



North Carolina Department of  
Crime Control & Public Safety

FEMA Region IV Office  
Atlanta, Georgia



FEMA

# News Release

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## FEMA'S COMMUNITY RELATIONS TEAMS GOING DOOR TO DOOR

**ATLANTA** – Community relations teams from the [North Carolina Division of Emergency Management](#) and [Federal Emergency Management Agency](#) are reaching out to survivors affected by Hurricane Irene.

Teams are in the designated counties, knocking on doors and attending meetings to share and gather information. The goal is twofold: to make sure that renters, homeowners and small business owners know about available disaster assistance programs, and to identify unmet needs.

Team members will also meet with representatives of community and faith-based agencies, community leaders and public officials. When community relations specialists meet a disaster survivor with unmet needs, they pass that information on to state, federal or voluntary agency staff best able to respond.

Renters and homeowners may apply for help in the form of grants for temporary housing, basic home repairs and other serious disaster-related needs. Renters, homeowners and business owners of all sizes may also be eligible for low-interest disaster loans from the [U.S. Small Business Administration](#).

Individual assistance helps eligible applicants with temporary housing assistance, uninsured personal property losses and medical, dental and funeral expenses caused by the disaster, along with other disaster-related expenses and serious needs. It won't make you whole, but it will help them get started on your road to recovery.

No matter the degree of your loss or insurance, survivors are urged to apply for help. You can use the following methods:

- By **phone**, call **800-621-FEMA** or **TTY at 800-462-7485** from 7 a.m. to 10 p.m., seven days a week until further notice. Operators are multilingual. If you use 711 or Video Relay Service (VRS) call **800-621-3362**. By **computer**, go online to [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).
- By **smartphone** or **tablet**, use **m.fema.gov**.
- **Through FEMA's App for android phones, which can be downloaded at** <https://market.android.com/details?id=gov.fema.mobile.android>.

When registering, you will need the following information:

1. Social Security number;
2. Current mailing address;

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3. Address of the damaged property;
4. A brief description of the damages; and
5. Any insurance information, including the policy number and the name of your agent. A phone number where you can be reached.

Assistance from FEMA could include:

- **Temporary housing** – money to rent a different place to live;
- **Repairs** – grants to repair some of the disaster-related damage that is not covered by insurance; and
- **Other needs assistance** – grants for necessary and serious needs caused by the disaster. This includes medical, dental, funeral, personal property, transportation, vehicle repair or replacement, moving and storage and other expenses that FEMA approves.

Those with hurricane-related losses in the following counties may register with FEMA: Beaufort, Carteret, Craven, Dare, Hyde, Pamlico and Tyrrell.

If you receive an application for a low-interest disaster loan from the SBA after you register, please fill it out and return it. **Returning the application does not obligate you to accept an SBA loan, but the application must be filled out in order to be considered for other types of disaster assistance.** Learn more at **800-659-2955** or [www.sba.gov](http://www.sba.gov).

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*FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.*

*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-FEMA (3362). For TTY call 800-462-7585.*

*FEMA's temporary housing assistance and grants for public transportation expenses, medical and dental expenses, and funeral and burial expenses do not require individuals to apply for an SBA loan. However, applicants who receive SBA loan applications must submit them to SBA loan officers to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.*

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