



FEMA

Oct. 2, 2024

FEMA Advisory

North Carolinians May Be Eligible for Transitional Sheltering in Hotels

ATLANTA – FEMA has activated Transitional Sheltering Assistance (TSA) for North Carolinians displaced by [Tropical Storm Helene](#) in Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes and Yancey counties and for the Eastern Band of Cherokee Indians.

Residents in these counties who have applied for disaster assistance may be eligible to stay temporarily in a hotel or motel paid for by FEMA while they work on their long-term housing plan. People do not need to request this assistance. FEMA will notify them of their eligibility through an automated phone call, text message, and/or email, depending upon the method of communication they selected at the time of application for disaster assistance.

Individuals and households may be eligible if they cannot return to their disaster-damaged home and their housing needs cannot be met by insurance, shelters or rental assistance provided by FEMA or another agency.

Under the TSA program, FEMA pays the cost of room, taxes and non-refundable pet fees directly to participating hotels and motels. Pet fees will only be paid up to the approved limit of assistance for individual rooms. Survivors are responsible for all other costs, including laundry, restaurant/room service, parking, telephone, or movie rental.

Eligible survivors may stay in participating TSA hotels in Georgia, Kentucky, North Carolina, South Carolina, Tennessee, Virginia and West Virginia. To locate participating hotels, visit femaemergencyhotels.com/ and enter your FEMA registration number, obtained when you applied for FEMA assistance.

An initial eligibility review will be conducted 60-days after the check-in date. When eligibility ends, survivors will be notified by FEMA seven days prior to checkout date.

TSA participants may also be eligible for other federal financial help, including Displacement Assistance, Rental Assistance, Home Repair Assistance and other aspects of the Individual Assistance program.

To apply for assistance, homeowners and renters can:

- Go online to DisasterAssistance.gov.
- Download the [FEMA App](#) for mobile devices
- Call the FEMA helpline at **800-621-3362**. Lines are open every day and help is available in most languages. If you use a relay service, such as Video Relay Service (VRS), captioned telephone or other service, give FEMA your number for that service.

For the latest information on North Carolina's' recovery from Hurricane Helene visit fema.gov/disaster/4827. Follow FEMA on X at x.com/femaregion4 or on Facebook at facebook.com/fema.

To view an accessible video about how to apply visit: [Three Ways to Register for FEMA Disaster Assistance - YouTube](#).

For North Carolinians seeking general information, please visit ncdps.gov/helene.

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

FEMA Civil Rights Office works to ensure assistance is distributed equitably, without regard to race, color, national origin, sex, age, disability, English proficiency, or economic status. Any disaster survivor or member of the public may contact the Civil Rights Office if they feel that they are the victim of discrimination. FEMA's Civil Rights Office can be contacted toll-free at 833-0285-7448. Multilingual operators are available upon request. For Spanish, press

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