



FEMA

LA  BEOC
LOUISIANA BUSINESS EMERGENCY OPERATIONS CENTER

Private Sector Advisory

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FEMA Private Sector:

Susan Langhoff
225-382-1496
Susan.Langhoff@fema.dhs.gov

LA BEOC:

Clay Rives
337-482-0600
info@LABEOC.org

GOHSEP:

Michael Hamilton
225-925-7556
Michael.Hamilton@LA.GOV

Help Is Just a Phone Call Away for Louisiana Flood Survivors

Survivors of Louisiana's August floods can always get help with just one phone call. Call the FEMA helpline at 800-621-3362 for information about many federal disaster assistance-related matters. Lines are open 6 a.m. to 10 p.m. seven days a week. Call 800-462-7585 if you use TTY or 800-621-3362 if you use 711 or Video Relay Service.

Here are some of the many ways the helpline can support your disaster recovery:

- Learn about Manufactured Housing Units (MHUs) and where you are in the process if you're interested in getting one.
- Get instructions about how to appeal your FEMA decision letter. Everyone may appeal.
- Register for federal disaster assistance. FEMA allows one registration per household. Households should register only once.
- Inquire about the status of your registration.
- Update contact and insurance information to avoid disaster assistance processing delays.
- Reschedule FEMA home inspections.

Have your nine-digit FEMA registration number available if you want to discuss your application.

If you haven't registered yet, [click here](#) for the information needed to apply.

SBA Loans Valuable for Recovery from Disaster

Submit your U.S. Small Business Administration (SBA) low-interest disaster loan application now to prevent missing out on potential funding for your recovery. An SBA loan can help repair flood-related damage to your home or business and replace personal property. SBA representatives provide one-on-one assistance through the entire disaster loan process to assist in your recovery.

Landlords and most private non-profits, including churches, are eligible for low-interest SBA disaster loans. State and federal recovery officials encourage them to apply.

A loan offer provides the financial resources to pay for repairs if the SBA approves your application. You are under no obligation to accept the loan if approved.

You must return a completed SBA disaster loan application by **Monday, Nov. 14, if you want to borrow money for repairs.**

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(MORE)

Living in a FEMA Manufactured Housing Unit (MHU)

FEMA Manufactured Housing Units (MHUs) are government property, and all occupants living in them must follow certain guidelines for their own protection and the protection of their property. Below are some frequently asked questions regarding these guidelines.

Q: I just moved into my FEMA MHU. Is there anything I need to pay for?

A: If your MHU is located on your property, you are responsible for paying all utility charges, including deposits and any other administrative fees. You are also responsible for any charges associated with the installation or usage of phone lines, cable and/or internet. If your MHU is on a group or commercial site, you do not have to pay for utilities, but you may still be responsible for phone, cable, and/or internet charges.

Q: I want cable and internet in my MHU. How should I get them installed?

A: You can start by calling your preferred provider to see if they install cable and internet in mobile homes. If they do, then they are authorized to drill holes necessary for running cable in accordance with their normal installation procedure. If your provider charges an installation fee, you are responsible for paying it.

Q: Can my cable provider install a satellite dish or receiver on my MHU?

A: Satellite dishes and receivers cannot be installed on your MHU. Your provider must install the dish or receiver using a separate, temporary pole. You are responsible for any additional fees associated with the installation.

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We urge everyone to continue to use caution in areas where floodwaters remain. Monitor DOTD's www.511la.org website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest information on the state's response at www.emergency.la.gov GOHSEP also provides information on

Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at www.getagameplan.org.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at <https://twitter.com/femaregion6> and the FEMA Blog at <http://blog.fema.gov>.

The U.S. Small Business Administration is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing disastercustomerservice@sba.gov or visiting SBA's website at SBA.gov/disaster. Deaf and hard-of-hearing individuals may call (800) 877-8339.