

Flood Damage Claims

Frequently Asked Questions

For residences:

If your residence was damaged from the flooding event, call your **county emergency management agency** to report your damage. They have a representative collecting the information. Be prepared to provide them information including:

- Property Address:
- Your Name, Telephone number, email address
- Type of Home: single family, apartment, duplex
- Are you the property owner?
- As the owner, is this your primary, secondary, or vacation home?
- Does the property have current flood insurance?
- If you are the renter, the landlord's name, telephone number, and email address
- What rooms were damaged?
- Can you continue living in the home without immediate repairs?
- What kind of immediate assistance do you need?
- If possible, take photos of each damaged area, showing damage details. Send to the county emergency management agency representative.
- If you are hiring a business to assist in the cleanup, save the receipt. Ensure the receipt has a date and details about the work that was done.
- If volunteers are assisting in the cleanup, were they part of a volunteer organization? If yes, what organization?

For businesses and non-profit organizations including schools and religious institutions:

If your business property was damaged from the flooding event, call your **county emergency management agency** to report your damage. They have a representative collecting the information. Be prepared to provide them information including:

- Business Property Address
- Business name
- Type of business
- Your Name, Telephone #, email address:
- Identification and type of Structure
- Are you the property owner?
- Does the property have current flood insurance?
- If you are a leasee, the landlord's name, telephone number, and email address
- What was damaged?
- If possible, take photos of each damaged area, showing damage details. Send to the county emergency management agency representative.
- If you are hiring a business to assist in the cleanup, save the receipt. Ensure the receipt has a date and details about the work that was done.
- If volunteers are assisting in the cleanup, were they part of a volunteer organization? If yes, what organization.
- If the volunteers are part of your organization, do you have a tracking system to record who worked, what time they started and finished, and was accomplished?