



QUESTIONS & ANSWERS

Q. Will FEMA or the State help me repair the damage to my home or business?

A. The Presidential Declaration only provided support for immediate emergency response efforts – water, food, and equipment. Unfortunately, it is highly unlikely this disaster will meet the threshold required for FEMA or State grant assistance. The County will alert Trona-area residents when a final determination has been made.

The U.S. Small Business Administration (SBA) may provide low-interest loans for damages to property owned by homeowners, renters, businesses and private non-profit organizations that are not fully covered by insurance. The County is awaiting a determination on whether SBA assistance will be available to San Bernardino County residents. The County will alert Trona-area residents when further information is available.

Q. What will the County do to help me repair the damage to my home?

A. The County is working with the United States Department of Housing and Urban Development to determine if County funds provided by the federal government can be used to repair residential properties. The County will alert Trona-area residents when a determination has been made.

Q. I need help finding a contractor to fix my house/business, can you recommend someone?

A. The County does not recommend contractors, but there are resources available to help consumers find a contractor. County staff will gladly guide people to the information. Contact us: 760-995-8140 or 909-387-8311.

Q. Do I need a licensed contractor or can I fix my house/business myself?

A. Property owners are allowed to make repairs, but a licensed contractor is highly recommended. Licensed contractors understand code requirements and they know how to resolve safety hazards.

QUESTIONS & ANSWERS (CONT.)

Q. What permits do I need to rebuild my house/business?

A. It depends on the type of damage sustained. Land Use Services staff will gladly talk with you about the type of permits that may be required for your property. Contact us: 760-995-8140 or 909-387-8311.

Q. Are there some things I can repair without permits and what are those?

A. Yes. No permit is required for minor repairs, such as patching cosmetic damage. Repair or rebuilding of free-standing fences, up to 6 ft. in height does not require a permit. If in doubt, ask Land Use Services. Remember, permit fees are being waived: 760-995-8140 or 909-387-8311.

Q. Is the County going to waive building permit fees for earthquake victims?

A: Yes, up to a maximum of \$1,500, which is enough to cover most moderate damage repairs.

Q: What do yellow and red tags mean?

A: A yellow tag means the occupant may enter briefly to retrieve essential items. A red tag means the building is not safe to enter at all. Structures with no tags can be assumed to be safe. However, residents are encouraged to call Land Use Services at 760-995-8140 or 909-387-8311 to request a follow-up inspection if they have particular safety concerns, or to re-evaluate the tag status.

Q: What happens if I decide to stay in my red-tagged home/business while I fix it up?

A: It is not safe to occupy a red-tagged structure. It is not worth the risk to your life and well-being.

Q: What is the minimum I have to do to get the red tag removed from my home/business?

A: It depends on the type of damage sustained. Land Use Services staff will gladly talk with you about the type of permits that may be required for your property. Contact us: 760-995-8140 or 909-387-8311.

Q: Can I sell my house if it has been yellow tagged or red tagged?

A: A property owner can sell property in this condition, but a building that is unsafe has less value, and the buyer may not be able to obtain a loan.

QUESTIONS & ANSWERS (CONT.)

Q: My business was destroyed. How can I rebuild and reopen it? What are the first steps I need to take?

A: You may discuss your rebuilding options with a licensed contractor. Land Use Services will also offer information about different types of construction and the permitting process.

Q: Is there assistance for Veterans?

A: If you have a home loan with the California Department of Veterans Affairs (CalVet) and your home has suffered structural damage caused by a disaster, contact a CalVet Claims adjuster at 1-800-626-1613.

Q: Can I get some assistance with rent while I am rebuilding?

A: There are currently no long-term rental assistance programs available. The County is in the process of working with the Federal and State governments to see if some of the emergency housing programs that are aimed at addressing homelessness can be used to provide short-term housing assistance. The County will alert Trona-area residents when a determination has been made.

Q: I don't own property but the house I was renting is not habitable – where can I go?

A: Short-term rental assistance is available. Motel vouchers can be accessed by contacting Community Action Partnership at 909-723-1567 during regular business hours. The motels that participate in this program are located in Ridgecrest. The typical assistance is for five days. The County is working with the federal government to see if a more flexible program can be implemented.

COUNTY SERVICES DIRECTORY

- **FIRST DISTRICT SUPERVISOR ROBERT LOVINGOOD**
(760) 995-8100
- **PUBLIC INFORMATION HOTLINE**
1-877-410-8829
- **24-HOUR HELP LINE**
Dial 211
- **PUBLIC HEALTH CLINICAL SERVICES**
1-800-722-4777
- **BEHAVIORAL HEALTH**
24-hour Access and Referral Helpline: 1-888-743-1478
- **ELDER ABUSE AND NEGLECT**
1-877-565-2020
- **SENIOR INFORMATION AND ASSISTANCE**
1-800-510-2020 or (760) 256-3764
- **IN-HOME SUPPORTIVE SERVICES**
1-877-800-4544
- **ANIMAL CARE AND CONTROL**
1-800-472-5609
- **ENVIRONMENTAL HEALTH**
(Food Safety, Insect Infestation, Unsanitary Conditions)
1-800-442-2283, Call or Text
- **VETERANS AFFAIRS**
1-866-472-8387
- **WORKFORCE DEVELOPMENT**
(760) 552-6530 or (760) 255-4016
- **TRANSITIONAL ASSISTANCE**
1-877-410-8829
13207 Jones St., Trona
Wednesdays, 9 AM to 1 PM
- **BUILDING INSPECTIONS**
(760) 995-8140
- **ASSESSOR-RECORDER**
(Property Value Determinations)
(760) 995-8030
- **ROAD AND SIDEWALK REPAIR**
Public Works Dispatch: (909) 387-8063
- **SANITATION**
(909) 386-8701

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