

# Recovery Fact Sheet 004

## Key Messages

- Residents of the **Bronx, Dutchess, Kings, Nassau, Queens, Richmond, Rockland, Suffolk and Westchester counties** who had damage or losses as a direct result of Hurricane Ida are encouraged to apply for FEMA assistance as soon as possible. **The deadline to apply is Monday, Dec. 6.**
- If you have a mold problem caused by Hurricane Ida, call your insurance company to file a claim. Mold can pose serious health risks and should be removed as soon as possible. If you live in one of the nine counties listed above and have not already applied for FEMA assistance, file an application. You may be eligible for a one-time \$300 **Cleaning and Sanitizing** grant to help with Ida cleanup costs. Find tips about mold remediation from the Centers for Disease Control and Prevention at [Homeowner's and Renter's Guide to Mold Cleanup After Disasters | CDC](#).
- If you disagree with a FEMA decision about your eligibility for disaster assistance, remember that you have the right to appeal. Be sure to provide documentation of the damage that affected your essential living space or made your home uninhabitable. That includes repair estimates, contractor bids and photos. For more information and advice on the appeals process, see <https://www.fema.gov/press-release/20211014/tips-appealing-decision-fema>.

## Individual Assistance

- Once disaster survivors apply for assistance, FEMA is required to verify the reported losses to determine the applicant's eligibility for assistance. Each application is treated individually. If a FEMA inspection is required, the inspector will contact the survivor within 14 days. Please make sure that the contact information on your application is correct and return the inspector's call promptly to expedite your claim. Remember that the inspector may contact you via call, text, or email and that the call may come from an unfamiliar area code. If you do not hear from the inspector within 14 days, call the **FEMA Helpline at 800-621-3362** or visit the nearest [Disaster Recovery Center](#) to check on the status of your application.
- Renters who live in the nine counties designated for federal assistance after Hurricane Ida can apply for FEMA assistance for necessary expenses and disaster-related serious needs not covered by insurance. Renters may be considered for help to replace personal property such as furniture, appliances, school supplies, vehicle repairs, medical and dental bills related to the disaster. For more information, call the **FEMA Helpline at 800-621-3362**, visit the nearest Disaster Recovery Center at [fema.gov/DRC](https://www.fema.gov/DRC) or visit [DisasterAssistance.gov](https://www.fema.gov/DisasterAssistance.gov).



# FEMA

## Hazard Mitigation

- FEMA's Hazard Mitigation advisors will be in Queens at the Lowe's home-improvement store, 253-01 Rockaway Blvd. in Rosedale, from Monday, Nov. 1, to Saturday, Nov. 6. They will be answering questions and offering advice on repairing your home and protecting it from another disaster. Free reference booklets with information about rebuilding stronger will also be available to survivors. More information about reducing your risk can be found at [fema.gov/emergency-managers/risk-management](https://www.fema.gov/emergency-managers/risk-management).

## Disaster Recovery Centers

- At a **Disaster Recovery Center**, you can apply for FEMA disaster assistance, check the status of your application and get information about other resources available.
- The **Suffolk County Disaster Recovery Center** at the Caracappa Senior Citizen Center, 739 NY-25A in Mount Sinai will close permanently on Saturday, Oct. 30.
- The **Rockland County Disaster Recovery Center** at Orangetown Soccer Club Complex, 175 Old Orangeburg Road in Orangeburg is open from 10 a.m. to 6 p.m. Monday to Saturday.
- **Disaster Recovery Centers listed below** are open 10 a.m. to 6 p.m. Monday to Saturday, closed Sundays, at these fixed locations:
  - Hostos College, 450 Grand Concourse, Bronx, NY 10451
  - Queens College, 152-45 Melbourne Ave., Queens, NY 11367
  - Medgar Evers College, 231 Crown St., Brooklyn, NY 11225
  - College of Staten Island, 2800 Victory Blvd., Staten Island, NY 10314
  - Michael J. Tully Park Physical Activity Center, 1801 Evergreen Ave., New Hyde Park, NY 11040
  - Public Library, 136 Prospect Ave., Mamaroneck, NY 10543
- **Mobile Disaster Recovery Centers (or traveling units)** are open for a limited time at the following locations:
  - **Richmond County:** from 9 a.m. to 5 p.m. Oct. 29, Oct. 30 and Nov. 1 at Corporal Thompson Park, 166 Broadway, 1347 on Staten Island.
  - **Rockland County:** from 9 a.m. to 5 p.m. Oct. 28, Oct. 29 and Oct. 30 at the Spring Valley Town Hall, 200 N. Main St. in Spring Valley.
  - **Westchester County:** from 9 a.m. to 5 p.m. Oct. 28, Oct. 29 and Oct. 30 at the Port Chester Village Hall, 222 Grace Church St. in Port Chester.
  - **Bronx County:** from 9 a.m. to 5 p.m. Oct. 29, Oct. 30 and Nov. 1 at Aileen B. Ryan Recreational Complex at Pelham Bay Park, Middletown Road and Stadium Avenue in the Bronx.

## Ways to Apply to FEMA

- To apply for FEMA assistance, visit [DisasterAssistance.gov](https://www.DisasterAssistance.gov), use the FEMA mobile app or call the **FEMA Helpline** at **800-621-3362**. If you use video relay service (VRS), captioned telephone service or others,

give FEMA the number for that service. Helpline operators are available from 8 a.m. to 7 p.m. daily. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.

- You can also apply at any Disaster Recovery Center. To find one near you, visit [fema.gov/DRC](https://fema.gov/DRC).

## U.S. Small Business Administration

- SBA disaster loans are the largest source of federal disaster recovery funds for survivors. These low-interest disaster loans are not just for businesses. Homeowners, renters and certain nonprofits that were affected by Hurricane Ida may apply online for disaster loans using SBA's secure website at <https://disasterloanassistance.sba.gov/ela/s/>. Applicants may also call SBA's Customer Service Center at **800-659-2955** or email [DisasterCustomerService@sba.gov](mailto:DisasterCustomerService@sba.gov) for more information. Individuals who are deaf or hard-of-hearing may call **800-877-8339**.

## Get More Information

- For additional online resources as well as FEMA downloadable pamphlets and other aids, visit [DisasterAssistance.gov](https://DisasterAssistance.gov) and click "Information."
- For referrals to agencies that support community-specific needs, call 211 or visit [211nys.org/contact-us](https://211nys.org/contact-us). New York City residents can call 311.

For official information on the New York recovery effort, visit [fema.gov/disaster/4615](https://fema.gov/disaster/4615). Follow us on Twitter at [twitter.com/femaregion2](https://twitter.com/femaregion2) and on Facebook at [facebook.com/FEMA/](https://facebook.com/FEMA/).

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