

Liz Wallace
Communications Manager

lw Wallace@ci.norfolk.ne.us

NEWS RELEASE

FOR IMMEDIATE RELEASE:
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Individual Assistance Now Available for City of Norfolk, Region 11

Individual Assistance (IA) has been authorized for Antelope, Madison, and Pierce counties.

Property owners that sustained damage from the flood need to file a claim with the Federal Emergency Management Agency (FEMA), no matter how minor the damage, either online at <https://www.disasterassistance.gov> (hit the “apply online” button) or by downloading the FEMA app and clicking on “disaster resources” then “apply for assistance online.” Select March 9, 2019 as the disaster start date.

Claims can also be made by phone by calling FEMA’s toll-free registration line at **800-621-3362** or Text Telephone (TTY) **800-462-7585**. (A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening). Telephone registration is available from 7 a.m. until 10 p.m. CDT seven days a week.

Property owners that received any type of flood damage need to document everything related to the damage sustained by the recent flood. Take pictures, save receipts, and write everything down that was damaged. A claim will also need to be filed through property owners insurance agencies. FEMA will need to see the denial letter from the insurance agency before awarding monies.

There will be a Disaster Recovery Center (DRC) coming to each county to assist each resident. Officials are working on arranging the locations, dates, and times.

Additionally, the Planning and Development Department is ready to assist property owners, both within city limits and within the extraterritorial jurisdiction, with the necessary permits and inspections required for making repairs after the event. If you’re unsure about whether or not you will need a building permit to make necessary repairs to your property, you can call an inspection to come and offer advice and see if a permit would be required. For questions, or to ask for an inspection, please call the Planning and Development Department at 402-844-2060.

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