



FLOOD ASSISTANCE FACT SHEET

REVISED
7/15/2021

1. What does President Biden's Disaster Declaration mean?

FEMA will provide federal funding to eligible Detroiters. This may include grants, low-cost loans and other programs.

2. How do I file a claim with FEMA?

Residents and businesses with flood damage should immediately apply for FEMA reimbursement. Even if you completed the DWSD claim form online or by mail, you still need to apply to FEMA. You can start the process at www.DisasterAssistance.gov or by calling 800-621-FEMA (3362).

3. What reimbursement will FEMA provide?

FEMA will announce the criteria, guidelines, and funding thresholds once they begin their relief efforts here in Detroit.

4. Should I still file/continue my claim with DWSD?

- Yes, you should still file a local claim with DWSD if you experienced a sewer backup during the June 25-26 rainstorm.

5. What do I do if I still have standing water in my basement or other immediate health emergency?

- Call the hotline immediately at 313-267-8000.

6. What do I do if I still need help hauling debris from the basement?

- Call the hotline at 313-267-8000.
- The City has committed full-time employees in addition to public volunteers.
- If you do not have insurance, keep receipts and pictures. You may be reimbursed by FEMA. There is no reason to wait.

7. What do I do if I need to clean and sanitize my basement?

- If you have the ability to clean and sanitize your basement, do it now. You can file a claim with your insurance company.
- FEMA provides reimbursement for damage, they don't come and clean your property, therefore do not wait any longer to clean and sanitize.



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8. What should I do if I am a landlord?

- Landlords are required to remove debris to the curb, clean and sanitize the flood-damaged area, make sure hot water heater and furnace are working.
- Starting July 20, BSEED will begin inspections and ticketing with \$250 per day fine for landlords who have not responded.
- Property owners should file an insurance claim.
- Landlords may be eligible for FEMA reimbursement.

9. What do I do if I am a tenant with flood damage?

- If you are a renter and the property owner has not made your living conditions safe, you should file a complaint with BSEED beginning on July 20, 2021. An inspector will be sent to the home. If there is a verified complaint, a violation notice will be issued to the property owner for failing to comply and a \$250 ticket will be issued for each day the property owner remains in noncompliant. Call the hotline at 313-267-8000 to file a complaint.
- Personal items may be reimbursable through FEMA funding.
- Please take photos of damages and save any receipts you have for cleaning out your basement.

10. What do I do if I am a homeowner who has already taken steps to clean out my basement?

- You should initiate a claim with your insurance company
- Apply for FEMA reimbursement now, even if you completed the DWSD claim form. Start the process at www.DisasterAssistance.gov or by calling 800-621-FEMA (3362).



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11. What do I do if I am among the most vulnerable homeowners and I still need help cleaning and sanitizing my basement?

- We are prioritizing homeowners with a city poverty tax exemption. HPTAP approved homeowners who are over 65, disabled or have children 10 and under in the household are eligible.
- The city will assist you in covering the cost of the work to make your home safe from health risks, such as sewage and mold. We will remove debris, damaged drywall, tile as well as clean, sanitize and dry your basement.
- If you are able, remove debris from your basement.
- Call the hotline at 313-267-8000 to start the process.

In all cases, you should document your losses with photos of the flood damage and keep receipts related to cleaning out your basement and repairs. If you have insurance, you should file a claim with your insurance company immediately.