SBP is a national nonprofit whose mission is to shrink the time between disaster and recovery.

SBP eliminates unnecessary suffering by helping those affected by disasters to rebuild and recover. By educating residents about resilience before disasters occur and making the post-disaster recovery process more understandable, SBP lessens the amount of time people experience stress and trauma.

Learn more at SBPUSA.org
Know Your Risks

Identify the hazards most likely to occur in your community and the kinds of impacts they may have
- Look up your zip code at www.disastersafety.org
- Check with your local public safety office for risk resources

Know that flood maps are not solely reliable indicators of flood risk—get flood insurance to protect your home and possessions
- Other factors that affect flood risk are not represented in the maps, such as new development and changes in weather
- Major flooding is occurring more and more frequently OUTSIDE mandatory flood insurance zones (also called “Special Flood Hazard Areas” or “100-Year Floodplains”)

Know and regularly check key information sources about any approaching hazards and local emergencies
- Check with your local government on emergency notification systems
- Visit www.ready.gov/alerts

Download useful emergency apps: FEMA, American Red Cross, weather, local alert apps
- FEMA: www.fema.gov/mobile-app
- American Red Cross: www.redcross.org/mobile-apps/emergency-app

DID YOU KNOW?
Heavy, multi-day storms are 40% more frequent, and the heaviest rainstorms are 20% bigger than they were 30 years ago.

80% of Houston buildings flooded by Hurricane Harvey were OUTSIDE the mandatory flood insurance zone.
**CHECKLIST**

- Put together a disaster supplies kit for your family
  - Include basic necessities and a week’s supply of any medications your family and pets need

- Make an emergency plan for your family
  - Include how you will communicate with each other, evacuate, shelter at home, and take care of medical needs in the event of an emergency
  - Use the Family Emergency Plan template on the next page

**KEEP IN MIND**

Cellphones may not work in an emergency event, and you may have difficulty recharging them.  

Keep a written emergency contacts card with you (p.19) and arrange an out-of-town contact for your family to coordinate through.

**BASIC EMERGENCY SUPPLIES KIT LIST**

- Water: one gallon per person, per day
- Food: non-perishable, easy-to-prepare
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications, medical items
- Multipurpose tool
- Sanitation and personal hygiene items
- Emergency blanket
- Map(s) of the area
- Copies of important documents
- Cellphone with chargers Family and emergency contact information
- Extra cash

Pre-made prep kits are available at many major retail stores

*List Source: American Red Cross - "Be Red Cross Ready Checklist" - RedCross.org*
ADDITIONAL ITEMS (BASED ON FAMILY NEEDS AND DISASTER RISKS)

☐医疗用品（助听器及备用电池、眼镜、注射器、拐杖）
☐婴儿用品（奶瓶、配方奶粉、尿布）
☐儿童游戏和活动
☐宠物用品
☐双向无线电
☐哨子
☐N95或外科口罩
☐火柴
☐雨具
☐毛巾
☐工作手套
☐工具/用品用于确保您的家
☐额外的衣服、帽子和结实的鞋子
☐塑料薄膜、胶带和剪刀
☐漂白液
☐毯子或睡袋
☐娱乐用品

Source: American Red Cross - "Be Red Cross Ready Checklist" - RedCross.org
Family Disaster Plan

Post this plan on your refrigerator. Laminate for safe keeping.

FAMILY NAME ___________________________________________ DATE __________________________

FAMILY INFORMATION
NAME ___________________________________________
DATE OF BIRTH ________________________________
SSN ___________________________________________
PHONE _______________________________________
EMAIL ________________________________________

f ____________________ twitter ____________________

IMPORTANT MEDICAL INFORMATION ________________________________________________

FAMILY INFORMATION
NAME ___________________________________________
DATE OF BIRTH ________________________________
SSN ___________________________________________
PHONE _______________________________________
EMAIL ________________________________________

f ____________________ twitter ____________________

IMPORTANT MEDICAL INFORMATION ________________________________________________

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NAME ___________________________________________
DATE OF BIRTH ________________________________
SSN ___________________________________________
PHONE _______________________________________
EMAIL ________________________________________

f ____________________ twitter ____________________

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SSN ___________________________________________
PHONE _______________________________________
EMAIL ________________________________________

f ____________________ twitter ____________________

IMPORTANT MEDICAL INFORMATION ________________________________________________

FAMILY INFORMATION
NAME ___________________________________________
DATE OF BIRTH ________________________________
SSN ___________________________________________
PHONE _______________________________________
EMAIL ________________________________________

f ____________________ twitter ____________________

IMPORTANT MEDICAL INFORMATION ________________________________________________

PET INFORMATION
NAME ___________________________________________
TYPE __________________________________________
COLOR _________________________________________
REGISTRATION # __________________________________

PET INFORMATION
NAME ___________________________________________
TYPE __________________________________________
COLOR _________________________________________
REGISTRATION # __________________________________
**Family Disaster Plan**

### OUT OF TOWN CONTACT

<table>
<thead>
<tr>
<th>Name</th>
<th>____________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home #</td>
<td>____________________________</td>
</tr>
<tr>
<td>Work #</td>
<td>____________________________</td>
</tr>
<tr>
<td>Email</td>
<td>____________________________</td>
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</tbody>
</table>

### WORK INFORMATION

<table>
<thead>
<tr>
<th>Workplace</th>
<th>____________________________</th>
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<tbody>
<tr>
<td>Address</td>
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<tr>
<td>Phone</td>
<td>____________________________</td>
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</tbody>
</table>

#### EVACUATION LOCATION

- ____________

### SCHOOL INFORMATION

<table>
<thead>
<tr>
<th>School</th>
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<tr>
<td>Address</td>
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</tr>
<tr>
<td>Phone</td>
<td>____________________________</td>
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</table>

#### EVACUATION LOCATION

- ____________

### MEDICAL INFORMATION

<table>
<thead>
<tr>
<th>Doctor</th>
<th>____________________________</th>
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<tbody>
<tr>
<td>Phone</td>
<td>____________________________</td>
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<tr>
<td>Pediatrician</td>
<td>____________________________</td>
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<tr>
<td>Phone</td>
<td>____________________________</td>
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<tr>
<td>Dentist</td>
<td>____________________________</td>
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<td>Phone</td>
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<tr>
<td>Specialist</td>
<td>____________________________</td>
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<td>Phone</td>
<td>____________________________</td>
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<tr>
<td>Pharmacist</td>
<td>____________________________</td>
</tr>
<tr>
<td>Phone</td>
<td>____________________________</td>
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</table>

### PETCARE INFORMATION

<table>
<thead>
<tr>
<th>Veterinarian</th>
<th>____________________________</th>
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<tr>
<td>Phone</td>
<td>____________________________</td>
</tr>
<tr>
<td>Kennel</td>
<td>____________________________</td>
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<td>Phone</td>
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### INSURANCE INFORMATION

<table>
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<tr>
<th>Medical</th>
<th>____________________________</th>
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<tr>
<td>Policy #</td>
<td>____________________________</td>
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<tr>
<td>Homeowner/Renter</td>
<td>____________________________</td>
</tr>
<tr>
<td>Policy #</td>
<td>____________________________</td>
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</tbody>
</table>
**ACTION PLAN**

1. The disasters most likely to affect our household are:

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________

2. Our emergency meeting places are:

   *Neighborhood Meeting Place:* _________________________________

   *Regional Meeting Place:* _________________________________

4. Our escape and evacuation routes are:

   *Escape routes from our home:* _________________________________

   ____________________________________________________________

   ____________________________________________________________

   *Evacuation route to our regional meeting place:* ____________________________

   ____________________________________________________________

   ____________________________________________________________

   *Alternate evacuation route:* ________________________________________

   ____________________________________________________________

   ____________________________________________________________

4. Our plan with our neighbors for assisting each other in an emergency is:

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________
5. Our plan for people in our household with disabilities or functional needs is:

Person(s): ______________________________________________________

Plan: ____________________________________________________________

______________________________________________________________

______________________________________________________________

______________________________________________________________

6. If local authorities tell us to take shelter at home from extreme winds, such as a tornado, the safe interior location in our home away from doors and windows where we can go is:

______________________________________________________________

______________________________________________________________

______________________________________________________________

______________________________________________________________

7. During certain emergencies local authorities may direct us to “shelter in place” in our home. An accessible, safe room where we can go, seal windows/vents/doors and listen to emergency broadcasts for instructions, is:

______________________________________________________________

______________________________________________________________

______________________________________________________________

______________________________________________________________

RESOURCES

- Visit Ready.gov and search:
  - Plan for Your Risks
  - Sheltering
  - Evacuating

- Visit RedCross.org and search:
  - Be Red Cross Ready Checklist
  - Disaster & Financial Preparedness Planning
# Family Disaster Plan

## Family Member Responsibilities

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Disaster Kit</strong></td>
<td>Stock the disaster kit and take it if evacuation is necessary. Include items we want to take to an evacuation shelter. Remember medications and eye glasses.</td>
<td></td>
</tr>
<tr>
<td><strong>Be Informed</strong></td>
<td>Monitor NOAA or local radio, TV, or emergency alerts for important emergency and weather information.</td>
<td></td>
</tr>
<tr>
<td><strong>Important Documents</strong></td>
<td>Take important documents with us if evacuating.</td>
<td></td>
</tr>
</tbody>
</table>
| **Turn Off Utilities, Unplug Appliances** | If local authorities instruct us to, turn off utilities at main switches or valves and disconnect electrical appliances.  
  - **DO NOT** touch electrical equipment if wet or standing in water  
  - Contact utility company to turn back on gas - never do it ourselves |                   |
| **Pets**                      | Evacuate our pet(s), keep a phone list of pet-friendly motels and animal shelters, and assemble and take the pet disaster kit. |                   |
| **Sharing and Updating the Plan** | Share the completed plan with those who need to know. Meet with the family every 6 months or as needs change to update the plan. |                   |
Manage Your Documents

CHECKLIST

☐ Gather and organize the types of important documents and records you may need after a disaster
   ➔ Use the checklist on the next page

☐ Replace any missing documents

☐ Update any titles or ownership papers that do not list the current owner’s name
   ➔ You will have to prove ownership when filing insurance claims or applying for disaster assistance

☐ Safely store records with backup copies you can access from outside your home
   ➔ Protect hard copies at home from water and fire
   ➔ Secure, online cloud storage is an ideal backup

☐ Be familiar with the types of documents FEMA and SBA require

RESOURCES

• Visit FEMA.gov and search:
  • Emergency Financial First Aid Kit
  • Individuals and Household Program

• Visit RedCross.org and search:
  • Picking up the pieces after disaster guide

• Visit SBA.gov and search:
  • Disaster Home and Property Loans program

DID YOU KNOW?

Insurance companies, government agencies like FEMA and SBA, and charitable organizations require certain documents in order to be able to process claims and provide assistance after disaster.

KEEP IN MIND

Having important documents organized, protected and backed up electronically so they are safe and accessible in an emergency can help you avoid disaster recovery delays.
Manage Your Documents

KEY DOCUMENTS CHECKLIST

PERSONAL ID
- Driver’s license and ID cards
- Birth certificate, adoption and child custody records
- Marriage and divorce licenses
- Passport, green card, naturalization documents
- Social security card
- Military ID, discharge records
- Pet ID & proof of ownership information

FINANCIAL & LEGAL
- Housing records (deed, lease, rental agreement, mortgage, home equity line of credit)
- Other financial obligations (bills, loans, credit cards, family support, recurring payments)
- Bank & investment account information
- Vehicle title and registration
- Insurance policies
- Inventory of property and contents (descriptions, photos, videos, receipts, ownership papers, appraisals)
- Income sources (pay stubs, benefits statements)
- Tax records (keep returns a minimum of 3 years)
- Will, trust, power of attorney

HOUSEHOLD INFORMATION & CONTACTS
- Family emergency and out of town contacts
- Employer information and contacts
- School information and contacts
- Local government, emergency services contacts
- Service and utility providers
- Repair and contractor services

MEDICAL
- Physician and pharmacy contact information
- Health insurance ID cards and policy information
- Medicare/Medicaid ID cards
- Immunization, allergy and medical history
- Current prescription copies, medication list
- Caregiver agency contract or service agreement
- Medical equipment models, serial numbers and supplier information
- Disabilities documentation
- Living will
- Pet immunization, prescriptions and veterinarian contact information
Did you know?

The average flood insurance policy is $800 annually, which is less than $3 a day. Outside the mandatory flood insurance zone, premiums can be less than $40 annually, or about $1 or less a day. These policies can buy you coverage of up to $250,000 for your home and up to $100,000 for your contents. One inch of flood water can cause $10,000 or more in damages to an average home. The average FEMA disaster assistance grant is only $4,600 per household after flooding disasters, but the average flood insurance payout is $43,000. Homeowners and renters insurance do not cover flooding. You must purchase flood insurance separately. The average FEMA disaster assistance grant is only $4,600 per household after flooding disasters, but the average flood insurance payout is $43,000. Homeowners and renters insurance do not cover flooding. You must purchase flood insurance separately.

Insuranc Preparedness

Get right insurance coverage, especially flood insurance for your home structure and contents. You must have flood insurance to be covered for flood damages. To get flood insurance, visit your existing homeowners/renters insurance agent or call the National Flood Insurance Program (NFIP) Referral Call Center at 1-800-427-4661. Use the “Ask Your Agent” questions on the next page and review all of your insurance policies with your agent. Save for all of your deductibles. Deductibles are the amount of money you are responsible for paying out of pocket toward an insured loss. Add up the deductibles for all of your insurance policies, homeowners’ flood insurance, auto, etc. Save for this.

Set aside emergency cash. Consider your family’s cash needs if you had to shelter away from home for 2-3 days. Hotel, gas, food, water, basic necessities. Save for this.

Make a home inventory. Take pictures or video of all your home’s rooms and storage areas. Make a list of high value items with item details and receipt copies. Save for this.

Save for all of your deductibles. Deductibles are the amount of money you are responsible for paying out of pocket toward an insured loss. Add up the deductibles for all of your insurance policies, homeowners’ flood, auto, etc. Save for this.

Keep in mind.

Homeowners and renters insurance do not cover flooding. You must purchase flood insurance separately.

Visit FloodSmart.gov to learn more about flood insurance.

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Visit FloodSmart.gov to learn more about flood insurance.
QUESTIONS TO ASK YOUR INSURANCE AGENT

PERILS

☐ What perils are covered and excluded in my policy?

☐ Do I have flood insurance to cover the risk of flood damage to my home and possessions?

☐ Do I have the right coverage for the other perils I face, such as windstorms?

PROPERTY COVERAGE

☐ Does my coverage include:

- Home structure AND contents? *(structure and contents coverage are purchased separately in flood insurance policies and have separate deductibles)*
- Detached structures (garages, sheds)?
- Special items (antiques, jewelry, etc.)?

VALUES

☐ Are the values listed for my home and contents up to date?

☐ Are my current coverage limits and deductibles in line with my needs? If not, what adjustments can I make?

☐ If I have one, have I met my coinsurance percentage minimum?

☐ Am I insured to Replacement Cost instead of Actual Cash Value (ACV)? *(ACV covers only item value minus depreciation, not enough to replace with a similar new item)*

ADDITIONAL NEEDS

☐ Do I have enough coverage if:

- I need to rebuild to newer building code requirements?
- I need to live somewhere else for an extended period of time while my home is being repaired?
- To protect my assets in the event of a lawsuit?

FILING A CLAIM

☐ What forms do I need to complete? Is there an app I can use?

☐ What information and documentation will I need about my losses?

☐ How soon after an incident do I need to file the claim?

☐ What do I need to know about making temporary repairs?

☐ What do I need to know about working with contractors to repair damage to insured property?

Home inventory tools:
- Check with your insurance company on available apps or online tools
- United Policyholders’ free Home Inventory tool www.uphelp.org

Map and list of insurance premium discounts and incentives for mitigation: www.smarthomeamerica.org/fortified/discounts-and-incentives
Protect Your Home

CHECKLIST

☐ Regularly inspect your property and keep it clear of hazards such as dead trees or blocked drains

☐ Regularly inspect your roof and keep it in good repair

☐ Plan actions you will take to secure your property in the event of severe weather or emergencies

☐ Look into the cost and safety benefits of different protective measures for your home, and take those that make sense for your risk situation and budget

PROPERTY INSPECTION CHECKLIST

☐ Clear dead trees and vegetation

☐ Remove yard debris

☐ Clean drains and gutters

☐ Avoid having bare ground (plant vegetation where possible)

☐ Inspect yard structures and keep in good repair

☐ Inspect any sloped areas, patios and retaining walls; have examined by a geotechnical engineer if you see signs of slope movement or structural damage

☐ Secure outdoor furniture in advance of storms.

Source: Insurance Institute for Business and Home Safety (IBHS) - DisasterSafety.org
ROOF INSPECTION CHECKLIST

☐ Inspect Roof Cover
Is your roof covering in good condition and securely attached? For shingle roofs, look for:

- Loose shingle tabs
- Cracks in shingles
- Broken or missing tabs
- Buckling or curling shingles
- Blistering of tabs
- Majority of granules worn off tabs

☐ Inspect Roof Penetrations
Are penetrations well sealed and tight?

- Are there gaps and/or signs of missing sealant?
- Are there badly deteriorated holes and gaps?

☐ Inspect Off-Ridge Vents
Do vents wiggle back and forth?

- Are they well attached?
- Are there screws attaching turbines or caps off-ridge vent?

☐ Inspect ridge vents
Are vents tightly screwed down?

- If nails are used, are they properly attached?

☐ Inspect for roof leaks
Evaluate for signs of damage from outside:

- Leaks inside the attic
- Water stains on roof decking – look around the chimney, around vents and pipes and valleys
- Discolored roofing deck, rafters or trusses

Evaluate for signs of leaks from inside:

- Water stains on ceiling
- Cracked wall or ceiling paint
- Peeling wall paper

SECURING FOR EMERGENCIES

If severe weather is forecast, plan what steps you’ll take to protect your property, such as:

☐ Bring any outdoor items indoors or put in secure storage

☐ Put up protective window covering/storm shutters

☐ Move items above ground floor level

☐ Disconnect electrical appliances

☐ Know how to shut off utilities (do so only if instructed)

☐ Check and lock all windows and doors if leaving

Source: Insurance Institute for Business and Home Safety (IBHS) - DisasterSafety.org
PROPERTY IMPROVEMENTS

Protective measures you may wish to consider for your property could include:

- Roof protection, for example:
  - Sealing your roof deck
  - Installing wind and impact-rated roof cover
  - Using ring shank nails to secure roof cover, attachments
  - Protecting attic vents
  - Bracing any gable end roof framing
  - Hurricane straps to strengthen roof, wall connections

- Protection for windows and doors, such as hurricane shutters, impact-rated models, or bracing for garage doors

- Flood protection, such as:
  - Home elevation
  - Flood barriers or shields

- Electrical system and appliance protection, such as raising the height of electrical component systems to at least a foot above 100-year flood level

- Storm shelter or safe room “(register with your local storm shelter registry if you install one)

RESOURCES

Visit FEMA.gov and search:
- Protecting homes
- Bracing gable end roof framing
- Bracing garage doors
- Flood protection
- Raising electrical system components
- Safe rooms

IBHS FORTIFIED Home construction & retrofitting standards:
- DisasterSafety.org

Roofing tips and information:
- www.dontgoof.org

DID YOU KNOW?

Every $1 invested in mitigation saves an estimated $4-$6 in future disaster recovery costs.
**SBP RESOURCES**

SBP has developed several resources to support preparedness and recovery:

- Preparedness Checklists & Resource Guides (sbpusa.org/what-we-do/prepare) for residents, small businesses & non-profit organizations
- Recovery resources (sbpusa.org/start-here) including:
  - navigating the disaster assistance process
  - avoiding contractor fraud
  - mold remediation guide
  - post-disaster insurance guide
  - home elevation and code compliance

**GENERAL RESOURCES**

**NATIONAL**

Some national resources available to help with preparedness planning and recovery include:

- Disasterassistance.gov: www.disasterassistance.gov
- Ready.gov: www.ready.gov
- National Weather Service: www.weather.gov
- American Red Cross: www.redcross.org
- Insurance Institute for Business and Home Safety (IBHS): www.disastersafety.org
- Insurance Information Institute (III): www.iii.org
- Better Business Bureau (BBB): www.bbb.org

**STATE & LOCAL**

Many state and location organizations have information, tools and support available for preparedness and recovery. Below are some common agencies you can search the internet to find for your area.

- State Emergency Management Office
- State Department of Insurance
- Local Emergency Management Office
- Local Planning Department
- Local American Red Cross
- Local United Way and 2-1-1
CUT OUT CARDS AND LAMINATE AFTER FILLING IN.
Every member of your household should carry one in their wallet, purse, or bag.
### ICE (IN CASE OF EMERGENCY) CONTACTS

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
<th>Phone</th>
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</table>

**IN CASE OF EMERGENCY**

OWNER

NAME

RELATIONSHIP

PHONE

NAME

RELATIONSHIP

PHONE

**IN CASE OF EMERGENCY**

OWNER

NAME

RELATIONSHIP

PHONE

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**IN CASE OF EMERGENCY**

OWNER

NAME

RELATIONSHIP

PHONE

NAME

RELATIONSHIP

PHONE
**IMPORTANT CONTACTS**

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<thead>
<tr>
<th>NAME</th>
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**MEDICAL NEEDS / ALLERGIES / MEDICATIONS**

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Endnotes

3 Houston Public Works, 2018 - https://goo.gl/JvufTL
4 FEMA, 2018 - https://www.fema.gov/media-library/assets/documents/163171
5 FEMA, 2018 - https://www.fema.gov/media-library-data/1527612733219-fe25b617bd30f6a492e7d963fd9f674/PRP_Tables_2018_Updated_05.10.18_Residential_ENG_508.pdf
7 FEMA, 2017 - https://www.fema.gov/media-library/assets/documents/130225
8 FEMA, 2017 - https://www.fema.gov/media-library/assets/documents/130222