



FEMA

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News Release

Remote Home Inspections and What Else to Expect After You Register

CLANTON, Ala. – If you were affected by March 25-26 severe storms and tornadoes and you live in Bibb, Calhoun, Clay, Hale, Jefferson, Perry, Randolph, and Shelby counties, you may be eligible for FEMA help.

Assistance provided by FEMA for homeowners and renters can include grants for rent and repairs to make their primary home habitable. It can also help other serious disaster-related needs like replacing essential household items, uninsured/out of pocket medical, dental, funeral/burial costs, transportation, and moving and storage expenses reimbursements.

First, if you haven't already done so, contact your insurance company and file a claim for the disaster-caused damage you've suffered. You don't have to wait to start cleaning up but be sure to take photographs or video of the damage and keep all receipts for repair work.

If you have uninsured or underinsured losses, contact FEMA by either going online to disasterassistance.gov or by calling the FEMA Helpline at 800-621-3362, Persons who are deaf, hard of hearing, or have a speech disability and use a TTY may call 800-462-7585. Lines are open daily from **6 a.m. to 10 p.m. CT.**

Information that may be useful to have when you register includes:

- Your address at the time of the disaster and a description of disaster-caused damage and losses
- The address where you are now staying
- A current phone number where you can be contacted
- Insurance information
- Your Social Security number
- Total household annual income
- Routing and account number for checking or savings account so FEMA may directly transfer disaster assistance funds

Home Inspections and COVID-19

If you reported that you cannot or may not be able to safely live in your home, it may be necessary for FEMA to perform an inspection of the damaged dwelling. Due to the COVID-19 nationwide emergency and the need to protect

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the safety and health of all Americans, inspections will be conducted remotely, by phone.

FEMA applicants are asked for both their home and cell phone numbers, as well as their email address so FEMA may stay in contact with them.

For remote inspections, FEMA inspectors will contact applicants by phone to answer questions about the type and extent of damage sustained. If they are unable to contact you via phone, they will contact you via e-mail. Remote inspections provide a new way of evaluating damage; comparable to traditional, in-person inspections and expedites the delivery of recovery assistance to survivors based on their eligibility.

Survivors with minimal damage who can live in their homes will not automatically be scheduled for a home inspection when applying to FEMA, however, they may request an inspection if they find significant disaster-caused damage afterwards.

Remote inspections have no impact on the types of Other Needs Assistance available that do not require an inspection. This includes childcare, transportation, medical and dental, funeral expenses, moving and storage, and Group Flood Insurance Policy Assistance.

If you have any questions, call the FEMA Helpline at 800-621-3362. For TDD call 800-462-7585. If you use 711 or Video Relay Service, call 800-621-3362.

For referrals to Alabama's health and human service agencies as well as community organizations, dial **211**, text **888-421-1266**, or chat with referral specialists via www.211connectsalabama.org.

For more information on Alabama's disaster recovery, visit ema.alabama.gov, [AlabamaEMA Facebook page](https://www.facebook.com/AlabamaEMA), www.fema.gov/disaster/4596 and www.facebook.com/fema.

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FEMA's mission is helping people before, during, and after disasters.