



# FEMA

# Texas Hurricane Harvey Recovery Guide

## *Information for Communities and Survivors Recovering from Hurricane Harvey*

### **Registration Deadline for Disaster Assistance Now November 30**

Texans affected by Hurricane Harvey now have until November 30, 2017, to register for federal assistance.

The deadline was November 24, however, an additional six days gives survivors more time through the Thanksgiving holiday. Federal assistance includes help for temporary housing, rental assistance and repair or replacement of damaged homes for eligible individuals and families who have suffered losses as a result of the storm.

#### **Survivors may register in many ways:**

- Online at [DisasterAssistance.gov](http://DisasterAssistance.gov).
- Calling the FEMA Helpline at **800-621-3362** (voice, **711/VRS**-Video Relay Service)
- (TTY: **800-462-7585**). Multilingual operators are available (press **2** for Spanish).
- Via the **FEMA app**, available for **Apple** and **Android** mobile devices. To download visit: [fema.gov/mobile-app](http://fema.gov/mobile-app).
- Visiting a Disaster Recovery Center (DRC). Find the location of nearby DRCs online at [www.fema.gov/DRC](http://www.fema.gov/DRC).

**Read the Full Story Here:** [go.usa.gov/xnTzs](http://go.usa.gov/xnTzs)

### **Hurricane Harvey: Rumor Control**

**RUMOR:** Some survivors believe that because they have homeowner's/flood insurance they will be ineligible for FEMA assistance.

**FACTS:** This report is *False*. Although FEMA cannot duplicate insurance benefits; federal assistance can help insured survivors in a variety of ways, including Rental Assistance to those who qualify, advances on insurance settlements that are delayed by more than 30 days and help with needs not covered by your insurance policy.

**RUMOR:** FEMA is denying all renters and uninsured survivors affected by Harvey.

**FACTS:** This report is *False*. FEMA assistance is available to eligible homeowners and renters, insured and uninsured alike in disaster designated communities.

**For More Facts Visit:** [go.usa.gov/xnbaF](http://go.usa.gov/xnbaF)

### **Hotel Stays Extended to Nov. 27 for Eligible Harvey Survivors**

Eligible Hurricane Harvey survivors receiving Transitional Shelter Assistance (TSA) may receive an extension to stay temporarily in hotels while they look for an alternative place to live.

Disaster survivors with a continuing need for the hotel sheltering program may be extended to Nov. 27. However, there is a mid-term eligibility review on Nov. 7 where survivors participating in TSA will receive a phone call, email, and/or text message advising them whether they have continued eligibility for assistance through a TSA participating hotel.

**Read the Full Story Here:** [go.usa.gov/xnTzH](http://go.usa.gov/xnTzH)

#### **DID YOU KNOW?**

Eligible Hurricane Harvey survivors receiving Transitional Shelter Assistance (TSA) may receive an extension to stay temporarily in hotels while they look for an alternative place to live.

#### **Did You Know?**

You can find this and other helpful information, updated daily, at:

[facebook.com/FEMAHarvey](https://www.facebook.com/FEMAHarvey)



## FEMA Determination Letters: How to File an Appeal

If your determination letter for disaster assistance following Hurricane Harvey indicated you were ineligible for assistance or you feel the award amount is insufficient, **you have the right to an appeal**. The determination letter is intended to explain which category of assistance was processed, the decision made including amount, what action can be taken, and if any additional information should be provided.

Read the Full Story Here: [go.usa.gov/xnTzG](http://go.usa.gov/xnTzG)

## Build Back Safer, Stronger

FEMA maintains an extensive online library, including bilingual and multimedia resources, to help contractors or do-it-yourselfers reduce risks to property. FEMA publications can be viewed online and downloaded to any computer.

Find out how to protect your property at [go.usa.gov/cuWtQ](http://go.usa.gov/cuWtQ).

This webpage offers an overview of available publications with information about rebuilding your home or business against future hazards including flood and high winds among others.



Disaster survivor Joan Upton (right) gets a FEMA hug from Bridgette Fiumedora (left) after she receives FEMA disaster survivor registration information.

Photo: Christopher Mardorf/FEMA

## Important Contacts: *Print and Save*

### FEDERAL AGENCIES:

FEMA Helpline: (800) 621-3362

FEMA Fraud Hotline: (800) 323-8603

U.S. Small Business Administration (800) 659-2955

National Flood Insurance Program:  
(800) 427-4661, TTY (800) 427-5593

Internal Revenue Service: (800) 829-1040,  
TTY (800) 829-4059

Social Security Administration: (800) 772-1213

Department of Veterans Affairs: (800) 827-1000

FEMA Disaster Recovery Center Locator:  
[www.fema.com/drc](http://www.fema.com/drc)

### STATE AGENCIES:

Consumer Protection Help Line: (800) 621-0508.

Texas Windstorm Insurance Assoc. & Texas FAIR  
Plan: (877) 281-1431 or Spanish: (866) 443-3144

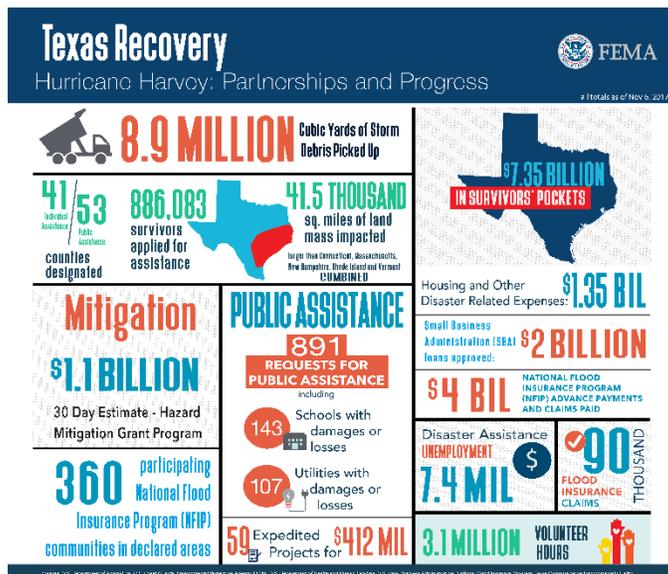
Texas Dept. of Insurance Consumer Help Line:  
(800) 252-3439

Shelter, Food, and Disaster Services: 2-1-1

Education Hotline for Houston, Beaumont and  
Victoria areas: (512) 463-9603

Alert Houston Emergency Updates: 3-1-1; or  
(713) 884-3131

Governor Greg Abbott Information Hotline:  
(800) 843-5789



## Hurricane Harvey: Partnerships and Progress

A full page info-graphic detailing Texas recovery efforts and the progress made by State, federal and volunteer recovery partners in Texas communities affected by Hurricane Harvey—Read Here: [go.usa.gov/xnjYr](http://go.usa.gov/xnjYr)