



FEMA

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News Desk: 225-382-1599

Fact Sheet

Know What to Expect When the Inspector Visits

Once Louisiana homeowners register with the Federal Emergency Management Agency, a FEMA housing inspector **will call to schedule an inspection** for those living in designated parishes. Here's what survivors need to know about the inspection process:

Everyone should know:

- The FEMA inspector will show a photo ID badge.
- If you are not shown photo identification, then *do not* allow the inspection.
- If you suspect someone is posing as a FEMA inspector, call your local law enforcement agency.
- 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 and/or insurance companies.
- Representatives of volunteer agencies may contact you to offer their services.

Before the FEMA inspection, it's important that you know:

- An adult 18 or older who lived in the residence *before the disaster* must be present for the inspection.
- That person must have the following documents:
 - 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 that you compiled; and
 - List of disaster damage to the home and its contents that you compiled.

During the inspection, be aware that:

- The inspection cannot be completed until the structure, including basement or below-grade space, is dry.
- Homes that remain flooded may receive a partial inspection.
 - If water covers the property, the residence will be classified as **inaccessible**.

- If water no longer floods the ground but remains in the basement or crawl space, the inspection will be classified as **incomplete**.
- In either case, an inspector will return to finish the inspection once the water is gone.

What happens after an inspection of your damaged residence?

- The purpose of FEMA assistance is to restore a dwelling to *safe, secure and sanitary condition* based on the number of permanent occupants.
 - It will not restore the entire dwelling to pre-disaster condition.
- FEMA will review your case after the inspection.
- You will receive an eligibility determination letter within a week.
- FEMA housing inspectors will remain in Louisiana as long as it takes to complete all inspections, even for homes where water is slow to recede.

Most important to know:

- You cannot get an inspection without registering with FEMA.
 - Call 800-621-FEMA (3362). For TTY call 800-462-7585. People who use 711 or Video Relay Service (VRS) can call 800-621-3362.
 - You can register online at www.disasterassistance.gov.
 - You can register with FEMA at a Disaster Recovery Center.
- If you have questions, FEMA's toll-free telephone numbers operate from 7 a.m. to 10 p.m. (local time) seven days a week until further notice.

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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 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, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.

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. Follow us on Twitter at <https://twitter.com/femaregion6> and the FEMA Blog at <http://blog.fema.gov>.

The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing disastercustomerservice@sba.gov, or

visiting SBA's Web site at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call (800)877-8339.