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# Talking Points

## **Louisiana: Know What to Expect During a FEMA Inspection**

- Expect a housing inspector to contact you if you're in one of the 22 parishes designated for Individual Assistance, and you applied for FEMA help.
- Keep your contact information updated so FEMA can reach you. You can do that three ways:
  - Going online to [www.disasterassistance.gov](http://www.disasterassistance.gov) with any computer, smartphone or tablet.
  - Downloading and using the FEMA app.
  - If you're unable to access the website or app, call the FEMA helpline at 800-321-3362. If you use TTY, call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

### **During the Inspection**

- Always ask to see a FEMA inspector's photo ID badge.
- Be alert for scam artists. Call law enforcement immediately if someone claiming to be a FEMA inspector doesn't show you a photo ID or asks for money.
- You may receive visits from more than one inspector. Other inspectors may represent federal, state, parish and local government agencies, the U.S. Small Business Administration, the National Flood Insurance Program or insurance companies.

You can request assistance communication with the inspector, including:

- American Sign Language (ASL) interpretation;
- Assistive listening device;
- Materials in Braille or large print; and
- Information in a language other than English.
- You have to be an adult 18 or older who lived in the residence before the disaster, and be present for the inspection.
- Have the following documents handy before an inspection:

- Photo identification;
  - Proof of ownership and occupancy of the damaged residence such as: property tax bill, mortgage payment bill or receipt, or utility service bill;
  - Homeowner and vehicle insurance documents;
  - List of persons living in residence at time of disaster; and
  - List of disaster damage to the home and its contents.
- Inspectors never make eligibility determinations. They only inspect the damage and report it back to FEMA.

### **If your home is inaccessible**

- The inspection cannot be completed until your home is dry or an inspector can access your home.
- FEMA inspectors will remain in Louisiana to visit your home as long as it takes for water to recede.

### **After the inspection**

- FEMA will review your case after the inspection.
- You will receive an eligibility determination letter within a week.
  - Read the letter all the way to the end.
  - You can appeal if you disagree.
- If you're eligible for help, the purpose of FEMA assistance is to restore your home to make it safe, sanitary and secure. Not to its pre-disaster condition.

### **Most important to know:**

- You cannot get an inspection without first applying for FEMA help. There are several ways to apply.
  - Register online at [www.disasterassistance.gov](http://www.disasterassistance.gov) with any computer, smartphone or tablet.
  - Download and use the FEMA app. You can also use the app to check on your application's status.
  - Call the FEMA helpline at 800-621-3362.
  - If you use TTY, call 800-621-3362. If you use 711 or Video Relay Service (VRS) call 800-621-3362.
- Call the FEMA helpline if you have recovery-related questions from 6 a.m. to 10 p.m. seven days a week.

- You can also visit a Disaster Recovery Center for free face-to-face help. Get locations by calling the FEMA helpline or going online to [fema.gov/disaster-recovery-centers](https://fema.gov/disaster-recovery-centers).

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