

# Questions and Answers About Direct Housing on Maui

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The Stafford Act authorizes FEMA to provide direct temporary housing for up to 18 months when eligible applicants are unable to obtain temporary housing due to a lack of available housing resources. Below are answers to your frequently asked questions about temporary housing.

**Q:** How does FEMA determine who takes priority for receiving a temporary housing unit?

**A:** Survivors who complete their FEMA application and provide the necessary documentation reflecting significant damage to their primary residence will be placed on a waiting list. Some cases such as survivors living in public shelters, tents or other unsafe housing are typically considered priority cases for receiving FEMA housing.

**Q:** FEMA is providing housing to individuals and families who were displaced by the wildfires for up to 18 months. What will happen if I cannot find permanent housing in 18 months?

**A:** If FEMA, state agencies and local officials determine there is a need for continued assistance beyond the initial 18-month period, and you have followed all eligibility requirements up to that point, you may be eligible for a month-to-month extension.

- To remain eligible, you must follow all the conditions of the license-in agreement, such as taking care of the unit, regularly meeting with your caseworker and, most importantly, progress toward a permanent housing plan.

**Q:** Does temporary housing affect other FEMA assistance?

**A:** No. If you are a homeowner, you may also be eligible to receive FEMA assistance for home repairs while you stay in a temporary unit. Homeowners and renters may also be eligible for FEMA's Other Needs Assistance such as wildfire-related medical and dental expenses, childcare, vehicle damage, moving and storage, funeral expenses and repair or replacement of essential personal property.

**Q:** Can I entertain overnight company in my housing unit, allow others to live in the unit or rent out a bedroom in my unit?

**A:** You may have company, but you cannot rent out part of your unit for financial gain. If a family member needs to move in with you, you must contact your caseworker to change the



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conditions of your contract. If someone living in your unit gives birth, FEMA considers the infant an additional resident.

**Q:** Can I bring pets with me into the unit?

**A:** Yes. Please let your caseworker know the number and types of pets that are part of your household. FEMA will match you to a Direct Lease unit that is pet friendly.

**Q:** Is there anything I can do to make the process go faster?

**A:** Yes. The Direct Lease program requires that you submit information for a background check. Please work with the property management companies to complete it in a timely manner.

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**A:** Survivors can speed up the process by being available via phone. That way FEMA can get answers to questions or pass on information that will ensure they are moved into a unit as quickly as possible.

To stay in touch with FEMA, visit [DisasterAssistance.gov](https://DisasterAssistance.gov). Click on the green 'Check Status' button to create an online account. Use the same email you provided when you applied for assistance. If you applied for assistance online or using the FEMA app, you already have a disaster assistance account.

You may also call the **FEMA Helpline at 800-621-3362**. If you use a video relay service, captioned telephone service or others, remember to give FEMA your number for that service. Helpline operators speak many languages and lines are open from **2 a.m. to 9 p.m., seven days a week**. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.

You may also visit the Disaster Recovery Center at Lahaina Civic Center Gymnasium, 1840 Honoapi'ilani Highway in Lahaina.

For the latest information on the Maui wildfire recovery efforts, visit [mauicounty.gov](https://mauicounty.gov), [mauirecovers.org](https://mauirecovers.org), [fema.gov/disaster/4724](https://fema.gov/disaster/4724) and [Hawaii Wildfires - YouTube](https://www.youtube.com/watch?v=HawaiiWildfires). Follow FEMA on social media: [@FEMARegion9](https://twitter.com/FEMARegion9) and [facebook.com/fema](https://facebook.com/fema). You may also get disaster assistance information and download applications at [sba.gov/hawaii-wildfires](https://sba.gov/hawaii-wildfires).

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*FEMA's mission is helping people before, during, and after disasters.*

*All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English*

## DR-4724-HI FS-037 Questions and Answers about Direct Housing on Maui

*proficiency and/or economic status. If you believe your civil rights are being violated, call the Civil Rights Resource line at 833-285-7448.*