

April 16, 2011 - Tornado Storm Recovery Information

Contact your Local county emergency management offices.

See website for other county listings. <http://149.168.212.15/serc/localcontacts.htm>

<u>County</u>	<u>Contact</u>	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Telephone</u>
WAKE	Wake County Emergency Management	Wake Co. Office Bldg., Rm. 1403	Raleigh	NC	27602	919-856-6480
CUMBERLAND	Cumberland Emergency Management Agency	131 Dick Street	Fayetteville	NC	28301-5750	910-321-6736
DURHAM	Durham County Emergency Management	2422 Broad Street	Durham	NC	27704	919-560-0660
JOHNSTON	Johnston County Emergency Management Agency	Post Office Box 530	Smithfield	NC	27577	919-989-5050
LEE	Lee County Emergency Management	Post Office Box 1154	Sanford	NC	27331-1154	919-775-3941
CHATHAM	Chatham County Emergency Management	297 West Street	Pittsboro	NC	27312	919-542-2911

Federal Emergency Management Agency (FEMA)

FEMA.GOV

You may file a claim by calling number below or on line.

Contact Us:

[Disaster Assistance](#)

Telephone: 1 (800) 621-FEMA (3362)

TDD: 1 (800) 462-7585

Fax: 1 (800) 827-8112

Technical Assistance (Online Registration):

Telephone: 1 (800) 745-0243

Fax: 1 (800) 827-8112

Mail:

Federal Emergency Management Agency

P.O. Box 10055

Hyattsville, MD 20782-8055

North Carolina Department of Justice (www.ncdoj.gov)

To report price gouging, call the Consumer Protection Division at 1-877-5-NO-SCAM (toll-free within North Carolina) or by fill out a [price gouging complaint form online](#).

<http://www.ncdoj.gov/Consumer/2-2-12-File-a-Complaint/Price-Gouging-Complaint.aspx>

Report damage to insurer

Property owners with insurance should report damage as soon as possible to get that process started as well, she added.

Insurance Commissioner Wayne Goodwin provided these insurance tips for North Carolinians dealing with property damage:

- Contact your insurance agent/company. If you suffer property loss in your home or vehicle, contact your insurance agent or company as soon as possible to arrange a visit from an adjuster.
- Document damage. Before doing any repairs to your home, photograph and make a list of the damage.
- Make temporary repairs only. Until you get advice from your insurance company, protect your home from further damage by making temporary repairs only. Save any receipts for materials purchased for repairs.
- Agree on cost of permanent repairs. Do not have permanent repairs made until your insurance company has inspected your property, and you have reached an agreement on the cost of repairs.
- Consider renting shelter. If necessary, rent temporary shelter. If your home is uninhabitable, most homeowners policies pay additional living expenses while your property is being repaired. Before renting temporary shelter, check with your insurance company or agent to determine what expenses will be reimbursed.
- Find out if food is covered. Unless you have extra coverage with your homeowners policy, food lost in a power outage is probably not covered. Consider purchasing an endorsement to cover food losses in the future.
- Check your policy before hiring tree removal services. Most damage to your home or surrounding structures resulting from fallen trees is covered by your homeowners policy. Check with your agent or company before calling a tree removal service, as removal costs may also be covered.
- Determine whether your auto insurance policy covers damage from fallen trees or debris. Your insurance company may cover this kind of damage if you have comprehensive coverage. Check with your agent to determine whether your vehicle is covered.

NCDOT will pick up debris

The North Carolina Department of Transportation will pick up storm-related debris along state-maintained roads in severely-impacted areas. Pick-up is expected to begin later this week. NCDOT officials also offered the following tips:

- Check your homeowners insurance as often debris cleanup is covered by insurance and arrangements for its collection will be handled by the insurance company.
- NCDOT will collect vegetation debris such as trees and limbs, as well as building materials, but they must be separated.
- Property owners are asked to cut storm-related debris into 5- or 6-foot pieces, if possible, and place it along the roadway, but out of travel lanes.
- Major appliances, household hazardous materials such as paint, propane tanks, etc., and other similar materials will not be collected. It's recommended that property owners contact their county emergency management office regarding how to dispose of those items.
- The NCDOT will collect furniture damaged by the tornadoes.
- Wake County is collecting storm debris to aid in clean-up efforts at [various sites in the area](#).

*******[WRAL.com archive: April 2011 tornado swarm](#)**

Tornadoes touched down an estimated 62 times in 20 North Carolina counties on Saturday, April 16, 2011. Up to 23 people were killed.

How to help

Wake County and the City of Raleigh are organizing volunteer efforts. Interested people can call either the Wake County Emergency Operations Center at 919-856-7044 or send an e-mail to Raleigh Assistant City Manager Dan Howe via daniel.howe@raleighnc.gov.

Citizens of Johnston County wishing to volunteer their services in the tornado recovery effort are encouraged to contact the Johnston County Emergency Operations Center at 919-989-5400. The Red Cross, Samaritan's Purse and the NC Baptist Men's Association are helping storm victims. Monetary donations can be made to each group via the Web.

- [Donate to the Red Cross](#)
- [Donate to Samaritan's Purse](#)
- [Donate to NC Baptist Men](#)

Heritage High School in Raleigh is collecting clothing, toiletries and hygiene products for storm victims. Paper towels and toilet paper are not needed. Items should be dropped off at Heritage High, 1150 Forestville Road in Wake Forest.

The Salvation Army is accepting donations of food and household goods to be given directly to families who have been affected by the storms. These donations – as well as other items such as baby formula, diapers, hygiene products, cleaning supplies and other similar goods – can be brought to facilities at 215 South Person St. in downtown Raleigh.

Furniture and clothing donations can be taken to The Salvation Army Family Store at 205 Tryon Road in Raleigh.

Source: WRAL.com