FIVE STEPS TO SHELTER AT HOME

Step 1 – Application
• Apply for the program online at www.ShelterAtHome.la.gov or call 800-927-0216. A program representative will contact you to schedule the initial site visit at your home.

Step 2 – Site Visit
• You will set up a time to meet an inspector from AECOM (the engineering firm working with the state), and a contractor at your home. On that day, they will inspect the property to determine whether the temporary repairs can make your home safe and habitable according to program guidelines. For example, if flood waters did not exceed 24 inches, the home is likely eligible for the program. If your home qualifies and you agree to the work to be done on your home, you will be asked to sign a right-of-entry form.

Step 3 – Work Appointment
• The contractor will call you to schedule a time to begin the agreed upon-temporary repairs.

Step 4 – Construction
• The contractor and subcontractors will make the repairs to your home. There will be specialists such as electricians and plumbers working on your home at different times and days. You should consider the repair work ongoing until the final inspection is ordered.

Step 5 – Final Inspection
• You will meet with the inspector and the contractor for a final walk-through of your home to review the repairs. All parties must sign off if they agree the work has been completed.

VARIABLES AFFECTING PROGRAM DELIVERY:
• Clean-up
• Drywall, insulation removal
• Quality control issues
• Right-of-entry access approval

The Federal Emergency Management Agency reimburses the State of Louisiana 90 percent of the costs for the Shelter at Home Program.
ELIGIBLE WORK
The program offers key basic initial work that includes emergency clean-up and minor essential repairs to get people back home to make more permanent repairs.

INTERIOR
- Inspect and test electrical, HVAC and plumbing systems to ensure they are safe and work.
- Remove drywall, insulation and other water-absorbing wall coverings (excluding fire-rated walls) damaged by flooding.
- Remove flood-damaged water-absorbing flooring material such as carpet, padding and other materials.
- Clean and sanitize the exposed floor and wall surfaces where flooring or wall coverings were removed.
- Remove debris from the street right-of-way.
- Ensure the home has one (1) temporary working bathroom, which could entail cleaning or repair.
- Maintain heating and minimum air conditioning for comfort.
- Repair or replace damaged water heaters.
- Inspect and repair natural gas lines if necessary.
- Test and repair, or replace and install smoke and carbon monoxide detectors.
- Provide mini-refrigerators and microwaves as necessary. (The appliance allowance is $500 where needed).

EXTERIOR
- Take temporary actions to weatherproof the home and prevent water intrusion; repairs could be temporary patches.
- Patch doors (minor and quick repairs), replace door hardware, and replace/repair door jambs and headers as necessary for secure entry and exit.
- Secure broken windows with minor carpentry or hardware repairs.
- Repair damaged entry stairs or porches to allow safe entrance and exit.
- Ensure that plumbing is connected to a sanitary sewer or approved sewage disposal system.
- Ensure that potable water is available and operational.

HOW TO CHECK YOUR STATUS
If you apply for Shelter at Home, the State of Louisiana will assign you a Case Manager to work directly with you. If you have applied for the program but have not been contacted, you can call 800-927-0216 and ask to speak to your Case Manager. Be sure to ask for the Case Manager’s direct line and email to make contact easier.