

# Hurricane Matthew Recovery Assistance

## If You Need Help...

Below are available resources we compiled for you, so you don't have to.

### Receiving Food:

The Foodbank of Southeast Virginia has multiple pantries available that do not require referrals. **Call 877-HUNGERX** to find the nearest one.

### Flooding assistance:

#### Muck-and-Gut:

If you need assistance with packing and salvaging personal belongings, debris removal and/or gutting damaged floors or walls, various volunteer organizations are available to help free of charge. **Call 757.385.3111** to be placed on the list for CrisisCleanup assistance.

You may also fill out a work request with Operation Blessing. This must be done in person at 977 Centerville Turnpike. **Call 757.793.1837** for more details.

#### Yard Debris:

**Call 757.385.3111** to be placed on the list for CrisisCleanup assistance.

#### Minor Repairs:

Things like roof-tarping are available through CrisisCleanup. **Call 757.385.3111** to be placed on the list for CrisisCleanup assistance.

### Receiving Clothing:

Local non-profits and churches may have collections available. The City is not currently accepting donations of clothing.

### Reporting damage to their residence:

**Call 757.385.3111** to fill out the "Property Damage" reporting form. Residents can do this online as well through **[www.vbgov.com](http://www.vbgov.com)**

### Replacing or reporting damage to your automobile:

Call your automobile insurance company directly. The loss of an automobile is not the same as property loss and/or damage. Report automobile losses and claims directly to your automobile insurance company.



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**During this storm, several areas were affected by quick, rising waters.**  
Below are tips to help you with assessing and cleaning up flood damage.

### What to do if your property has flooded:

- **Read your flood policy:** What is covered?
- **Take photos** of all the damage.
- Begin to dry out the building and belongings.
- Keep air, heat or fans blowing to help drying out.
- Try to find documents from purchases of the flood-damaged property.
- If your carpet and pad are saturated, cut and remove them. Save a small 2-foot-by-2-foot piece for the adjuster.
- If your carpet is damp, pull the carpet loose, remove the pad and dry the floor.
- **Clean** floors, walls and cabinets with a mixture of 1 part bleach, 4 parts water.
- If cleaning is removing water lines, photograph the lines first.
- **Separate damaged from undamaged property.** Keep control over damaged property in the backyard, garage or shed, so it is not stolen.
- **List damaged property** for the adjuster.
- Call for appliance repair company to clean, service and provide repair estimate for flood-damaged appliances.
- Call for AC/heating company to clean, service and provide repair estimate for flood-damaged AC and heating equipment.

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## If You Want to Help...

Donating clothing, food and your time all help in getting our city back on track.

**Donate non-perishable food**  
at your local Virginia Beach  
Fire Stations  
from 4 to 7 p.m.

Contact the Southeast Virginia Foodbank for  
more information: **877.HUNGERX**

**Clothing may be donated to  
the Salvation Army**

- 2093 General Booth Blvd.
- 1136 Lynnhaven Parkway

<http://www.salvationarmyusa.org/>

*The City is not accepting donations of clothing or household goods.*

## **VOLUNTEER:**

Operation Blessing is organizing volunteers to work in the community. If you would like to help,  
**call 757.284.9183**

Volunteers will meet at:

CBN Corporate Support Building  
977 Centerville Turnpike  
Virginia Beach, VA 23463

Monday – Saturday  
8 a.m. Registration  
8:30 a.m. Orientation

**Volunteers:** **Please wear rubber boots and long pants for safety reasons.** You will be dispatched to work from this location. Operation blessing will provide everything you need — work assignments, tools and lunch. Please simply provide your own transportation to and from the work sites. No reservations are needed for daily volunteers. Be sure to wear rubber boots and long pants for safety.



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## City of Virginia Beach

Here's what the city is doing to help –  
and what **you** can do to help yourself and others in your neighborhood.

### DAMAGE ASSESSMENT:

We are still collecting information so Virginia Beach can qualify for federal assistance.

### Report Damage:

**Renters** – Call your landlord. If he/she won't help, **call the city's Code Enforcement Office at 757.385.4421**. Code Enforcement will coordinate with the owner.

**Homeowners** – Contact your insurance company. Simple repairs don't require a permit. More complex repairs, like structural or electrical fixes, may require a permit.  
**Call 757.385.4211**

### To report damage:

Call 757.385.3111 or go to  
[www.vbgov.com/stormupdate](http://www.vbgov.com/stormupdate)  
and click on the Property Damage Form tab.

### Trash and recycling collection:

Black and blue carts will be collected on normal days. Please be patient. Everything may not be collected during the first pass. Crews are working diligently to collect everything as soon as possible.

### Normal bulk item collections are suspended.

Crews are collecting damaged items from flooded homes. Place them at the curb any time.

**Regulations will be relaxed** to allow for carpet, padding, flooring and other materials.  
**Call 757.385.4650** to report these.

**The City Landfill and Resource Recovery Center**, 1989 Jake Sears Road, is closed because of storm damage, but will open Saturday morning.

Visit [www.vbgov.com/wastemgt](http://www.vbgov.com/wastemgt) for more information.