



When The Inspector Comes To Your Damaged Property

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» More Information on Arkansas Severe Storms and Tornadoes

LITTLE ROCK, Ark. -- Residents affected by the severe storms and tornadoes of April 9 and registered for federal disaster assistance may be waiting to have their homes inspected by the Federal Emergency Management Agency (FEMA) or other loss verifiers.

After applying for disaster assistance by calling the FEMA registration number, **1 800-621-FEMA (3362) or 1-800-462-7585 (TTY) for the speech- or hearing- impaired** (lines open daily from 8 a.m. to midnight) an inspector contracted by FEMA will contact you within five days to schedule an appointment to inspect your home. A U.S. Small Business Administration (SBA) loss verifier may also schedule an appointment after SBA receives your completed loan application.

When the inspector calls, be sure to give clear, accurate directions to the damaged property and a current phone number where you can be reached. A street address is needed. Post office boxes do not show locations.

The damage inspection is part of the recovery process. FEMA-contracted inspectors, SBA loss verifiers and insurance adjusters are required to carry photo identification. If an inspector comes to your home, ask to see identification. If you see inspectors in your neighborhood, remember that they are following schedules and can only visit houses scheduled for inspections.

Applicants should be prepared to provide written confirmation of ownership, such as a tax receipt, deed, mortgage payment book, or home insurance policy with the damaged property's address. Having the necessary documentation available will help speed up the inspection process.

Owners and renters must also have documentation that proves the damaged property was their primary residence at the time of the disaster. Inspectors will accept a valid driver's license or current utility bill (such as an electric, gas or water bill) as proof of occupancy.

The inspection is free. It generally takes 30-40 minutes and consists of inspecting damaged areas of your home and a review of your records. The inspector enters information into an electronic device that immediately sends the information to FEMA which speeds up the disaster assistance process. The inspector does not determine if an applicant is eligible for assistance.

"We are working quickly to meet the needs of those affected by the disaster," said Federal

Coordinating Officer Mike Moore. "The inspection process is a vital part of the recovery process."

The Arkansas Department of Emergency Management (ADEM) is the state's homeland security and emergency management agency. The agency works to identify and lessen the effects of emergencies, disasters and threats to Arkansas by developing effective prevention, preparedness, mitigation, response and recovery actions for all disasters and emergencies.

FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terrorism.