



Fact Sheet

Remote FEMA Property Inspections

SACRAMENTO, Calif. — FEMA requires a home inspection before it can make monetary awards to help survivors whose homes were damaged or destroyed by the siege of wildfires that started Aug. 14 and are covered by the Aug. 22 major disaster declaration.

FEMA is always concerned about disaster survivors. Until recently, its inspectors conducted in-person inspections of properties. Due to COVID-19 and the need to protect your health and that of FEMA personnel, the agency is conducting inspections by phone after you report home damage while registering for FEMA assistance. These remote inspections are comparable to traditional, in-person assessments that advance the safe delivery of recovery assistance to eligible survivors.

Here's the process you will follow:

- If you reported damage at the time you registered for aid, a FEMA inspector will telephone you to conduct or schedule a remote damage inspection. The call will take about 30 minutes.
- Inspectors use the telephone number you provided when registering for assistance. Immediately tell FEMA if there is a change in your telephone contact number so the inspector can reach you. The aid process is delayed when an inspector can't reach you by call or text.
- The inspector will ask for the last four digits of your FEMA registration number, then tell you the first four digits of your registration ID.
- Reasonable accommodations, including translation and American Sign Language interpreters via Video Relay Service, are available if you have limited English proficiency, a disability, or access and functional needs. If you use a relay service such as a videophone, Innocaption or CapTel, provide FEMA the specific number assigned to that service when you register.
- Based on your responses during the call, FEMA determines awards for rental assistance and home repair/replacement. The amount depends on residence type and level of damage.
- Inspectors record damage. They do not determine your eligibility for assistance or the amount or type of assistance that FEMA can offer you.
- If you reported that your home was damaged but that you could continue to live there, it will not be scheduled for a home inspection. If you later discover more damage, you may file an appeal to FEMA requesting additional assistance. You may also then request an inspection.
- You can appeal a decision using your personal online disaster assistance account or by phoning the FEMA Helpline at 800-331-3362 (TTY 800-462-7585) between 7 a.m. and 10:30 p.m. PDT. If you use a relay service such as a videophone, Innocaption or CapTel, provide FEMA the specific number assigned to that service when you register.

FEMA also offers help that doesn't require an inspection. This includes disaster-related expenses for personal property replacement, childcare, transportation, medical, dental, funeral, moving and storage, or other serious disaster-related needs.