

# What You Need to Know about FEMA Inspections

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A FEMA inspection is part of the process for verifying damage and loss for survivors who applied for FEMA assistance following the wildfires. Keep in mind this important information so you know what to expect.

## Setting up the Inspection

- Within 10 days of applying for FEMA assistance, a FEMA inspector will call you to conduct a remote inspection or set up an in-person home inspection. The inspector will use the telephone number you provided when you applied for FEMA assistance. Assistance could be delayed if the inspector can't reach you at that number. Tell FEMA immediately if there is a change in your contact information.
- The inspector will attempt to call you three times on different days and at different times of the day. If you cannot be reached by phone, a letter will be sent to the address you provided at the time of registration.
- When the FEMA inspector calls, it is important to write down:
  - The inspector's name.
  - Date of call.
  - Date and time of appointment.
  - And the inspector's phone number.

## The Inspection

If FEMA determines your home is inaccessible due to the wildfires, a traditional in-person inspection may not be necessary. By using FEMA's Geographic Information System (GIS), FEMA can adjust the inspection process for those whose homes are known to be destroyed. Despite this, an inspector will still reach out to collect your information.



**Virtual Inspection:** The virtual inspection will consist of the inspector calling you to verify the following information:

- The applicant's name, phone numbers, damaged dwelling address and current mailing address.
- The applicant's current location.
- Residence type, occupancy status, household composition, bedrooms occupied, size of residence, foundation type, dwelling type.
- Occupants' names and ages.
- Insurance information.
- Unmet needs.
- Description of the home by room.
- Size of residence.
- If FEMA cannot verify the applicant's pre-fire ownership or occupancy of the damaged home, the inspector may need to meet with or receive through electronic means proof of residency. (That may be a credit card bill, driver's license, voter registration card or other paperwork.)

**In-person Inspection:** If FEMA determines your home is safe and accessible, the inspector will conduct an in-person inspection.

- When a FEMA inspector comes to your home, he or she will verify your name, damaged home address, current mailing address and phone numbers. FEMA inspectors will not ask for your registration number, since they already have it.
- Inspectors may ask to see documentation to verify the following information:
  - The damaged home is your primary residence.
  - You are the owner of the home (not applicable to renters).
  - You/your household occupied the home at the time of the disaster.
  - The number of bedrooms occupied at the time of the disaster.
  - Your household composition, or the people living in your home.
  - The time when damage occurred to your home.
  - Insurance coverage on your home.
- The inspector will assess and verify damage caused by the disaster. There is never an inspection fee. Generally, the inspection lasts about 30 minutes.
- The inspector does not determine eligibility or the amount of financial assistance you may be eligible to receive.
- All FEMA inspectors carry an official photo ID. Someone who only has a shirt or jacket that says FEMA does not have an official ID.



- If the inspector who comes to your house doesn't have an official ID, or refuses to show it to you, tell them to leave immediately and call local law enforcement. Call the FEMA Helpline (**1-800-621-3362**) if you have any questions about the identity of your inspector.
- Reasonable accommodations, including translation and ASL interpreters, will be available to ensure effective communication with survivors with limited English proficiency, survivors with disabilities, and other individuals with access and functional needs.
  - You may invite someone such as a household member, relative or friend to assist in communicating with the inspector.

*Apply for FEMA Individual Assistance online at [DisasterAssistance.gov](https://DisasterAssistance.gov) (fastest option); on the [FEMA App](#) (available at the Apple App Store or Google Play); by phone at **800-621-3362** (if you use a relay service, give FEMA your number for that service) or visit a Disaster Recovery Center (DRC); to locate a DRC near you, visit the [DRC Locator](#).*

