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HURRICANE HARVEY FAQ'S

1. When do you reopen?

Our office will reopen on Tuesday, September 5th at 8:00 a.m. Regardless of which Housing Authority you are being served by in the Gulf Coast region affected by Harvey, we encourage you to update your Hurricane Harvey status [here](#) or to call us at 713-260-0500.

2. Should I pay September rent?

HCV: HHA has made the payments for the HAP portion of the September rent. We encourage tenants to pay their rent, if they are able. If tenants are unable to pay their rent due to financial hardships due to Hurricane Harvey, tenants should contact and make arrangements with their landlords.

Public Housing: Public Housing tenants should continue to pay rent. We understand that not all families are in the position to make payment at this time. This is a unique situation and we will update this FAQ when additional information becomes available.

Landlords: HHA has made the payments for the HAP portion of the September rent.

3. Should I register with FEMA?

Yes, this is a critical first step. Register online at www.DisasterAssistance.gov or call 1-800-621-FEMA (3362).

Stay in touch with FEMA: When you register, you will be given a FEMA registration number. Write down your number and save it. You will need the number whenever you contact FEMA.

4. What are the options for those who have been displaced?

Currently, shelter is available at:

George R. Brown Convention Center, 1001 Avenida De Las Americas, downtown Houston

NRG Center, NRG Pkwy, Houston

This is a dynamic situation and subject to change.

We strongly advise storm affected families to register with FEMA at the following website for Individual Disaster Assistance:

<https://www.fema.gov/individual-disaster-assistance>

HCV/VASH/Mainstream Families: Impacted HCV families are eligible for a voucher to move if their unit is not repaired within required timeframes. These families remain eligible for FEMA assistance and may need to access the shelters temporarily while they search for a new unit to rent.

Public Housing Families: Displaced residents should register with FEMA.

5. Where can I get food and clothing?

FEMA is in the process of establishing Disaster Recovery Centers (DRCs), the locations of which will be widely published. Pending their establishment, we recommend that individuals and families in need go to one of the shelters below:

George R. Brown Convention Center, 1001 Avenida De Las Americas, downtown Houston

NRG Center, NRG Pkwy, Houston

This is a dynamic situation and subject to change.

6. Who will be responsible for relocating me?

Registering with FEMA is a critical first step: Register online at www.DisasterAssistance.gov or call 1-800-621-FEMA (3362).

Stay in touch with FEMA: When you register, you will be given a FEMA registration number. Write down your number and save it. You will need the number whenever you contact FEMA.

HCV/VASH/Mainstream Families: Impacted HCV families are eligible for a voucher to move if their unit is not repaired within required timeframes. These families remain eligible for FEMA assistance and may need to access the shelters temporarily while they search for a new unit to rent.

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7. At my new location, will I have to pay another security deposit?

You will likely need to pay the security deposit depending on the terms of the lease.

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8. I do not have renter's insurance what are my options?

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NRG Center, NRG Pkwy, Houston

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9. Can I move to another city with my voucher?

Housing Choice Voucher Program participants can take their vouchers with them if they move (port) within the U.S. to another area with a Housing Choice Voucher Program. Additional information can be found [Here](#).

10. How long will temporary shelter be available?

Currently, shelter is available at:

George R. Brown Convention Center, 1001 Avenida De Las Americas, downtown Houston

NRG Center, NRG Pkwy, Houston

This is a dynamic situation and subject to change.

11. I am a public housing resident. Can I receive a voucher?

At this time, no additional vouchers are available.