



Post-Hurricane Frequently Asked Questions

1. My house flooded – where do I begin?

Start by calling your insurance provider immediately regarding homeowners and flood insurance policies, as well as auto insurance policies if vehicles were damaged.

Depending on the recommendations of your insurance you should photograph, measure, and document all damage to personal belongings and property.

Confirm with your insurance provider before removing damaged household goods and setting them curbside for disposal. When you do remove damaged goods to the street, be sure to separate them into piles, one for construction debris, one for household good, and another for yard debris. Refer to this illustration for proper disposal.

2. Do I contact the city to report damage to my home?

No. Contact your insurance provider regarding damage to personal property and flooding.

3. How and when can I get assistance for damages?

Homeowners, renters, and business owners in St. Johns County may apply for federal disaster assistance for damages and losses resulting from Hurricane Ian through FEMA's Individual Assistance Program.

You can start the application process immediately by visiting <https://www.fema.gov/disaster/4673>.

Additional resources can be found at www.DisasterAssistance.gov.

4. Can I use a camper or RV in my yard for temporary housing?

Because of the State of Emergency created by Hurricane Ian property owners may reside in a recreational vehicle on their own property for a period of 6 months while there is an active building permit to reconstruct or repair damage created by Hurricane Ian to the permanent dwelling unit; provided, electricity and sanitation services necessary for the temporary living on-site are available until April 1, 2023.



5. Will I be able to speak to someone in person?

St. Johns County will be offering disaster recovery customer services once a location and schedule can be determined. Any information will be posted on the City's Facebook and Twitter pages, as well as the city's website: www.CityStAug.com.

6. Is there assistance available if I'm not insured?

Since St. Johns County has been included in the FEMA disaster declaration for Hurricane Ian, those who are uninsured and can provide proof of suffering substantial damage, may be eligible for Individual Assistance. Visit the [FEMA website](https://www.fema.gov/disaster/4673) for more information at <https://www.fema.gov/disaster/4673>.

7. When will the city begin collecting debris?

Solid waste trash pickup will resume its regular schedule, starting the week of October 3. Recycling collection remains suspended until otherwise notified.

Storm yard debris collection has already started in residential areas most heavily impacted by Hurricane Ian. Place yard debris curbside to allow easy access for pickup by city crews. Debris should be placed no more than 10 feet away from the curb. Do not place debris under low hanging limbs, guide wires, and electrical and communication lines, or in the street where it can obstruct vehicular traffic, fire hydrants, mailboxes, and utility boxes.

To expedite the recovery process, it is imperative to keep the roadway and access to the debris piles clear. If possible, avoid parking on the street, so debris removal trucks will have direct access.

Storm debris is only vegetative and not mixed with any other types of debris or garbage. Vegetative debris consists of tree stumps, branches, trunks, and other leafy material.

To speed up the collection process, it is recommended to bag debris and not place it the public right-of-way. Do not mix lumber, such as debris from docks or structures with vegetative debris since mixed trash will not be picked up.

8. How do I dispose of sandbags?

Hurricane season isn't over, so hold onto your sandbags, just in case they are needed again! We recommend storing sandbags in the shade to avoid sun damage to the bags.



If they're not in a condition to be kept, proper disposal is to empty the bags before putting in trash. One suggestion is to empty the sand into your lawn or garden.

Filled sandbags will not be collected by solid waste if they are set curbside.

9. What can I do in the future to protect my home from flood damage?

The City of St. Augustine is actively participating in flood mitigation and assistance programs through FEMA for City of St. Augustine homeowners. If you are not already participating in any of our flood mitigation programs, send an email with your name, address, and phone number to fma@citystaug.com. City staff will contact you directly to discuss available programs.

On Monday, October 10, at 3:00pm, in coordination with its consultant Quality Engineering and Surveying (QES), the city will offer a follow-up workshop for those **currently** participating in the 2022 Flood Mitigation Assistance funding application submittal. The workshop will be held at the Galimore Community Center, located at 399 Riberia Street in Lincolnvilleville.

At 6:00pm, on Monday, October 10, in coordination with QES, the city will offer an introductory workshop for any homeowners who flooded in Hurricane Ian, or who have previously flooded but are **not currently** participating in the 2022 Flood Mitigation Assistance funding application submittal. The workshop will be held at the Galimore Community Center, located at 399 Riberia Street in Lincolnvilleville.

On Tuesday, October 11, from 8:00am to 5:00pm, QES will be available for pre-scheduled, on-site visits with residents. To speak directly with a QES team member in advance about storm damage, send an email to adaray@qesla.com.

Additional flood mitigation information and resources can be found on the city's website at <http://www.citystaug.com/ResiliencyResources>.

10. Can I use water for laundry and showering?

Yes. Utilities are fully operational. In the initial days following the storm, reducing water use citywide minimizes overstressing the water and sewer systems when they are not fully operational.



11. What can be done to stop people from driving fast through high water which creates a wake that pushes into my house?

Unfortunately, with limited resources, the City of St. Augustine cannot provide personnel to monitor all areas of the city that experience extended periods of standing water after hurricanes and extreme weather.

We will continue to remind everyone about the effects of driving fast through high water.

12. What can be done to control scavenging?

To minimize people from scavenging through your personal property you can remove lids and doors to appliances and cabinets, and mark white goods such as washers, dryers, refrigerators, dishwashers, etc. with a large spray-painted "X". This will help devalue the property so that it cannot be resold as-is or refurbished and sold as new.

It is important to note that trash or recyclables placed in containers belongs to the City and cannot be removed by bystanders. Traditionally loose items left by the curb are deemed abandoned by the owner and there is no local regulation prohibiting others from scavenging or repurposing them