

2023 TEXAS TORNADO RECOVERY RESOURCE GUIDE

Members of the public should continue to monitor local news outlets for weather updates and follow guidance from local officials.

For general information, contact 211 or visit <https://www.211texas.org/>

For comprehensive emergency preparedness and response information, visit <https://tdem.texas.gov/>

ALL EMERGENCIES AND LIFE-THREATENING SITUATIONS SHOULD BE DIRECTED TO 911.

Travel and Road Information

For information on road closures, please visit drivetexas.org or by phone at (800) 452-9292. Travel planning and other tips are available in the [TxDOT Safety Guide for Winter Travel](#).

City of Deer Park

Website <http://www.deerparktx.gov/Tornado2023>

Facebook <https://www.facebook.com/deerparktx.oem>

City of Pasadena

Website <https://www.pasadenatx.gov/911/Tornado-Recovery-Resources>

Facebook <https://www.facebook.com/pasadenatxgov/>

POWER OUTAGE INFORMATION:

Texas Power Outages - <https://poweroutage.us/area/state/texas>

Public Utility Commission - Outage Map of Texas
<https://www.puc.texas.gov/storm/>

ERCOT Grid Information - <http://www.ercot.com/gridinfo>

The Electric Reliability Council of Texas (ERCOT) manages scheduling on an electric grid carrying 90 percent of Texas' load. This section contains data about the grid and key measurements of its operation.



COMMUNITY RESOURCES:

Residents can contact **2-1-1 Texas**, the state's free 24-hour helpline. No matter where you live in Texas, you can dial **2-1-1** or **877-541-7905** or visit <https://www.211texas.org/> for community resources including housing and utility assistance.

Top 211 services request in your area? Visit 211 Counts - <https://tx.211counts.org/>

Does Your Organization Offer A Health Or Human Service To The Public? (e.g. Warming center/Shelter? Feeding? Health? Housing? Mental Health?) It's important to add/edit/update your listing!

Visit <https://www.211texas.org/add-or-edit-your-2-1-1-listing/>

AMERICAN RED CROSS TEXAS GULF COAST REGION:

<https://www.redcross.org/local/texas/gulf-coast.html>

Recovering Emotionally

- [Find out about the special care you and your loved ones may need, long after the visible signs of the disaster have faded.](#)
- [About Emotional Recovery – available in multiple languages](#)
- [What You May Be Feeling](#)
- [Actions You Can Take](#)
- [If You Still Don't Feel Better](#)

Returning home safely

- Stay out of damaged buildings.
- Watch out for fallen power lines or broken gas lines and report them to the utility company immediately.
- Follow these tips for inspecting your [home's structure and utilities & systems](#) after a tornado.
- Take pictures of home damage, both of the buildings and its contents, for [insurance purposes](#).

Cleaning and repairing your home

- Wear protective clothing, including long pants, a long-sleeved shirt and sturdy shoes, and be cautious.
- Learn more about [how to clean up after a tornado](#), including the supplies you'll need and how to handle fire hazards such as gas, electricity and chemicals.
- Don't just repair your home, build in tornado-resistant features to help protect against future damage.
- Strengthen existing garage doors to improve the wind resistance, particularly double-wide garage doors.
- If your home has been significantly damaged and will require rebuilding parts or all of it, consider building a safe room.

HOUSING, HOTEL AND LODGING RESOURCES

- Use these databases to find reduced rent apartments:
 - [TDHCA Vacancy Clearinghouse](#) (opens in a new window)
 - [US Department of Housing and Urban Development's \(HUD\)](#) (www.hud.gov)
 - [US Department of Agriculture \(USDA\)](#) (rdmfhrentals.sc.egov.usda.gov)
- [Texas Hotel and Lodging Association](https://texaslodging.com/lodging) (https://texaslodging.com/lodging) or call 512-474-2996
- [U.S. Postal Service Change of Address Form](https://moversguide.usps.com/icoa/home/icoa-main-flow.do?execution=e1s1&_flowId=icoa-main-flow&) (https://moversguide.usps.com/icoa/home/icoa-main-flow.do?execution=e1s1&_flowId=icoa-main-flow&)

Assistance from the U.S. Department of Housing and Urban Development

- If you lived in public housing, a Section 8 unit or have a Housing Choice Voucher contact the housing provider that assisted you before the disaster and the U.S. Department of Housing and Urban Development (HUD) at:
 - Public housing residents and Housing Choice Voucher holders call 1-800-955-2232
 - Section 8 unit residents may call 1-800-685-8470
- Contact HUD for information on federally subsidized rental housing programs including providers in your area at: 1-800-955-2232 or 1-800-685-8470.

CONSUMER PROTECTION

- Attorney General of Texas (OAG): [Disaster Scams](https://www.texasattorneygeneral.gov/cpd/disaster-scams) (https://www.texasattorneygeneral.gov/cpd/disaster-scams) or call toll free 1-800-252-8011
 - Basic disaster scam information:
<https://texasattorneygeneral.gov/cpd/disaster-scams>
 - Home Repair Scam, Price Gouging: Call 1-800-621-0508 Email: consumeremergency@oag.texas.gov
 - Charity or donation scam:
https://texasattorneygeneral.gov/apps/charitable-trusts-complaint-form/utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=

- Texas Law Help: [Disaster Relief and Recovery](https://texaslawhelp.org/offer/hurricane-harvey-disaster-relief-and-recovery)
(<https://texaslawhelp.org/offer/hurricane-harvey-disaster-relief-and-recovery>)
- State Bar of Texas: [Disaster Relief Resources](https://www.texasbar.com/disasters/)
(<https://www.texasbar.com/disasters/>)
- Federal Trade Commission (FTC): [Weather Emergencies](https://www.consumer.ftc.gov/features/feature-0023-weather-emergencies)
(<https://www.consumer.ftc.gov/features/feature-0023-weather-emergencies>)
- Concern with someone claiming to represent FEMA: National Center for Disaster Fraud at (866) 720-5721 or disaster@leo.gov
- Utilities disconnection notices:
 - PUC Informal Complaint hotline: 1-888-782-8477 TTY: 1-800-735-2988 Email: customer@puc.texas.gov Web: <https://www.puc.texas.gov/consumer/complaint/Complaint.aspx>
- Mold:
 - Mold Program: Cannot assist unless there is a complaint against a state-licensed mold contractor – refer to DSHS Mold Program (in the process of moving to TDLR Nov. 1, 2017). For additional info visit <https://www.dshs.texas.gov/mold/> or call (512) 834-6600. Email MoldHelp@dshs.state.tx.us with any additional questions.
 - File a complaint requesting that property owner repair the source of the water causing the mold, covered by lease. Put complaint in writing, if landlord has not responded, you must submit written request for repair (dated and signed letter) and send to landlord or property manager via certified mail, signature receipt requested. If landlord refuses to respond, contact TX OAG by visiting <https://www.texasattorneygeneral.gov/cpd/tenant-rights> or calling 1-800-621-0508 and requesting to speak with someone in Tenant Rights.

TEXAS DEPARTMENT OF INSURANCE - RECOVERY TIPS

We're here to help. We can provide contact information for your insurance company or help with questions about how to file a claim. Call our Help Line from 8 a.m. to 5 p.m. Central time, Monday to Friday: **800-252-3439**.

Protecting Your Property

- Call your insurance company to report damage.
- Take pictures and video of the damage. Don't throw anything away until your insurance adjuster tells you.
- Make temporary repairs to prevent more damage. Remove standing water. Cover broken windows and holes to keep rain out.
- Keep a list of the repairs and save receipts. Don't make permanent repairs before the insurance adjuster sees the damage.

Filing a Claim

- Call your insurance agent or company as soon as possible to report property damage.
- For company phone numbers, use our [Company Lookup](#) or call us at 800-252-3439.
 - Keep a record of everyone you talked to with your company.
 - Be ready to answer questions about the damage.
 - Ask about an advance payment if you need help quickly.
 - Ask about living expenses. Most policies will cover some of the costs you have if you are unable to live in your home because of damage that is covered by your insurance. Keep your receipts for these costs.
- If you need shelter or emergency food or water, contact the Red Cross at 800-733-2767.

Repairing Your Home

- Make sure your adjuster and company have your current phone number.
- Make sure your address is visible from the street. You may need to post a sign with your address in the yard.
- Try to be there when the adjuster visits and point out all damage.
- Get multiple bids from contractors and compare them with the adjuster's report before settling the claim.
- Save proof that you paid the deductible on the claim. A [state law](#) makes it illegal for contractors or roofers to offer to waive a deductible or to promise a rebate for your deductible. It also allows insurance companies to request proof, such a receipt or canceled check, that you paid the deductible.