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Hurricane Harvey HCV Landlord FAQs

First and foremost, our thoughts are with you in these difficult times. Take care of yourself and your family.

Our immediate priority is locating all of our families and preparing to move families who need to be moved because of damage resulting from Hurricane Harvey. We rely on the assistance of our partner landlords to do this. Thank you for your partnership.

See a message from our CEO [here](#).

This is a dynamic situation and subject to change.

1. My unit was damaged by the storm, what should I do?

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.

We strongly encourage you to update your unit status by calling the call center at 713-260-0500 rather than coming to the office.

We strongly encourage you to begin your unit search at <http://www.housingandcommunityresources.net/> or <https://www.socialserve.com/> by clicking "Texas" under the "For Rent icon." We urge you to be patient but persistent with these services: lots of folks were affected by the storm, including landlords. If you need help with your unit search, please call **1.877.428.8844**. We encourage you to consider units at your current property if units are available.

Do NOT delay your unit search. We anticipate that it will become harder to find units the longer you wait.

We began conducting unit inspections on Tuesday, September the 5th. After the inspector has confirmed that the unit is uninhabitable, you will then be eligible to attend a move briefing. We encourage you to consider units at your current property if units are available. Beginning on Wednesday, September 6th, HHA started holding emergency move briefings as necessary to make certain that all participants are able to receive a move voucher as quickly as possible.

2. Do I need to come to the office?

No, you do not need to come to the office. We strongly encourage you to have your tenant to call us at 713-260-0500 rather than coming to the office. If contact with us is non-essential, we encourage you to check back with us later in the week. Our immediate priority is to serve HCV clients and landlords who suffered damage as a result of Hurricane Harvey.

3. I have units available. How can I help?

We strongly encourage you to **list your available unit** [here](#) or [here](#). This is critical, as many Houstonians are in transition and are looking for your units. Please remove units that are unavailable. We urge you to be patient but persistent with these services: lots of folks were affected by the storm. If you need help with listing your unit, please call **1.877.428.8844**.