

2100 Memorial Frequently Asked Questions

What will happen with my Rent?

Your rent will be prorated and returned to you from the date that your lease ends.

What about the Return of my Security Deposit?

We are in the process of immediately refunding all security deposits.

Do I have to leave on Saturday?

No, but there are real health and safety concerns and all residents should relocate as soon as possible. Management and HHA staff will work with you to assist you through this relocation process.

Who will pay for the relocation expenses?

The HHA & FEMA will make sure that residents are not paying for relocation expenses. We will work with residents on a case by case basis either as issues and/or needs arise.

Will someone help me pack?

The HHA has organized volunteers that will assist residents in packing up their belongings and preparing for their move.

What is the rent at other apartments?

The HHA & FEMA are committed to making sure that you do not bear increased costs due to your relocation. We have identified about 230 other low income housing tax credit (LIHTC) units that have the same rent structure and rules as 2100 Memorial. We can work through any issues and/or differences that may arise on a case by case basis.

What should I do first?

Stay calm, we will help each other through this challenge. The first thing is to find a safe location to stay as soon as possible, this could be with family or a friend, or another apartment. Staff is onsite that will help to find apartments or other housing that will accommodate you.

After I have found a place to move, how do I arrange movers?

The HHA will have movers at no expense to you to move your belongings to your new residence. If you have already paid for private movers let HHA know and we will reimburse you for those expenses.

What will happen to all the items that were damaged in storage, do I have to move them?

Many of the damaged items in storage are wet items posing potential health and safety risks. You should leave these behind and the management will dispose of them for you.

Can I come back when the building is fixed?

The HHA and Management will maintain a list of all residents displaced from 2100 Memorial. When the building is determined to be habitable, residents that were displaced will have a preference to return.

Where can I go for additional assistance?

There are multiple disaster recovery centers that are located throughout the area, we have listed four of the closest centers below. Disaster recovery centers offer in-person support to individuals that are located in the Texas federal disaster declaration for Hurricane Harvey and the subsequent floods.

Recovery specialists from the Federal Emergency Management Agency (FEMA) and the U.S. Small Business Administration (SBA), the State and other agencies will be at the centers to talk about assistance and to help anyone who needs guidance in filing an application. The closest centers are at the following locations:

Netrality Building (Harris County)

Suites 125&150
1301 Fannin Street
Houston, Texas 77002
Hours: Mon-Sat., 9 a.m. to 7 p.m.
Sun., noon to 5 p.m

Greenspoint Mall (Harris County)

263 Greenspoint Mall
Houston TX 77060
Hours: Mon-Sat., 9 a.m. to 7 p.m.
Sun., noon to 5 p.m

Katy Mills Mall (Harris County)

5000 Katy Mills Circle
Katy TX 77494
Hours: Mon-Sat., 9 a.m. to 7 p.m.
Sun., noon to 5 p.m

Baytown Community Center (Harris County)

2407 Market Street
Baytown TX 77520
Hours: Mon-Sat., 9 a.m. to 7 p.m.
Sun., noon to 5 p.m

Other Important Resources for Families:**• Federal Disaster Assistance**

- Texans who have sustained property damage from severe storms and flooding are urged to register with the Federal Emergency Management Agency (FEMA) at [disasterassistance.gov](https://www.fema.gov/disasterassistance.gov).

• Other Disaster Resources

- Individuals who sustained damage within the State of Texas may call 800-621-3362 to register with FEMA.
- To get help filing a personal insurance claim, call the Texas Department of Insurance's Consumer Help Line: 800-252-3439 (Note: this is not an emergency number).

• Replacing Lost or Damaged Documents

- **SNAP Card (food stamps):** call the Lonestar helpdesk toll-free at 1-800-777-7328.
- **Green Cards:** Call 800-375-5283 or [click here](#).
- **Birth and Death Certificates:** Call 888-963-7111 or [visit this website](#).
- **Texas Driver's License:** Call 512-424-2600 or [click here](#).
- **Bank Checks, ATM/Debit Cards, or Safe Deposit Boxes:** Call 877-275-3342 or [click here](#).
- **Credit Cards:** Contact your issuing institution: [American Express](#) (800-992-3404), [Discover](#) (800-347-2683), [MasterCard](#) (800-622-7747), or [Visa](#) (800-847-2911).
- **Credit Reports:** Contact Equifax, Experian, or Transunion at 877-322-8228 or visit annualcreditreport.com
- **Social Security Card:** Call 800-772-1213 or [click here](#).
- **Fraud Alerts or a Credit Freeze:** Call 877-438-4338 or [click here](#).
- **Medicare Cards:** Call 800-772-1213 or [click here](#).
- **Passport:** Call 202-955-0430 or 877-487-2778 or [click here](#).
- **U.S. Savings Bonds:** Call 800-722-2678 or 800-553-2663 or [click here](#).
- **Tax Returns:** Call 800-829-1040 or [click here](#).
- **Military Records:** Call 866-272-6272 or [click here](#).
- **Vehicle Titles:** Call 888-368-3689 or [click here](#).
- **Replace a Texas Marriage Record or Certificate:** [Visit this website](#) for statewide information or visit [this site](#) for your issuing Clerk of Court.
- **Proof of Address/Residency:** [Click here](#).