

## Harvey Resources

### #TexasStrong #HoustonStrong

Below is information you may find helpful. As you find other good information, please share with neighbors and us. Thank you.

+++

#### FAQs

1. Are the releases of water from nearby dams going to affect us? No, residents in District 150 should not be affected by any of the four dams that are releasing water. We are in different watersheds than those.
2. Is another hurricane about to hit us again? Currently, no. There is another Hurricane in the Atlantic, "Irma", that at last report was a deadly category 5 storm with winds of 175 MPH and is a threat to some islands, Florida and potentially other areas. Currently no models show the storm impacting the Gulf Coast. Stay informed should anything change.
3. Do I have to sort my curbside pile of storm debris? No. While this is encouraged for those who are still creating the pile, if you and your neighbors have already piled debris by the curb, even if unsorted, the County is not currently requiring that the piles be re-sorted.
4. How significant was the flooding? The best comparisons we've seen are to the 2016 Tax Day flood. In that flood, ALL of UNINCORPORATED Harris County had approximately 7,000 homes flooded. For Harvey, the number is currently at 30,000 for Precinct 4 alone (which is roughly the Northwest quarter of Harris County.)

+++

**Harry County:**     [ReadyHarris.org](http://ReadyHarris.org)

#### **Report Debris for pickup**

Call this number to report debris in unincorporated Harris County: **713-274-3880**

#### **First Stop for Resources and Information**

- For consolidated resources and contacts on Hurricane Harvey recovery efforts, as well as contacts for claims, donations, Texas state agencies assisting in the relief effort, and other useful information, go to

<https://www.gov.texas.gov/hurricane>. This link includes information on:

- Filing claims with insurers
- Current closures on major roads in Harris County through Houston TranStar
- Consumer protection information

### **VOLUNTEER site to match-up needs with Volunteers!**

<https://www.texasrescuemap.com/muckmap#volunteerDialog> #TexasStrong

### **FEMA Resources**

FEMA is also providing important resources for those affected by the hurricane through their website. For FEMA assistance and assistance with filing an insurance claim, consumers should call FEMA representatives at

- **(800) 462-7585** or go to <https://www.disasterassistance.gov> for additional information. This link <https://www.fema.gov/hurricane-harvey> includes information on:
  - Steps on applying for federal assistance or federal funds from FEMA
  - Useful phone numbers for relevant agencies
  - Information for those with flood insurance through the National Flood Insurance Program
  - Contact information for Texas Emergency Management Offices
  - Emergency contact information in the affected counties
  - Safety tips during recovery from the storm

### **Locating a Vehicle**

All vehicles found abandoned on roadways are being towed to a location throughout the county. If you left your vehicle on a roadway during the storm, call Harris County law enforcement at **713-221-6000** or **713-308-8580** to locate and reclaim your vehicle. They will ask for either a driver's license number or license plate number.

### **Help Filing an Insurance Claim**

Call your insurance agent or company as soon as possible to report property damage.

- Visit <http://www.tdi.texas.gov/consumer/storms/helpafterharvey.html> or contact the Texas Department of Insurance at: [ConsumerProtection@tdi.texas.gov](mailto:ConsumerProtection@tdi.texas.gov) or **1-800-252-3439** for information including:
  - A quick guide on filing claims, deadlines, and resources.
  - The process, including deadlines and what to do if you disagree with your insurance company's estimate.
  - Answers to common questions if your car is flooded.
  - A look at how the fraud team works to protect consumers in areas affected by storms
  - Preventing contractor fraud and avoiding repair scams   \*You will also find clarification on false information spread about HB 1774.  
*Property owners with covered damages maintain the same rights to an insurance claim whether they file their claim before or after September 1.*

### **Replacing Lost or Damaged Documents**

As long as you already had a driver license or ID card, you can bring whatever identity and residency documentation they have to a driver's license office near you and get a replacement free of charge.

- For website links visit <https://www.usa.gov/replace-vital-documents> or call the numbers below:
  - Social Security Card: Call 800-772-1213
  - Birth and Death Certificates: Call 888-963-7111
  - Texas Driver's License: Call 512-424-2600
  - Bank Checks, ATM/Debit Cards, or Safe Deposit Boxes: Call 877-275-3342
  - Credit Cards: Contact your issuing institution: American Express (800-992-3404), Discover (800-347-2683), MasterCard (800-622-7747), or Visa (800-847-2911).
  - Credit Reports: Contact Equifax, Experian, or Transunion at 877-322-8228 or visit [annualcreditreport.com](http://annualcreditreport.com)
  - Fraud Alerts or a Credit Freeze: Call 877-438-4338
  - Medicare Cards: Call 800-772-1213
  - Passport: Call 877-487-2778
  - U.S. Savings Bonds: Call 844-284-2676
  - Tax Returns: Call 800-829-1040
  - Military Records: Call 866-272-6272

- Vehicle Titles: Call (888) 368-4689 or (512) 465-3000.
- SNAP Card (food stamps): call the Lonestar helpdesk toll-free at 1-800-777-7328.
- Green Cards: Call 800-375-5283
- Replace a Texas Marriage Record or Certificate: 888-963-7111
- Proof of Address/Residency: English: 512-424-2600 Español: 512-424-7181

### **Avoiding Scams/ Price Gouging**

Keep your personal information to yourself, avoid contractors who offer a "no-deductible" deal, and make sure you have accurate address and contact information for any business you work with. Scammers sometimes pose as government officials, and ask for your financial information or money to apply for aid that you can request on your own for free. Government officials will never ask you for money in exchange for information or the promise of a check.

Visit <https://www.consumer.ftc.gov/> for updated alerts on the most recent scams and more tips to protect yourself. If Texans in affected counties believe they have been scammed or encountered price gouging during or after Hurricane Harvey, they should call the Office of the Attorney General's Consumer Protection Hotline toll-free at **(800) 621-0508** or mail to: [consumeremergency@oag.texas.gov](mailto:consumeremergency@oag.texas.gov). For complaints of price gouging at Texas gas stations, consumers should contact the Texas Department of Agriculture toll-free at **(800) 252-8011**.

Call the State Bar of Texas legal hotline at **(800) 504-7030** for answers to basic legal questions in English, Spanish, or Vietnamese.

### **Resources for businesses affected by Harvey**

If you own a business that was damaged by Hurricane Harvey, here are some resources you should consider. Call your insurance agent immediately.

#### **FEMA**

Visit <https://www.fema.gov/what-do-if-your-business-or-farm-was-damaged> or call **(800) 621-3362**.

FEMA has two types of loans for businesses affected by natural disasters, and the U.S. Small Business Administration has loans for specific small businesses:

- FEMA Business Disaster Loans,
- FEMA Rural Business & Industry Loans, and
- SBA Disaster Loan Assistance. Business owners can apply for up to \$2 million to cover any "working capital needs" related to the business.

### **U.S. Small Business Administration**

- To apply for Small Business Administration disaster assistance, fill out the necessary tax/application documents, and submit for aid: <https://disasterloan.sba.gov/ela/Information/ApplyOnline>. Note that SBA also provides loans for small business owners to repair their primary residences, if the property is in a county with a disaster declaration.
- Business owners can borrow up to \$2 million to cover any physical damage to the business property.
- Property owners can borrow up to \$200,000 to cover repair and/or replacement of their primary residence.

### **Texas Hotline**

The Texas Association of Business has established a hotline to provide resources to business owners affected by the storm at **512-637-7714**.

### **IRS Tax Relief Options**

Information on Tax relief from the IRS <https://www.irs.gov/newsroom/tax-relief-for-victims-of-hurricane-harvey-in-texas>.

### **Unemployment Assistance**

Information for employees unemployed because of federally declared disaster call **800-939-6631** or visit <http://www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance>.

### **Donations & Volunteering Information**

County Judge Ed Emmett and Mayor Sylvester Turner set up a relief fund to disseminate resources throughout Harris County. If you or someone you know would like to make a donation or volunteer in relief efforts in the Harris County area, call the Greater Houston Community Foundation at **(713) 333-2200** or visit [www.ghcf.org](http://www.ghcf.org). \*Use caution before handing over your cash to unknown organizations.\*

You can donate blood to Life South blood bank by calling **(210) 791-5590** for locations, or to the Red Cross by visiting [www.redcrossblood.org](http://www.redcrossblood.org) or calling **1 (800)-733-2767**.

### **Tips on Navigating the Insurance Claims Process**

Information from National Federation of Independent Business on Navigating the Claims Process <http://www.nfib.com/content/news/insurance/disaster-recovery-navigating-the-claims-process/> .

Please call our district office at **(281) 257-4222** or our Austin office at **(512) 463-0572** if we can be of any assistance.