

Flooding Response Sheet

- **Ensure Safety:** Do not enter your property until authorities declare it safe to do so. Be cautious of structural damage, electrical hazards, and potential contamination. **If you need help please call 211; for emergencies call 911.** For more help visit: HealthVermont.gov/Flood
- **Contact Insurance Provider:** Notify your insurance provider about the flooding incident and initiate the claims process. Follow their instructions for documenting and assessing the damage.
- **Register with FEMA:** Register with FEMA for assistance by calling their helpline or visiting their website. Provide accurate and detailed information about your situation. *Call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585. <https://www.fema.gov/>*
- **Document Damage:** Take photographs or videos of the damage to your property and possessions as evidence for insurance claims and FEMA assistance. Keep samples of damaged carpet, flooring, wallpaper, drapes, etc. Keep track of model and serial numbers for larger items and before starting any work be sure to consult your insurance or flood adjuster and get proper permits.
- **Keep Records:** Maintain a record of all communications, including phone calls, emails, and documents exchanged with insurance companies and FEMA.
- **Request Inspection:** If FEMA's initial inspection does not accurately represent the extent of the damage, consider appealing their decision and providing additional evidence, such as contractor estimates or expert opinions.
- **Seek Local Resources:** Contact local disaster relief organizations, non-profits, or community groups that may provide additional assistance, such as temporary housing, food, clothing, or cleanup support.
- **Preserve Evidence:** If your property is deemed uninhabitable or condemned, consult with local authorities or health officials to obtain the necessary documentation to support your claim for maximum FEMA assistance.
- **Be Cautious with Contractors:** Be cautious when hiring contractors for repairs or inspections. Seek recommendations, check references, and ensure they are licensed and reputable. In past events, scams have impacted flood-affected residents looking for relief.
- **Keep Detailed Records:** Maintain copies of all documents, receipts, and expenses related to repairs, clean-up, and temporary housing. These records will be important for insurance claims and financial assistance.

Please share this information with your neighbors

Contact our program hotline at **802-660-3455 ext. 204**

Let us know which Mobile Home Park you live in and the best phone number to reach you.

Remember, each flooding situation is unique, and it's crucial to follow instructions from local authorities and adapt this checklist to your specific circumstances. Stay resilient, seek support from community resources, and remain patient throughout the recovery process.