



The City of New York and its partners are making sure every New Yorker receives the help they need following the flash flood emergency.

New Yorkers can visit [NYC.gov/ida](https://www.nyc.gov/ida) or call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115) for additional information.

Service Centers

Service centers are open across all five boroughs. They are open daily. Information on locations can be found by visiting [NYC.gov/ida](https://www.nyc.gov/ida) or calling 311. Transportation assistance to centers is available for New Yorkers with no other transportation options by contacting 311. Services will be available to all visitors. Visitors to the sites will not be asked about their immigration status.

New Yorkers Can Now Get Disaster Assistance & Report Damage to the Federal Emergency Management Agency (FEMA)

FEMA may provide the following relief to affected homeowners and renters. Applications are now open. Note: FEMA will not duplicate benefits received from other sources. Call 1-800-621-3362 (TTY: 1-800-462-7585) or visit www.disasterassistance.gov. Available if anybody in the household is a citizen, non-citizen national, or qualified alien.

- *Housing assistance:* Housing assistance may be used for home repair, etc. New Yorkers must document damage, register, and get a FEMA inspection. Grants of up to \$36,000 may be provided.
- *Rental assistance:* Reimbursement for up to two (2) months of rental/relocation costs. Continued rental assistance may be available with recertification.
- *Other needs:* Financial assistance up to \$36,000 may be available for expenses and serious needs not covered by insurance (e.g., car, medical equipment).

NYC Department of Housing Preservation & Development

The NYC Department of Housing Preservation & Development has put together a list of resources for homeowners affected by this storm by visiting [NYC.gov/hpd](https://www.nyc.gov/hpd) or calling 311. Callers will not be asked about immigration status.

Pumping

The City will assist with pumping any homeowner basements as needed. New Yorkers can visit a service center or call 311 for more information. Callers will not be asked about immigration status.

For more information and post-storm resources, visit [NYC.gov/ida](https://www.nyc.gov/ida) or call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115).

Fee Suspension for Permits & Repairs

Homeowners or small business owners who are applying for permits to demolish, construct, or repair related to storm damage will have fees waived through the Department of Buildings or for the Department for Environmental Protection asbestos removal. These resources are available now as individuals file for permits.

Assistance from American Red Cross (ARC)

Temporary shelter (**hotels**) are available for homeowners/renters if homes are uninhabitable. Hotel stays are available for up to two (2) weeks for owners, and three (3) weeks for renters. The ARC may provide up to \$515 to households whose homes were confirmed to have been destroyed or sustained major damage from flooding caused by the remnants of Hurricane Ida. Additional recovery services, such as referrals, clean-up kits, and emotional support, may be available. Callers will not be asked about immigration status. Call 1-877-733-2767.

Resources for Immigrants & Undocumented New Yorkers

If you have questions about immigration or how to access City services, help in your language is available. Call the Mayor's Office of Immigrant Affairs (MOIA) hotline at 212-788-7654 from Monday to Friday, 9 a.m. to 5 p.m., visit [NYC.gov/immigrants](https://nyc.gov/immigrants) or email askmoia@cityhall.nyc.gov.

SBA Loans

Low-interest loans for homeowners/small businesses are available. New Yorkers may receive up to \$200,000 for home repair, up to \$40,000 to replace personal property, or Up to \$2 million for small businesses re-outfitting machinery, furniture etc. Available if anybody in the household is a citizen, non-citizen national, or qualified alien.

Business Assistance

The NYC Department of Small Business Services (SBS) supports business owners. Visit [NYC.gov/sbs](https://nyc.gov/sbs) or call 888-SBS-4NYC (888-727-4692) for more information. Callers will not be asked about immigration status.

Private flood insurance

If you rent your home, renter's insurance may insure the items inside your apartment. If you are a homeowner, make sure your home is properly insured — flood and wind damage are not covered in a basic policy. New Yorkers with private flood insurance should contact their insurance providers for assistance.

Cleaning Up & Preventing Mold Growth

Visit the Health Department's website ([NYC.gov/health](https://nyc.gov/health)) for more information on preventing mold growth.

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