



What to do if your property was damaged by Hurricane Helene

- ☐ **Turn off your electrical breaker** if your home got more than 16 inches of floodwater.
- ☐ **Take photos/video of any damage for insurance**, including how high water was on your property; list all damaged belongings; document serial numbers of damaged appliances.
- ☐ **Report damage on the Resident Damage Reporting Tool** at disaster.pinellas.gov or on the Ready Pinellas app. This helps secure federal relief aid for the community.
- ☐ **Contact your landlord** if you rent your home or business space.
- ☐ **Remove wet items immediately.** If you have flood insurance through the National Flood Insurance Program, the policy will not cover damage from mold, so do everything you can to prevent mold. Insurance companies allow you to remove wet contents, but take photos of each room and keep samples of any wet contents before you throw them away.
- ☐ **Clean and disinfect anything that got wet.** Visit floodsmart.gov/flood and sbpusa.org/start-here for flood cleanup resources.
- ☐ **Contact your insurance agency and file your claim as soon as possible.** If you have flood insurance that is part of the National Flood Insurance Program, see floodsmart.gov/start or call 877-336-2627 to start a claim.
- ☐ **Work with County/City building representatives to check safety if your property was severely damaged.** Utilities, government offices and reputable businesses or voluntary organizations will visit with proper ID. Never let anyone into your home without first asking for ID.
- ☐ **Beware fraudulent contractors.** Verify contractors' licenses before work, visit contractorsearch.pcclb.com or call (727) 582-3100 (option 2).
- ☐ **Apply for federal assistance:** 1-800-621-FEMA (3362) or DisasterAssistance.gov and **get help with cleanup** by calling Crisis Cleanup Hotline (844) 965-1386.
- ☐ **Find additional storm recovery resources and info** on the Ready Pinellas app, at disaster.pinellas.gov or by calling the County Information Center at (727) 464-4333.
- ☐ **Nowhere to go?** Sheltering for displaced people is available at Ross Norton Recreation Complex, 1426 S M.L.K. Jr. Ave., Clearwater.



Qué hacer si su casa resultó con daños por el Huracán Helene

- ☐ **Desconecte los interruptores eléctricos** si su casa se inundó con más de 16 pulgadas de agua.
- ☐ **Tome fotos/vídeo de daños para el seguro**, incluya hasta donde llegó el agua; haga una lista de los artículos dañados y apunte los números de serie.
- ☐ **Reporte los daños en la Herramienta de Reporte de Daños para Residentes** en disaster.pinellas.gov o en la aplicación Ready Pinellas. Esto ayuda a asegurar la ayuda federal de emergencia para la comunidad.
- ☐ **Comuníquese con su casero** tan pronto como sea posible si alquila su casa o negocio.
- ☐ **Retire inmediatamente los artículos mojados.** Si tiene un seguro del Programa Nacional de Seguros contra Inundaciones, la póliza no cubre daños causados por moho, haga todo lo posible para evitar el moho. Las compañías de seguros permiten retirar objetos mojados, pero tome fotos de cada habitación y guarde muestras los objetos mojados (ropa de cama, alfombras, muebles, etc.) antes de tirarlos.
- ☐ **Limpie y desinfecte todo lo mojado.** Información en floodsmart.gov/flood y sbpusa.org/start-here.
- ☐ **Llame a su agente de seguros y presente su reclamación lo antes posible.** Si su seguro es con el Programa Nacional de Seguros contra Inundaciones, vaya a floodsmart.gov/start o llame al 877-336-2627 para iniciar una reclamación.
- ☐ **Trabaje con representantes del Condado/Ciudad para inspeccionar su propiedad si resultó con daños graves.** Representantes de servicios públicos, oficinas gubernamentales y empresas u organizaciones voluntarias llevan identificación. Nunca deje entrar a nadie en su casa sin antes pedirle que se identifique.
- ☐ **Tenga cuidado con contratistas fraudulentos.** Verifique la licencia de contratista llamando al (727) 582-3100 (opción 2).
- ☐ **Solicite ayuda federal:** 1-800-621-FEMA (3362) o DisasterAssistance.gov y **consiga ayuda de limpieza** llamando al Crisis Cleanup Hotline al (844) 965-1386.
- ☐ **Para información y recursos adicionales de recuperación** vaya a Ready Pinellas, en disaster.pinellas.gov o llame al Centro de Información del Condado al (727) 464-4333.
- ☐ **Si necesita un lugar donde quedarse**, vaya al refugio Ross Norton, 1426 S M.L.K. Jr Ave, Clearwater.

What to do with sand

Residents and businesses with sand on their property

If clean sand from the beach ended up on your property you can return it to the beach and dune above the high tide line (mean high water). It must not have stains, odors or debris, and you must not place it over dune plants, turtle nests, hurricane generated debris or construction debris.

If the sand does not meet the criteria above, you must request permission from the Florida Department of Environmental Protection (850-245-2094 or CCCL@FloridaDEP.gov). Once you have permission, the same placement restrictions apply.

Failure to follow these rules may result in civil penalties.

Don't put sand in your trash or out in the road.

If you're using heavy equipment, be cautious of buried water lines and other infrastructure. Call 311.

What about the sand on the roads?

Do not push your sand back onto Gulf Blvd! Our Public Works department is working on an authorization from DEP to screen it to remove debris and return it to the beach.

Use licensed contractors

Unlicensed or fraudulent contractors often target desperate home and business owners in the aftermath of hurricanes. Learn more at pinellas.gov/choosing-a-contractor. Verify contractors are licensed at contractorsearch.pcclb.com.

Sea wall damage

If the back of your seawall was exposed, consult a structural engineer or licensed marine contractor before covering with sand because your seawall could be damaged and putting sand could damage it further.



For details on the storm recovery, visit disaster.pinellas.gov or call the County Information Center at (727) 464-4333.



Post Hurricane Helene: Whom to contact for help

- For life-safety emergencies: 9-1-1
- For a downed power line: Duke Energy, 1-800-228-8485
- To report a power outage: Duke Energy, 1-800-228-8485; TECO, (888) 223-0800 or outage.tecoenergy.com.
- To check on the status of power outages: <https://www.duke-energy.com/home> or <https://outage.tecoenergy.com/>.
- Volunteer requests: register at <https://www.volunteerflorida.org/volunteerconnect/>
- Boat on your property: contact FWC with boat information and they will contact the owner.
- To report issues with sewers, traffic lights, light poles, etc: <https://pinellas.gov/seeclickfix>
- For general county storm questions: County Information Center: 727 464-4333
- Road closures and traffic info: [Waze.traffic.com](https://www.waze.com/traffic) (or download the Waze app) or [fl511.com](https://www.fl511.com).
- For pet issues: Pinellas County Animal Services (shelter reopens Saturday): (727) 582-2600; [Pinellas.gov/animalservices](https://pinellas.gov/animalservices).
- To report a suspected scam: Pinellas County Consumer Protection (727) 474-6200; pinellas.gov/consumer.
- To check whether a charity is legitimate: [Check a Charity](https://www.charitynavigator.org).
- For info about St. Pete-Clearwater International Airport: (727) 453-7800; fly2pie.com (or call your airline)
- To reach other utility companies:
 - Clearwater Gas: (727) 562-4900 (general), (727) 462-6633 (gas leaks). www.clearwatergas.com.
 - Frontier: (800) 921-8101, frontier.com.
 - Spectrum: (855) 222-0102, spectrum.com/contact-spectrum.
 - WOW! (866) 745-3685, wowway.com.



DISASTER ASSISTANCE

To apply and get answers to your questions, call:

1-800-621-3362

711 or Video Relay Service (VRS): 1-800-621-3362

Please have the following available:

- Your address with zip code
- Condition of your damaged home
- Insurance information, if available
- Social Security number
- Phone number where you can be contacted
- Address where you can get mail or email address to receive electronic notifications

Direct Deposit: Disaster assistance funds can be sent directly to your bank account. Please provide your bank account type, account number and bank routing number.

Stay in touch with FEMA: When you apply, you will receive a FEMA registration number. Save it. You will need the number whenever you contact FEMA.



**Online registration
also available**



DisasterAssistance.gov
ACCESS TO DISASTER HELP AND RESOURCES

Disaster assistance is available without regard to race, color, religion, national origin, sex, age, disability, English proficiency or economic status.



ASISTENCIA POR DESASTRE

Para solicitar asistencia o dar seguimiento a su caso, llame al:

1-800-621-3362

711 o el Servicio de Retransmisión de Video (VRS): 1-800-621-3362

Por favor tenga disponible lo siguiente:

- Dirección con el código postal
- Condiciones de su propiedad dañada
- Información del seguro, si está disponible
- Número Seguro Social
- Número de teléfono donde se le pueda contactar
- Dirección donde usted puede recibir correspondencia o correo electrónico para recibir notificaciones electrónicas

Depósito Directo: Los fondos de asistencia por desastre se pueden enviar directamente a su cuenta bancaria. Proporcione por favor su tipo de cuenta bancaria, número de cuenta y número de ruta bancaria.

Manténgase en contacto con FEMA: Cuando solicite asistencia recibirá un número de registro de FEMA. Anote su número y guárdelo. Usted necesitará el número cada vez que se comunique con FEMA.



**También puede
inscribirse en línea**



DisasterAssistance.gov/es
ACCESO A LA ASISTENCIA POR DESASTRE Y RECURSOS

La asistencia de recuperación por desastre está disponible sin tomar en consideración raza, color, religión, origen nacional, sexo, edad, discapacidad, dominio del inglés o nivel económico.



FEMA

Disaster Assistance

Please have the following available:

- Your address with **zip code**
- Condition of your damaged home
- **Insurance information**, if available
- **Social Security number**
- **Phone number** where you can be contacted
- **Address** where you can get mail or **email** address to receive electronic notifications

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DisasterAssistance.gov

4 Ways To Apply

Online: DisasterAssistance.gov

Mobile: Through the **FEMA app**

Call: (800) 621-3362 | **711** or Video Relay Service (VRS)



In Person:

Visit a Disaster Recovery Center - fema.gov/drc



FEMA

ASISTENCIA POR DESASTRE

Por favor tenga disponible lo siguiente:

- Dirección con **el código postal**
- Condiciones de su propiedad dañada
- **Información del seguro, si está disponible**
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DisasterAssistance.gov/es

4 maneras para solicitar

En línea: DisasterAssistance.gov/es

En la aplicación móvil de FEMA

Llamar: (800) 621-3362

711 o el Servicio de Retransmisión de Video(VRS)



En persona:

Visite un Centro de Recuperación por Desastre -
fema.gov/drc



HURRICANE IDALIA, HOME CLEANUP HOTLINE: 800-451-1954

If you need assistance with damage from damage from Hurricane Idalia, call the number above to ask for help. We will connect you with volunteers from local relief organizations, community groups and faith communities who may be able to assist with:

-  Cut fallen trees
-  Drywall, flooring & appliance removal
-  Tarping roofs
-  Mold mitigation



All services are free, but service is not guaranteed due to the overwhelming need. This hotline will remain open through Friday, September 15, 2023.

PLEASE NOTE: this hotline CANNOT assist with social services such as food, clothing, shelter, insurance, or questions about FEMA registration. Volunteers work free of charge and provide the tools and equipment necessary to complete the work.

DISASTER ASSISTANCE FOR BUSINESSES

HAS YOUR BUSINESS BEEN IMPACTED BY HURRICANE HELENE?

ASSISTANCE IS AVAILABLE

Complete the Business Damage Assessment Survey offered by FloridaCommerce. Survey responses will allow the state to expedite the storm recovery efforts by gathering and assessing the needs of affected businesses.



- **REPORT YOUR BUSINESS DAMAGES.** Complete the survey online at <https://floridajobs.org/floridadisaster.biz> and select the named storm from the dropdown menu. No need to know the exact dollar value of your costs, an estimate is fine.
- **MAKE AN APPOINTMENT.** Consultants from the Florida SBDC Network at Pinellas County can help your business recover from a disaster and provide information about emergency loan programs to help businesses recover quickly from a disaster. Call 727.453.7200 or email businesshelp@pinellas.gov



NEED TO REPORT DAMAGES?

Report Damages to homes, infrastructure and other needs at: disaster.pinellas.gov

