



North Carolina Recovery Update



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FEMA Temporary Housing: Different Options for Different Needs

FEMA, the State of North Carolina and your local community have worked together to provide temporary housing as you recover from Hurricane Florence.

FEMA uses household composition to determine the number of bedrooms for a manufactured housing unit. However, in a travel trailer, FEMA utilizes a “sleeps size” to determine the best unit for household composition.

The travel trailers differ in size, color, and floorplan. The manufactured housing units differ only in the furniture finishes.

Household composition determines the size of the home residents receive on private sites. In

commercial parks unit size may be pre-determined. All temporary housing units come furnished and include full kitchens and a bathroom.

All temporary housing units come with air conditioning and are fully winterized for climate conditions. All units on private sites will have heat tape on the water/sewer lines. Windows have mini-blinds, and all units have smoke detectors and weather radios. It is important to keep your weather radio on and alerts set for your specific area.

Each resident can seek maintenance assistance at any time. The toll-free maintenance number is 800-772-9216 and is



Travel trailers like these are one form of housing FEMA uses. available 24/7.

All residents must abide by the terms and conditions of the license agreement. Commercial park residents must also adhere to the commercial park rules.

FEMA does not allow applicants to make alterations to any of the temporary housing units,

such as removing walls, windows, furniture or appliances without the written permission of FEMA.

Any damage to the unit or defects with it must be reported immediately. For safety reasons the awnings have been disabled on the travel trailers.

Important Contacts - Clip and Save

Federal Agencies

FEMA Helpline: 800-621-FEMA (3362)
U.S. Small Business Administration (SBA): 800-659-2955
IRS Tax-Related Disaster Information: 866-562-5227
Dept. of Housing and Urban Development: 800-569-4287
Department of Veterans Affairs: 800-827-0648
National Flood Insurance Program: 800-427-4661
Social Security Administration: 800-772-1213
Fraud against FEMA: 800-323-8603

State and Local Resources

NC Department of Insurance: 855-408-1212
NC Department of Health and Human Services: 800-662-7030
Vital Records: www.ncdhhs.gov/assistance/vital-records
Hotlines: www.ncdhhs.gov/contact/hotlines
NC Med Assist: 866-331-1348, medassist.org
Catholic Charities: 919-821-9750, www.catholiccharitiesraleigh.org
NC Legal Aid: 866-219-5262, www.legalaidnc.org
Operation Hope: 888-388-HOPE (4673), www.operationhope.org

For Maintenance Requests: Call 800-772-9216

In Case of Emergencies

My Address is _____ Family Members _____
Medications _____
Allergies _____
Primary Care Doctor _____

In an Emergency Help 911 Operators Help You

In the event of an emergency, it is critical that emergency responders can find you quickly and easily. Do you know your current address? If you are living in temporary housing units (THUs) in local commercial sites or on private property that is not your home, being able to give an accurate address to the 911 operator could make all the difference.

The address of your THU is located near the top of your licensing-in agreement. This is the form you signed to take responsibility for the unit and is located in your welcome packet. It is your copy of the form entitled "Receipt for Government Property (Revocable License) Individuals and Households Program (Form 9-0-05)."

In addition to knowing your new address, it is also important to have vital medical information on hand. Be sure to know the medications and medical conditions of all family members living in your THU. Providing this information to emergency responders will allow them to provide the best possible care to whomever needs help.

At the top of this page, you will find a clip and save form on which to write critical information in the event of an emergency. A little planning now may prove life-saving later.



Appliances and Propane

The propane tank can power the following appliances:

Stove – The stove is the only appliance that is strictly a propane appliance.

The following appliances can run on either electricity or propane. It is advised to run these appliances in the electric mode to minimize propane usage. This will also extend the time between tank refills.

- **Refrigerator**
- **Water heater**
- **Heater (HVAC)**

It is the responsibility of the occupant to ensure that the propane tank is refilled to continue operation of the appliances.



Safety Tips for the Holidays

Here are a few tips to be safe in your temporary home over the holidays.

- Get rid of your Christmas tree after Christmas or when it's dry. A dry tree is dangerous. It can catch on fire easily.
- Put candles in a sturdy candleholder that will not tip over.
- Use holiday lighting safely. Throw away light strands with frayed or pinched wires. Turn off all your holiday lights before going to bed or leaving your home.



Think about using battery-operated flameless candles.

These candles can look, smell and feel like real candles.

FEMA US Fire Administration