

February, 2016

A MONTHLY MESSAGE
FROM



**MAYOR
TODD GOTTEL**



City of Rowlett
4000 Main Street
Rowlett, TX 75088

972-412-6100
www.rowlett.com

Together, We Are Rebuilding Rowlett! An Update Regarding Our Community's Road to Recovery

My fellow Rowlett citizens,

Well, here we are two months after the December 26 tornado, one of the most impactful events in our community's history. It has changed us in ways we still do not fully understand. However, it has made us a much stronger community. A closer, more caring community. What we have shared together will never be forgotten, the bond we have forged with one another is loving and lasting.

And we will continue to care for one another, no matter what it takes. In that vein, the City has formed a Long Term Recovery Committee, Rebuild Rowlett (LTRC). Their purpose is to meet the need for ongoing coordination among agencies providing volunteer, financial, spiritual and emotional/physiological support for people whose lives have been ravaged by the tornado. In addition, leadership will be provided in the discernment of long-term needs for recovery and rehabilitation, which can be most effectively met or assisted by this collaboration. Advocacy for the people most vulnerable to having their needs overlooked in the public recovery processes will also be provided. Find more information about the LTRC and how to access assistance in the following pages of this newsletter.

I'm also providing an update on FEMA. Although the Public Assistance portion of the Governor's request for aid from the federal government was granted, I am very disappointed that Individual Assistance (IA) was denied. The

State of Texas is appealing this decision and we are hopeful that, after reviewing the updated damage information submitted by all of the counties affected by the storms, this appeal will be successful.

We want Rowlett residents to STAY Rowlett residents. In an effort to help citizens as they rebuild their homes, on March 1, 2016, the City Council will be considering an Ordinance to suspend all zoning requirements associated with the construction of a new home. Basically, the home will be allowed to be constructed to meet the zoning standards that are reflected in that home's construction prior to the tornado. The recovery process can be overwhelming, so I've outlined how to work with the City to rebuild or repair your home, and supplied an update on the debris removal process this month as well.

In closing, the mission of the Long Term Recovery Committee, Rebuild Rowlett is not all that different from what I have seen demonstrated daily by you, the Rowlett citizen: "To provide recovery services to individuals and families affected by the tornado that hit Rowlett, Texas on December 26, 2015." Together, we are Rowlett Strong, and together we will continue to Rebuild Rowlett!

Mayor Todd Gottel

In the first week after the tornado alone, Rowlett CERT members volunteered over 2,200 hours.



To honor their commitment to the Rowlett community, Atmos Energy presented the Rowlett Citizen Corps Council with a \$50,000 donation.

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Dretha Burris
Whitney Laning
Monika Baker
Erin Harwell
Diane Lemmons

Michelle Bounds
Martha Brown
Cole Hedgecock
Brian Hiatt
Tammy Dana-Bashian

Debby Bobbitt
Brian Funderburk
Ed Balderas
Larry Glick
Shelley Garrett

Eva Hummel
Barry Young
Bobby Montgomery
Jim Proce
Neil Howard

Mission of the Long Term Recovery Committee, Rebuild Rowlett
To provide recovery services to individuals and families affected by the tornado that hit Rowlett, Texas on December 26, 2015.

Need Help? Case Management - STEP ONE

If you sustained home and/or vehicle damage or injuries, register with a Disaster Care Management Agency to be assigned a Case Manager.

Catholic Charities and St. Vincent de Paul
469-607-0909

OR

North Texas Conference Recovery Center
469-243-1008
recovery@ntcumc.org

*If no answer, leave your name, phone number and brief description of your needs.
They will return your call within 48 hours.*

Assistance is Available

Case Management is here to help YOU with long-term and unmet needs.

Case Managers...

...are caring people who help individuals and families adjust after a devastating disaster, recognizing it may take months or even years to fully recover.

...work hand-in-hand with disaster survivors to understand their situation, help them develop a plan and connect them to recovery resources.

...assist with forms, applications, processes and organizations to get the help needed.

What Other Resources Are Available?

Tornado Relief Donation Center

972-475-3667

4813 Rowlett Road

Monday - Friday, 4:00 – 7:00 P.M.

Saturday 9:00A.M – 4:00 P.M.

Food, household goods, toiletries, kitchen and baby supplies, storage bins and cleaning supplies.

First Baptist Church

972-475-3510

4309 Main Street

Tue & Thur, 4:00 – 6:00 P.M.

Saturday 10:00A.M – Noon

Financial and housing assistance, food, household goods, toiletries, kitchen supplies, cleaning supplies and counseling.

Rockwall Exchange

972-240-9696

5121 Grisham Drive

Monday - Sat, Noon – 6:00 P.M.

Sunday 2:00A.M – 6:00 P.M.

Food, toiletries, furniture, baby supplies and clothing.

Church in the City

325-450-6659

6005 Dalrock Road

Daily 8:00 A.M. – 8:00 P.M.

Financial and housing assistance, food, toiletries, some furniture, household goods, baby supplies, counseling, some electronics and appliances.

Debris Removal and Demo Assistance

Texas Baptist Men – 214-908-6239,

469-377-0290 or 214-381-3700

Crisis Response International -

256-426-0034, 214-288-9325

Thirst No More -

freedemo@citcdallas.org

United Methodist Committee On Relief

Disaster Response Team - 972-475-3667

Life Message
4501 Rowlett Road
877-518-1000

First United Methodist
Church, 4405 Main St.
972-475-3667

First Christian Church
7301 Miller Road
972-475-3559

Cornerstone Church
8200 Schrade Road
972-475-4403

C3 Church
3700 Chaha
972-412-4420

FEMA Update

Earlier this month, Governor Abbott's office received denial from the federal government for the Individual Assistance (IA) portion of his January 26 request for a major disaster declaration. The Governor has 30 days to appeal this decision. As a result, the State of Texas is collecting damage and insurance information. Although you may have already filled out the brief insurance information survey from the City of Rowlett, your additional participation in the State of Texas survey is extremely important. If you suffered property or vehicle damage or were injured as a result of that storm, **please complete their survey at <https://www.research.net/r/DECTORNADO> by Sunday, February 28.** We realize this may feel like a repeat of what you've already done, but it is extremely critical to this appeal and please keep in mind that it affects ALL disaster victims!

The federal government did grant the declaration for Public Assistance (PA). This is very important to our community and citizens as PA is used to help cities and counties recover a portion of the costs associated with the disaster, such as infrastructure repairs, debris removal, etc.

Share this survey participation request with anyone you know who may have been affected by the December 26 tornado!

There are **three** separate types of assistance provided by the federal government in disasters:

Individual Assistance is used to help individual property and home owners who are uninsured or underinsured.

Public Assistance is used to help cities and counties recover a portion of the costs associated with the disaster, such as infrastructure repairs, debris removal, etc.

Small Business Association Disaster Assistance Loans are available to small businesses, homeowners and renters. If the Federal government declares a major disaster declaration for Individual Assistance, the SBA's disaster loan program is automatically activated. However, the SBA may make a separate "SBA only" declaration if FEMA is not involved.



The City of Rowlett Has Cleared Over 130,000 Cubic Yards Of Debris Since December 26, 2015.



Tornado Debris

Helpful Information for those in the Recovery Process

The City has contracted with Crowder Gulf, a vendor specializing in disaster debris removal, sorting and disposal, all to specific criteria and guidelines so that our community is well positioned to qualify for FEMA reimbursement of this cost.

On Monday, February 15, Crowder Gulf trucks began their first pass, which will take approximately 30 days. These are VERY

large trucks, holding 150 cubic yards of debris each, 10-12 times the capacity of a normal City dump trucks.

After the first pass is complete, inspections of the area will take place and another round of clearing will occur to remove any debris missed or additional debris accumulated during the first round.

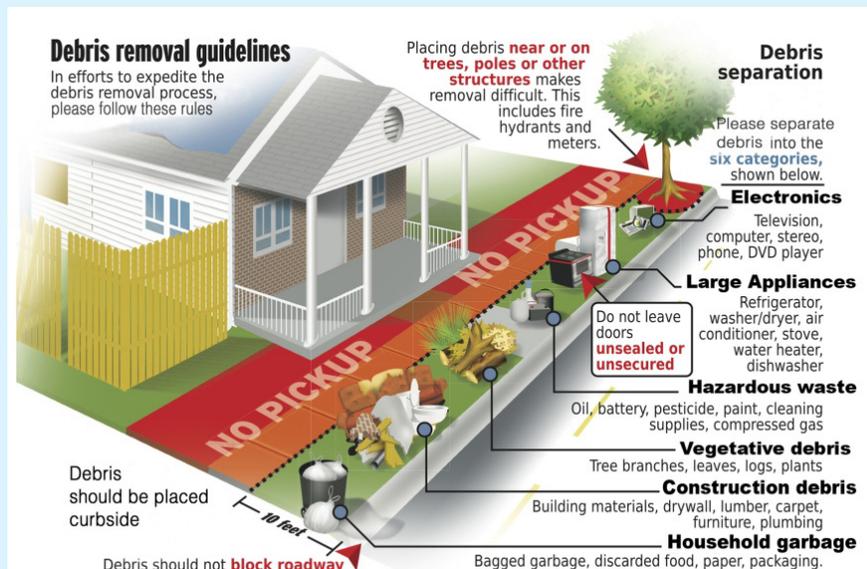
Please be aware that as they work, temporary road closures may occur in neighborhoods for safety reasons.

Please adhere to these debris separation and placement guidelines...

- Do not place debris in driveways or alleys.
- All debris **MUST** be placed off the street but in the right-of-way (area behind the curb). If the debris extends past the sidewalk into your yard (private property), it will not be removed.
- Debris should be separated as demonstrated in the graphic attached to this post.
- Place debris away from obstacles such as mail boxes, water meters and fire hydrants.
- **Volunteers:** please consolidate smaller piles into bigger piles, sorted as demonstrated in the illustration to the right. Those doing tear-downs, please make contiguous piles beginning at the curb line.

Material which will NOT be picked up includes:

- Concrete slab demo debris.
- Contractor debris.
- Swimming pool demo debris.



It's Time to Rebuild My Home

What Now? A Guide to Working with the City of Rowlett

Questions?
Call Building Inspections at 972-412-6125

My Home Was Destroyed

Demolition – If your property is heavily damaged and cannot be repaired or you will not be repairing the existing structure, a permit to demolish the structure is required. Be sure to contact the utilities offices to have any electric and/or gas services removed prior to the demolition.

If rebuilding on existing slab, an engineer letter stating the slab is suitable for construction is required.

Check zoning requirements with Garrett Langford at 972-412-6166*

Visit www.rowlett.com/residential for New Residential Checklist.

Hire a general contractor who is registered with the City of Rowlett.

Fill out a permit application.

*Suspension of Zoning Requirements: Residents may re-build to at least the previous standard established. For example if a home was built with only 75% masonry materials (i.e. brick), you will only be required to construct to that amount of masonry material.

My Home Sustained Severe Damage

Check zoning requirements with Garrett Langford at 972-412-6166.

Hire a general contractor registered with the City of Rowlett.

Fill out a permit application. In lieu of Building Plans, an insurance estimate detailing scope of work will be accepted.

Visit www.rowlett.com/residential for New Residential Checklist.

Structural damage (i.e. wall, room or any permanent portion) repairs require a permit with designed reconstruction plans, including electrical, plumbing and mechanical work.

My Home Sustained Minor Damage

What does not require a permit? Painting, wallpapering, replacing sheet rock, carpeting or cabinets, foundation repairs, trim work, and replacing widows. New windows must meet current Energy code.

Fence replacement requires a permit unless it is less than 25% and of the same material, same height and same location as the previous fence.

Visit www.rowlett.com/residential for specific repair project forms or permit requirements and hire a contractor registered with the City of Rowlett.

Does the City license contractors?

No. The City registers contractors so that we have the means to contact them in the event it is warranted.

Does the City perform structural engineering inspections?

No, the City does *not* perform such inspections. The property owner or contractor is required to hire a structural engineer.

What do the red tags that the City placed on my home mean?

These tags were placed by City staff to perform a topical assessment of homes post-tornado. They do not represent a determination as to the percentage loss of a home.

Contractor Information

Contractors must register at the City's Development Services Building, located at 3901 Main Street, and carry proof of this registration in the form of a receipt with them at all times. Exceptions are those supervised or contracted by the City for right-of-way response or vehicle extraction. A list of contractors currently registered is available at www.rowlett.com/contractorlist.

Post Disaster Contractor Practices

When recovering from a disaster reputable contractors are an important part of recovery efforts. However, citizens need to be aware of and prepared to protect themselves from attempts at fraud and deception by a relatively small number of disreputable companies. Chapter

58 of the Texas Business and Commerce Code specifies that a contractor cannot require a full or partial payment before work begins; this includes contractors who ask for cash up front. Chapter 58 also says this provision does not apply to a disaster remediation contractor that

has a physical business address located in the county of the affected property or in an adjacent county for at least a year preceding the date of the contract. This is to allow residents who know a contractor to be reputable and reliable to go ahead and contract services quickly.

- Door-to-door sales are quite common in post-disaster areas. Under Texas law, the seller must advise you of your right to cancel the sale within three days. Always ask for a physical address and references. Be wary of any contractor that asks for full payment in advance or provides you a contract with blank spaces in it.
- When interviewing a contractor, ask questions, ask for identification and ensure any contractor you hire is in good standing with the Better Business Bureau.
- It is critically important that you safeguard personal info.
- Others may include fraudulent building or housing inspectors and contractors, phony pleas for disaster donations or fake offers of local, state or federal aid. As state and federal assessment teams survey the damage, they will always have identification and will never ask for or accept money.
- If you suspect fraud or have a complaint, call the Texas Attorney General Consumer Protection Hotline at 800-621-0508.