

Craven County Disaster Damage Recovery Actions

If you live in the unincorporated area of Craven County or in Cove City, Dover, River Bend, Trent Woods, or Vanceboro, *and have had storm damage to your structure or electrical, heating & air, or plumbing systems*, call the Craven County Inspections Department at 252-636-4987 between the hours of 8 am - 5 pm Monday-Friday. The Inspections Department will assist you in determining which permits and inspections you need.

If you are currently without power and have sustained any damages:

- contact your building inspections office *
- have a licensed contractor repair any damages
- call your building inspections office to request an inspection*

No electrical service providers will restore power to a damaged structure unless a building inspector has determined it is safe to do so.

*If you live in the unincorporated area of Craven County or in Cove City, Dover, River Bend, Trent Woods, or Vanceboro: 252-636-4987

* If you live in New Bern: 252-639-2941

*If you live in Havelock: 252-444-6433

*If you live in Bridgeton: 252-637-3697

NUMBERS:

American Red Cross 252-637-3405

Carteret Craven Electric 800-682-2217

City of New Bern Utilities 252-636-4070

Craven County Emergency Services 252-636-6608

Craven County Inspections 252-636-4987

Craven County Planning 252-636-6618

Craven County Solid Waste 252-636-6659

Dept. of Social Services 252-636-4900

Dept. of Transportation 252-514-4716

FEMA Hotline 800-621-3362

FEMA TTY 800-462-7585

Piedmont Natural Gas 800-752-7504

Progress Energy Outages 800-419-6356 or main 800-452-2777

Salvation Army 252-637-2277

Samaritans Purse clean-up assistance 252-635-2627

Sen. Kay Hagan 877-852-9462 ext. 13

Tideland EMC Outages 800-882-1001 or main 800-637-1079

Please do the following if you have suffered disaster related property damage:

- Contact insurance agent and file flood/homeowners insurance claim.
- Take detailed photos of damage prior to securing the house or completing emergency repairs.
- Complete emergency repairs (tarps, removing trees, etc.)
- Contact Craven County Planning and Inspections Department to observe and document the extent of the damage.
- Register with Federal Emergency Management Agency (FEMA) for all available assistance, including Small Business Administration (SBA) loans.
- Save all receipts for emergency and final repairs.
- Save all documentation from your insurance company and FEMA, including denial letters.
- Document all non-property losses (absence from work, relocation expenses, hospital bills, etc.)