

TO: All Owners and Management Agents for HUD Insured or Assisted Multifamily Properties

SUBJECT: Reminder of Procedures in the Event of Resident Displacement and/or Property Damage

HUD wants to remind you of the procedures and tools available for owners and residents impacted by disasters. This information will make post-recovery efforts go more smoothly if an event occurs that impacts your residents and/or your property.

A website has been established with information and guidance in the event of a storm event or disaster. The website, Multifamily Housing Guidance for Disaster Recovery, can be accessed at: https://www.hud.gov/program_offices/housing/mfh/disasterguide. For your convenience, Chapter 38: Multifamily Emergency/Disaster Guidance, from HUD Handbook 4350.1 is attached to this communication. HUD encourages you to review this material before an event occurs.

Following an event that impacts residents and/or properties, HUD has reporting obligations based on information staff obtains from Owners and Management Agents of HUD insured and/or assisted properties. Owners and Management Agents are obligated to always immediately report physical damage to a property interior or exterior that has resulted from a fire, flood, wind, severe cold, or other natural disaster or weather event. It is most convenient for all parties if Owners and Agents proactively report to HUD. Owners are encouraged to complete and forward damage assessments to HUD. Please use the forms as follows:

- For a FEMA Declared Emergency or Disaster: Preliminary Disaster Assessment (Appendix A-3 of Chapter 38 of Handbook 4350.1.)
- For an Event not declared by FEMA: Basic Damage Assessment

Please forward the appropriate Assessment Form within 24 hours of the damage. Either form should be legibly handwritten and emailed to:

AtlantaDisasterAssistance@hud.gov for properties assigned to an Account Executive reporting to the Atlanta Regional Office,

or

DamageAssessmentsFlorida@hud.gov for properties assigned to an Account Executive reporting to the Jacksonville Satellite Office.

To find your assigned Account Executive, please look on one of the following websites:

- > <https://www.hud.gov/states/georgia/working/localpo/mfhsg>
- > <https://www.hud.gov/states/florida/working/mf>

Updated reports should be submitted as additional information is available concerning resident displacement or regarding the level/amount of damage sustained. While the Department is not a payee on an insurance loss draft for a property with an insured

mortgage, HUD must still be notified of the event and any damage sustained to the property.

For all properties in the States of Alabama, Florida and Georgia, we request that vacancy data be provided for all properties. The vacancy updates can be sent per property (or per management agent/owner portfolio) to atlantadisasterassistance@hud.gov or damageassessmentsflorida@hud.gov (depending on whether the assets are serviced by the Atlanta or Jacksonville servicing sites). It would be beneficial for the information to be submitted in table or Excel in the following format:

Property Name	iREMS ID	State	Studio	One BR	Two BR	Three BR	Four BR	Total

We ask that vacancy updates be provided over the next day/week and ongoing updates submitted as additional vacancies become available.

OWNER RESPONSIBILITIES

Owners/agents are responsible for:

- Developing an emergency relocation plan to relocate residents prior to the storm especially at 202/811 Elderly or Disabled Properties and nursing homes;
- Developing a pre-disaster checklist that is shared with tenants in case of a disaster;
- Ensuring that the property and records are secured and that residents' possessions and valuables are secured and protected to the greatest extent possible.
- Contacting FEMA for on-going guidance and instruct residents to register with FEMA through 1-800-621-FEMA (3362), or www.fema.gov.
- Applying for assistance with FEMA, Small Business Administration, Housing Finance Agency and others;
- Contacting the local HUD office following a disaster;
- Providing a status report for the residents and property condition;
- Ensuring that residents provide EMERGENCY contact numbers;
- Determining the extent of damage, security needs, resident property protection needs, etc.
- Contacting the property's insurance provider to apply for property and business interruption claims;
- Maintaining inventory of all residents, property, phone numbers, mailing address, and emails;
- Determining which residents have been displaced due to unit damage or a failure of a major building system such as the electrical system, etc.; and

- Tracking each displaced resident's temporary location and maintain contact information for each displaced resident, particularly if the property will likely have units off-line for more than 30 days.

REMINDER TO OWNERS IN AFFECTED AREAS:

Owners should not evict tenants from their unit in order to make hurricane related repairs. The Department encourages you to revisit the instructions provided in Chapter 38 of Handbook 4350.1 for related Emergency/Disaster Guidance.

Other Important Contact Information:

- Federal Emergency Management Agency (FEMA) 1-800-621-3362 – <https://www.fema.gov/>
- American Red Cross - <http://www.redcross.org> 1 800 RED CROSS (1-800-733-2767)
- HUD's housing discrimination hotline: 800-669-9777 (Voice), 800-927-9275 (TTY).

FLORIDA

- Florida Emergency Information Hotline: **1-800-342-3557**
- Information on shelters, road closures, and evacuation routes. <http://www.floridadisaster.org>
- Salvation Army- <http://www.salvationarmyflorida.org> (813) 962-6611
- Department of Agriculture's Rural Housing www.rd.usda.gov/fl (352) 338-3402
- Florida Housing Finance Corporation <http://www.floridahousing.org/> (850) 488-4197

GEORGIA

- Georgia Emergency Management, <https://salvationarmygeorgia.org/> (404) 635-7020
- Ready Georgia, <http://ready.ga.gov/>
- Georgia Department of Transportation (road closures, evacuation routes), <http://www.dot.ga.gov/DS/Emergency/Hurricane>
- Salvation Army <https://salvationarmygeorgia.org/> (770) 441-6200
- Department of Agriculture's Rural Housing www.rd.usda.gov/ga (706) 546-2162
- Georgia Department of Community Affairs <https://dca.ga.gov/> (800) 359-4663

PUERTO RICO

- Agencia Estatal para el Manejo de Emergencias y Administración de Desastres <http://www.manejodeemergencias.pr.gov/> (787)-724-0124
- Salvation Army <https://prvi.salvationarmy.org/> 787) 999-7000
- Puerto Rico – Rural Housing - <https://www.rd.usda.gov/pr/> / (787) 766-5095

US Virgin Islands

- Virgin Islands Territorial Emergency Management Agency
<http://www.vitema.vi.gov/>
- Salvation Army
<https://vi.salvationarmy.org/virginislands/B6A7D937A6A4D67180257344006AB4F7>
St. Thomas: 340-776-0070; St. Croix: Office: 340-773-6162
- USVI Finance Agency - <http://www.usvipfa.com/>
St. Thomas (340) 714-1635; St. Croix (340) 778-8135
- USVI Rural Housing <https://www.rd.usda.gov/contact-us/state-offices/vi> (340) 773-9146

South Carolina

- South Carolina Emergency Management Division
- Information on emergency shelters, road closures, evacuation routes:
<https://www.scemd.org/> (803) 737-8500
- Salvation Army Carolinas: <https://www.salvationarmycarolinas.org/>
- South Carolina State Housing Finance Agency:
<https://www.schousing.com/> (803) 896-9001