



October 8, 2018
DR-4393-NC NR 033
Media Contact: (256) 454-3863

News Release

Stay in Touch with FEMA to Ensure a Timely Home Inspection

RALEIGH, N.C. – North Carolina residents with damage and losses from Hurricane Florence are encouraged to follow up with FEMA to ensure a timely inspection and keep their recovery on track.

Following these tips will help make the process of scheduling an inspection as smooth as possible:

- Make sure FEMA has up-to-date contact information.
 - This information can be updated online at [DisasterAssistance.gov](https://www.DisasterAssistance.gov), by calling the Disaster Assistance Helpline at **(800) 621-3362** (voice, 711 or Voice Relay Service), TTY: **(800) 462-7585**, or by visiting a Disaster Recovery Center (DRC). To find a center go to: [fema.gov/DRC](https://www.fema.gov/DRC). You can also visit a center in South Carolina if it is closer.
- Answer all calls even if you don't recognize the number. Contracted inspectors may be calling from unfamiliar area codes.
- Be willing to work with the inspector to schedule the earliest available appointment.
- Respond as soon as possible to any "Sorry I missed you" letters or communications regarding your inspection.

If your home was found to be inaccessible at the time of inspection and you must reschedule, you must let FEMA know when the home is accessible and request a new inspection to be issued.

- To update your information, call the Disaster Assistance Helpline at **(800) 621-3362**.
- Once the status of your home is updated and your request for a new inspection has been made, know that it may take **from 3 to 7 days** for a FEMA-contracted inspector to contact you to schedule your inspection.

When the inspector arrives:

- Ask for official identification. The badge should include the inspector's name and photo.
- Be aware of fraud. Inspectors will have your case number and details about your property.
- Be prepared. Inspectors assess and verify serious damage caused by the disaster. There is no inspection fee. Generally, the inspection lasts about 45 minutes or less.

To date, FEMA inspectors have completed more than **80,000** home inspections in North Carolina.

For more information on North Carolina's recovery from Hurricane Florence, visit [NCDPS.gov/NCEM](https://www.NCDPS.gov/NCEM) and [FEMA.gov/Disaster/4393](https://www.FEMA.gov/Disaster/4393). Follow us on Twitter: [@NCEmergency](https://twitter.com/NCEmergency) and [@FEMARegion4](https://twitter.com/FEMARegion4).

###

FEMA's mission: Helping people before, during and after disasters.

For more information on North Carolina's recovery from Hurricane Florence, visit NCDPS.gov/NCEM and FEMA.gov/Disaster/4393. Follow us on Twitter: [@NCEmergency](https://twitter.com/NCEmergency) and [@FEMARegion4](https://twitter.com/FEMARegion4).

*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) 711/VRS** - Video Relay Service). Multilingual operators are available. (Press 2 for Spanish). TTY call [800-462-7585](tel:800-462-7585).*

FEMA's temporary housing assistance and grants for public transportation expenses, medical and dental expenses, and funeral and burial expenses do not require individuals to apply for an SBA loan. However, applicants who receive SBA loan applications must submit them to SBA loan officers to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.

The 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 website at sba.gov/disaster. Deaf and hard-of-hearing individuals may call (800) 877-8339.