- Social Security number
- address of the damaged primary residence
- description of the damage
- information about insurance coverage
- a current contact telephone number
- an address where they can receive mail
- annual gross household income
- a bank account and routing numbers for direct deposit of funds
- identification and proof of occupancy such as a lease, rent receipt or utility bill

Additionally, homeowners are asked to provide proof of ownership such as a property deed or title, mortgage payment book, property insurance policy or tax receipts.

Important documents destroyed in the disaster may be duplicated with help from outside sources such as a county clerk's office, insurance agency or utility company.

Damage Inspections Speed Up the Process

After registering for federal disaster assistance, a FEMA contract inspector contacts the applicant and makes an appointment to view the disaster damage. Applicants unable to be present for the inspection can designate someone in the household over 18 years of age to handle the inspection as long as that person was also living in the household prior to the disaster. If an inspection cannot be made, FEMA may not be able to finish processing the application.

FEMA inspectors have the applicant's nine-digit case number assigned at registration and always carry FEMA identification badges with a photograph. Inspections are free; inspectors are not authorized to ask for personal financial information other than to verify information provided at registration.

The inspection may last only 10 or 20 minutes. The inspector does not make decisions on eligibility. After the inspection, applicants receive a letter from FEMA explaining their eligibility for assistance.

Assistance Grants

If eligible, homeowners may use FEMA housing assistance grants to repair or replace:

- plumbing, electrical and heating systems
- roofs, outside walls and foundations
- windows, doors, floors, walls, ceilings and cabinetry
- septic and well systems
- mobile home resetting and anchoring, and reconnecting utilities

Both renters and homeowners may qualify for grants for other disaster-related necessary expenses and serious needs, such as clothing, child care, room furnishings and appliances, medical and dental costs, vehicles and moving and storage expenses.

How to Register

Texans can register the following ways:

- online at www.DisasterAssistance.gov
- phone **800-621-3362 (FEMA)**. Persons who are deaf, hard of hearing or have a speech disability and use a TTY may call **800-462-7585**. Applicants who use 711 or Video Relay Service may also call **800-621-3362**. The toll-free numbers are open from **6 a.m. to 10 p.m. CDT, seven days a week**. Multilingual operators are available.
- visit a disaster recovery center. To find the nearest center, go online to the Disaster Recovery Center Locator at asd.fema.gov/inter/locator/home.

The disaster declaration for the May storms and flooding makes federal assistance available to affected individuals and households in **12 Texas counties: Austin, Brazoria, Brazos, Fort Bend, Grimes, Hidalgo, Hood, Montgomery, San Jacinto, Travis, Waller and Washington.**

Individuals with a disability needing an accommodation to access Braille or large print, please let FEMA representatives know. American Sign Language interpreters can be available, if requested, by calling **Everett Sedgwick at 202-870-4129**.

For more information on the Texas recovery, visit the disaster webpage for the recent storms at fema.gov/disaster/4272; or visit the Texas Division of Emergency Management website at txdps.state.tx.us/dem. Follow us on Twitter [@femaregion6](https://twitter.com/femaregion6).

Download fema.gov/mobile-app to locate open shelters and disaster recovery centers, receive severe weather alerts, safety tips and much more.

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FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.



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