



Montgomery County Office of Homeland Security and Emergency Management

DRCS ARE OPEN IF YOU HAVE ANY QUESTIONS FOR FEMA

For Immediate Release – October 06, 2017

If you were denied assistance by FEMA and/or disagree with the outcome, it is your right to appeal the decision. You must send an appeal letter to FEMA asking for reconsideration. It is vitally important that this be done within 60 days of the date of your ineligibility letter.

If you have any questions regarding FEMA programs you can visit any DRC and speak with a FEMA representative face to face.

The following Disaster Recovery Centers (DRC) are open in Montgomery County:

- Old Conroe Police Department Building
700 Old Montgomery Rd
Conroe, TX 77301
Monday-Saturday 8:00 am - 7:00 pm
Sunday noon – 5pm
- Tullis Library
21569 U.S. 59
New Caney TX 77357
Monday & Tuesday 9:00 am – 9:00 pm
Wednesday 9:00 am – 6:00 pm
- West Montgomery County Development Center
31355 Friendship Drive
Magnolia, TX 77355
Thursday -Saturday 8:00 am - 7:00 pm
Sunday noon – 5pm

National Flood Insurance Program (NFIP):

To help homeowners with flood insurance whose homes sustained damage from Harvey, the NFIP has waived a few requirements to make it easier to get advance payments quicker. Policy holders with questions regarding their policy, floodplain mapping, floodplain management, Hazard Mitigation Grants and general questions may call (800) 621-3362 select 4 from the main menu.

FEMA - Temporary Rental Assistance Program:

FEMA's temporary rental assistance offers grants to eligible homeowners and renters who were displaced from their residence while repairs are made or they transition to other permanent housing. The money may be used to rent a house, an apartment, a manufactured home, another dwelling or a recreational vehicle. These grants do not need to be paid back.

There are several ways to contact FEMA:

- DisasterAssistance.gov
- Call 800-621-3362 between 6 am and 10 pm Central Daylight Time. Those who use 711 or Video Relay Services may call 800-621-3362. Those who use TTY may call 800-462-7585. Due to high demand, lines may be busy. Please be patient, and try calling in the morning or evening when call volume may be lower.
- Visit a FEMA Disaster Recovery Center (DRC). They are here to help you sort through the process, help you understand your paperwork, and assist you.

Debris Pickup:

On October 16, 2017, the county will discontinue debris pickup. If you still have debris, make sure it is out in the county right-of-way and report it.

There are two ways to report your debris:

1. On our website www.mctxoem.org – there is a new registration link for debris removal only
2. By calling 936-523-3916

You may also take your debris to one of the debris sites for public drop off:

- Lone Star Parkway – Montgomery- 8 am – 5 pm- Closing permanently October 11, 2017
- 242 – Northwest corner of 1314 & 242 – 8 am -5 pm - Closing permanently October 16, 2017
- 10990 Seven Coves Rd – Conroe – 8 am – 5 pm - Closing permanently October 16, 2017

Continue to monitor www.mctxoem.org for updated and new information.

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