

State Emergency Operations Center
State of Louisiana
Joint Information Center

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GOVERNOR



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FOR IMMEDIATE RELEASE

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FEMA: Don't Wait to Start Flood Repairs

Baton Rouge (August 19, 2016) - The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) would like to encourage everyone to begin your home and business repairs now if possible. It is important to get our communities and businesses back to normal as quickly as possible.

Here is some advice from our partners at the Federal Emergency Management Agency (FEMA):

Louisiana flood survivors should begin making repairs as soon as they can. Flood survivors do not need to wait for a visit from FEMA or their insurance company to start cleaning up and making repairs. FEMA inspectors and insurance claims adjusters will be able to verify flood damage even after cleaning has begun.

Survivors should check for structural damage before entering their homes and report any damage to local officials.

National Flood Insurance Program recommends the following tips:

- a. Read your flood policy; what coverages did you purchase?
- b. Take photos of all of the damage
- c. Begin to dry out the building and personal property
- d. Keep a/c (or if cool, furnace) running, to assist in drying out of the property; if no heating/cooling, keep windows open, have fans blowing to assist in drying
- e. Try to find documents relating to the purchase of the flood-damaged property

- f. If your carpet and pad have been saturated by the floodwater, cut and remove the carpet and pad; please save a small (2-feet by 2-feet square) piece of the carpet to show to the adjuster
- g. If your carpet is damp, pull the carpet loose, remove the pad and dry the floor
- h. Keep oriental rugs wet – roll them up and take to professional cleaners for proper cleaning or evaluation
- i. Clean floors, walls, cabinets with mixture of 1-part bleach, 4-parts water
- j. If cleaning is removing water lines, please take photos of the interior and exterior water line depth
- k. Separate the damaged from the undamaged property; maintain control over the damaged property (keep it in the back yard or garage or shed if possible so that thieves do not remove it)
- l. Begin writing a list of damaged property for the adjuster
- m. Call for appliance repair company to have technician clean, service and provide repair estimate for flood-damaged appliances
- n. Call for heating company to have technician clean, service and provide repair estimate for flood-damaged heating/cooling equipment

Emergency management officials encourage survivors to register for FEMA assistance as soon as they can. They only need to register once and only one registration is allowed per household. Once registered, survivors should keep in touch with FEMA and update contact information if it changes.

FEMA assistance may help eligible homeowners and renters pay for a temporary place to stay, make repairs or replace certain damaged contents.

Individuals can register online at www.DisasterAssistance.gov or by calling toll-free 800-621-3362. Survivors who are deaf, hard of hearing or have a speech disability and use a TTY may call 800-462-7585. Survivors who use 711 or Video Relay Service or require accommodations while visiting a center may call 800-621-3362.

FEMA assistance is not taxable, doesn't need to be repaid and doesn't affect other government benefits.

Those who are referred to the U.S. Small Business Administration should complete and return the application for a low-interest disaster loan. It is not required to accept a loan offer but returning a completed application is necessary for FEMA to consider survivors for certain forms of disaster assistance.

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We urge everyone to continue to use caution in areas where floodwaters remain. Monitor. DOTD's www.511la.org website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest

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information on the state's response at www.emergency.la.gov. GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at www.getagameplan.org. Disaster recovery assistance is available without regard to race, color, religion, nationality.