



# WINTER STORM RESOURCE GUIDE

As our region begins to recover from the weeklong winter storm emergency, Precinct One has compiled a list of resources for constituents to navigate these difficult times. The information in this guide is current as of 2.22 and will be updated periodically. Please verify information by visiting websites and making phone calls.

## Updates:

- The City of Houston has lifted the boil water notice .Please check with your Metropolitan Utilities District (MUD) or provider to see if you are still impacted. Flush your water system by running cold-water faucets for at least one minute, make and discard several batches of ice, and run water softeners through a regeneration cycle. Check your location on the interactive map at [readyharris.org](http://readyharris.org).
- Ready Harris: If your home was damaged due to the recent winter weather please tell us about it here <https://bit.ly/DamageSurvey>
- Beware of SCAMMERS! A fake FEMA phone number was shared across the internet recently. Please stay alert and visit FEMA's official website for trusted information: [www.fema.gov](http://www.fema.gov) You can report disaster fraud immediately by contacting the FEMA Fraud Investigations & Inspections Division. [FEMA-OCSO-Tipline@fema.dhs.gov](mailto:FEMA-OCSO-Tipline@fema.dhs.gov); 1-866-223-0814 (phone); 202-212-4916 (fax)
- **UTILITIES MORATORIUM**  
The Texas Public Utility Commission has issued a moratorium on 2/21/21. Customers will not be disconnected for non-payment. <https://www.nbcdfw.com/news/local/texas-news/gov-abbott-to-give-update-on-water-distribution-across-texas/2559107/>

## Food Assistance:

- Find a Houston Food Bank partner near you by visiting <https://www.houstonfoodbank.org/find-help/agency-locator/> or by calling the Houston Food Bank helpline at 832-369-9390. Due to power and water issues, please call ahead to confirm that the partner is open.
- Precinct One will host its weekly food drive **tomorrow, Tuesday, Feb. 23** at **Hardy Community Center (11901 W Hardy Road, Houston, TX 77076) beginning at 10 am.** <https://fb.me/e/3yXkigadX>



- ANPU (All Neighborhoods Powerfully United) is providing emergency food assistance to anyone in need, especially the elderly and anyone experiencing power outages and water problems, at **SHAPE Community Center (3815 Live Oak Street, Houston, TX 77004) today, Feb 22 and tomorrow, Feb 23**. The food and supply distribution include food, water, supplies, and blankets. Drive-thru and walk-ups accepted. Hot vegetable soup will be served to the community.

## Water Distributions:

- Water distributions for those in need are happening throughout the city. See locations here: <https://abc13.com/free-bottled-water-distribution-where-can-i-find-who-is-giving-out-to/10353580/>

## Orgs Supporting Vulnerable Communities:

- Crowdsourcerescue—supports seniors and the disabled in the form of providing transportation to a safe place and/or delivering food, water, and other needed supplies. Can apply using this link: [https://crowdsourcerescue.com/campaigns/home/223?scope\\_campaigns=223](https://crowdsourcerescue.com/campaigns/home/223?scope_campaigns=223)
- West Street Recovery—Has been collecting resource donations and making supply runs to people with medical vulnerabilities who contact them directly through their website and social media-- <https://www.weststreetrecovery.org/contact-us/>
- Disaster Strategies—supports people with disabilities and currently assisting those impacted by the storm via this hotline—800-626-4959



## Recovery Resources

- **FEMA Federal emergency**
  - Available to Houstonians who suffered uninsured property damage as a result of the severe winter storm. Register online at <http://DisasterAssistance.gov> or by calling 1-800-621-3362 or 1-800-462-7585 TTY

### START YOUR RECOVERY PROCESS

 <p><b>1</b></p>	 <p><b>2</b></p>	 <p><b>Documents You Need To Provide to FEMA</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Proof of identification</li> <li><input checked="" type="checkbox"/> Insurance determination letter</li> <li><input checked="" type="checkbox"/> Proof of occupancy or ownership</li> </ul>
<p>Take photos of your damaged home and belongings.</p>	<p>Make a list of damaged or lost items.</p>	
 <p><b>3</b></p>	 <p><b>4</b></p>	
<p>Save yourself time. If you have insurance, you must file a claim with your insurance company. If you do not have insurance, skip to step 4.</p>	<p>3 Ways To Apply</p> <ul style="list-style-type: none"> <li>• Online <a href="http://DisasterAssistance.gov">DisasterAssistance.gov</a></li> <li>• Through the FEMA app</li> <li>• Call: (800) 621-3362 TTY: (800) 242-7585</li> </ul>	

**Special Note:** FEMA cannot provide assistance for losses that are covered by insurance.

- **Harris County Home Repair Program**
  - For low and moderate-income elderly and/or disabled homeowners in Harris County ONLY (residents of the City of Houston, Pasadena, and Baytown are not eligible)
  - Apply by visiting <https://csd.harriscountytexas.gov/Pages/HomeRepairProgram.aspx> or calling (832) 927-4957
- **Muck and Gut Guide**
  - Homes that have water damage must have all sodden materials removed to prevent the growth of mold and decomposition before repairs can be made. <https://sbpprotects.org/resources/muck-and-gut-guide-pdf>
- **Renters Rights**



- [https://www.readyharris.org/Portals/60/documents/Winter-Recovery/Disaster\\_Flyer\\_\[Renters\\_Rights\]\\_2020\\_EN\\_ES\\_VT.pdf?ver=xbU10jv4H\\_NjJ-6oRO1xXg%3d%3d](https://www.readyharris.org/Portals/60/documents/Winter-Recovery/Disaster_Flyer_[Renters_Rights]_2020_EN_ES_VT.pdf?ver=xbU10jv4H_NjJ-6oRO1xXg%3d%3d)
- **Trash Pick-up**
  - <https://houston.culturemap.com/news/city-life/02-18-21-city-of-houston-trash-garbage-pickup-service-schedule-resume/>

## Protection from Fraud and Price-Gouging

- Report price-gouging: [www.harriscountycas.org/](http://www.harriscountycas.org/)
- [Home Repair Fraud Guide](#) via Lone Star Legal Aid
- **Always check to see if a plumber is licensed** by the Texas State Board of Plumbing Examiners before hiring anyone. <https://tsbpe.texas.gov/portfolio/find-a-license-registration/> Be advised - supplies for plumbing services are extremely low right now. Until new materials arrive, most plumbers will not be able to provide more than basic support.

## Trusted Resources

Having reliable information from trusted resources allows you and your family to make informed decisions during a storm. You can rely on the following websites for updates:

- Weather Updates: <https://www.weather.gov/hgx/>
- Local Traffic Updates: <https://www.houstontranstar.org/>
- Harris County Updates: <https://www.readyharris.org/>
- State Traffic Updates: <https://drivetexas.org>
- METRO: <https://www.ridemetro.org/>
- City of Houston Emergency Operations Center: <https://houstonemergency.org/>
- If you need assistance or food: 211texas.org or call 2-1-1

## Rental Assistance

### **Harris County Community Services Department COVID-19 Rental Assistance**

- Applications are open. To apply, visit: [bit.ly/csdRentalAssistance](https://bit.ly/csdRentalAssistance) or call 832-927-4955 Monday – Friday, 8 a.m. to 5 p.m. Renters in Harris County that are **outside** of Houston, Baytown, and Pasadena are eligible to apply.

### **Houston-Harris County Emergency Rental Assistance Program**



- Applications open February 25. Any renter within the City of Houston and/or Harris County can apply for past-due rent as well as two months of current and future rent if their employment has been negatively impacted by COVID-19 AND they are at risk of losing their homes AND have a household income at or below 80% of the Area Median Family Income. *\*see chart*
- Renters can apply by visiting [Houstonharrishelp.org](https://Houstonharrishelp.org) and apply beginning February 25. Additional assistance is available for past-due utility bills (electricity, gas and water).
- The City of Houston and Harris County are working together to provide \$159 million in rent and utilities assistance to families who are at risk of losing their homes due to the COVID-19 pandemic. Funds will be distributed by BakerRipley and Catholic Charities of the Archdiocese of Galveston-Houston.

*Income eligibility requirements (80% AMI), by size of household	
1 person	\$44,150
2 people	\$50,450
3 people	\$56,750
4 people	\$63,050
5 people	\$68,100
6 people	\$73,150
7 people	\$78,200
8 people	\$83,250

### **Texas Rent Relief**

- **Applications open February 15.** Any qualifying renters in the state of Texas can apply by visiting [Texasrentrelief.com](https://Texasrentrelief.com) or calling 1-833-9TX-RENT (1-833-989-7368) Monday-Saturday from 8 a.m. to 6 p.m.