

Hurricane Harvey Private Sector

eBrief

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Applicants may appeal an initial FEMA determination letter

Hurricane Harvey survivors who registered with FEMA for disaster assistance have the right to appeal the agency's decision in the determination letter.

The initial FEMA determination letter is intended to explain which category of assistance was processed and the decision made, including amount. The letter will also explain what action can be taken if the amount is insufficient or the decision is ineligible, and if any additional information should be provided for the decision to be reconsidered. It is imperative that all applicants carefully read their determination letter. Should they have any questions, believe the decision was made in error, or wish to provide additional information, they may contact FEMA to file an appeal.

All appeals must be made in the form of a signed letter within 60 days of the date on the determination letter. In the appeal, applicants should clearly explain why they disagree with the decision. The appeal should include any requested information and supporting documentation. If the person writing the appeal letter is not the applicant or a member of the applicant's household, a statement must be included granting authorization to the writer to act on the applicant's behalf.

All appeals letters must include the following:

- Applicant's full name, date of birth and current address
- Applicant's signature and the date
- Applicant's registration number (on every page)
- FEMA disaster declaration number – DR-4332 (on every page)

WHAT to DO if YOU DISAGREE with FEMA'S DECISION LETTER

- 1 Read the letter carefully to find out why the decision was made.

Do you need to provide additional information?

- Insurance determination letter.
- Proof of occupancy or ownership.
- Proof of ID.
- Applicant's signature.

Common reasons for the initial decision:

- The damage was to a secondary home or a rental property, not a primary residence.
- Someone else in the household applied and received assistance.
- Disaster-related losses could not be verified.
- Insurance covered all losses.

- 2 Contact FEMA for help with filing an appeal or any questions.

CALL

800-621-3362
(711 or Video Relay Service available)
800-462-7585 (TTY)

VISIT

A Disaster
Recovery Center



- 3 File a written appeal.

Explain why you think the decision was not correct.

- Provide supporting information and documents.
- Include your FEMA registration number on all documents.
- Sign the letter.

Mail or fax your appeal within 60 days of the decision letter date, or drop it off at a Disaster Recovery Center.



Additionally, applicants must include a copy of a state-issued identification card with the letter. In the event that the applicant is unable to include proof of identification, the letter may be notarized or include the statement “I hereby declare under penalty of perjury that the foregoing is true and correct.”

Letters and supporting documentation may be uploaded quickly to an applicant’s account on [DisasterAssistance.gov](https://www.disasterassistance.gov), faxed to **800-827-8112** with the cover sheet provided with the FEMA determination letter; or submitted at a Disaster Recovery Center where assistance is also available to assist applicants with ensuring all necessary documents are included. Letters may also be sent by mail to:

FEMA
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-7055



Ongoing clean-up efforts throughout Texas

Hurricane Harvey left a giant mess with a giant price tag. The whole community continues to pull together to perform a giant cleanup from one of the costliest disasters in state history. Texans can see the progress made by local, state and federal partners—from the pace of curbside pickups to the number of cleaned up neighborhoods. While it takes time to round up a massive amount of storm debris spread across **300** miles of Texas, a significant amount has already been collected.

The scope of debris covers a wide range, such as:

- **BEACHES**—On Sept. 23, more than **5,000** volunteers picked up **40** tons of trash from **55** miles of Texas beaches during Adopt-a-Beach Day—organized by the Texas General Land Office (GLO), promoted by the Galveston Bay Foundation and held at **13** sites along the upper coast.
- **ROADS**—As of Oct. 1, just **37** days after Hurricane Harvey made its first landfall, more than **500** roadways had reopened after being cleared of water and debris, according to the Texas Department of Transportation (TxDOT). During the height of Harvey, TxDOT’s [DriveTexas.org](https://www.drivetexas.org) website handled more than **5** million online visits to check road conditions, find alternate routes and see road closures in near real time.
- **COAST**—On Oct. 6, the GLO, in conjunction with the U.S. Coast Guard, announced plans to remove **300** displaced and sunken boats damaged in coastal waters as a result of Hurricane Harvey. Owners who are still missing a vessel should call **877-458-9377**.
- **LANDFILLS**—By Oct. 6, the Texas Commission on Environmental Quality (TCEQ) had approved **189** temporary debris management sites to handle massive quantities of debris. Field observers from TCEQ continue to visit and monitor staging areas and landfills to ensure compliance with environmental guidelines.
- **HOMES**—As of Oct. 23, more than **23,000** Harvey survivors have called the Cleanup Assistance Hotline: **(844) 965-1386**. To date, more than **188** volunteer groups have completed **16,000** requests to muck and gut flood-damaged homes.

FEMA has obligated **\$220 million** in expedited funds for debris removal and continues to provide technical assistance to the state and local communities on debris-related issues.

As of Oct. 23, the various jurisdictions working on the Harvey clean-up in Texas had picked up around **7.9 million** cubic yards of storm debris using contracted labor, existing staff, workers on loan from neighboring communities and the TxDOT. Cleanup from Harvey clearly requires a unity of effort by local, state and federal partners to achieve a shared goal. Due to the size of the disaster, debris collection and disposal

could take as long as a year to complete. Recovery officials remind the public that debris removal involves slow-moving heavy equipment. Motorists and pedestrians need to give crews plenty of room to work.



Hotel stays extended to Nov. 27, 2017 for eligible 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 if they have continued eligibility for assistance through a TSA participating hotel.

Hurricane Harvey survivors who recently applied for assistance will be notified automatically of their eligibility. To be considered for TSA eligibility, disaster survivors must be registered with FEMA for disaster assistance, and meet other TSA eligibility criteria.

FEMA facilitates payments to the hotel for the room and any applicable taxes (including non-refundable pet fees – up to the maximum allowable room night charge). Applicants are responsible for all other incidental costs (meals, transportation, etc.). Hotels require a government issued photo ID at time of check-in, survivors must adhere to any hotel check-in requirements and may be required to provide a credit card for incidental expenses.

A household of four or fewer members is authorized one hotel room and a household of five or more will be authorized additional rooms (limit four people per room). One member of each household, 18 years or older, must reside in each room.

Applicants with disabilities or who have access and functional needs should check with hotels to ensure appropriate accommodations are available. Those with pets must check with the hotel to see if the hotel accepts pets.

TSA-eligible applicants must find and book their own hotel rooms. The list of participating hotels is available at DisasterAssistance.gov under the [Transitional Shelter Assistance Program](#) link or by calling FEMA at 800-321-3362. For 711 or Video Relay Service, call 800-621-3362. For TTY, call 800-462-7585.

For more information on Hurricane Harvey and Texas recovery, visit the Hurricane [Harvey disaster web page](#), the FEMA Harvey Facebook page at www.facebook.com/FEMAHarvey/, the [@FEMARegion6 Twitter account](#), and the [Texas Division of Emergency Management website](#) at www.dps.texas.gov/dem/.

Click [here](#) to be **removed** from this email list | Click [here](#) to be **added** to this email list.

NON-DISCRIMINATION POLICY: 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 800-621-3362 (voice), 711/VRS – (Video Relay Service), (TTY: 800-462-7585). Multilingual operators are available (press 2 for Spanish).