

FAQ for Families Needing Temporary Lodging

What are my options for housing?

Within 7-10 days, there will be approximately 40 homes available to relocate families. These homes were vacant at the time of the flood, and did not sustain irreparable damage. There will also be 30 RV's available at Midway Park and on Navy Lake off-base. Forest City is currently working to secure another 30-40 extended stay units (with kitchens) to house families while the damaged homes are repaired.

When will I be contacted to meet with someone to discuss my options?

Forest City will begin meeting with families Saturday, and continue through Monday. The goal is to have met with every family by Monday evening to answer specific questions and make long-term plans for housing. Please be sure your contact information is current with a FC representative.

How will Forest City assess my needs before offering me temporary housing options?

While each family will certainly have differing needs for their particular situation, Forest City is reviewing family size and date of arrival (move-in date) to determine the order by which available homes will be offered.

If I choose another home on-base, will I still be able to move back into my original home once it has been repaired?

If it is your desire to re-occupy your home after it has been repaired, Forest City will give you first priority for your home. However, if you choose to relocate to another home in family housing you will not be moved again once your previous home has been repaired.

If I am one of the families in an RV, or in an extended stay unit, when will I be offered a home on-base?

Families in extended stay home and RV homes will be offered any available home by their date of arrival. This not only includes the homes that are being repaired, but also any home that becomes vacant while you are in temporary housing.

If I want to re-occupy the same home, can I be assured this will happen once the home has been repaired?

If it is your desire to re-occupy your home once it has been repaired, Forest City will make all efforts to be sure that happens. However, if you choose another home on-base, other than your previous home, you will not be able to re-occupy that home.

I'm worried that my home will never be the same from the damage sustained. What is FC doing to be sure my home will be safe for me to re-occupy?

FC has partnered with Belfor, a world-leading company in the restoration of property following water damage to property. They will ensure that each home has been fully remediated for water intrusion, disinfected, deodorized, and restored for safe re-occupation. The restoration of the homes will include painting, replacement of floor coverings, cabinets, drywall, fixtures and equipment (e.g. HVAC systems),

pending the specific damage sustained in each home. In order to provide reassurance of the high quality of the restoration work performed, FC will provide a “model” home so that displaced families can see the restored home first-hand. The model home will remain for a week, but will then be re-occupied by a military family.

What if I am PCS-ing, and my home can't be re-occupied?

If you were moving out of family housing over the next 30-days, you will not be offered another home within family housing, but Forest City will assist in finding you other temporary lodging.

I don't have any furniture or household goods. What do I do until my insurance claim is processed?

Once your claim is processed, you can expect a 1-2 week turn around before the funds are released to you. Residents submitting claims should be mindful that large reimbursement checks may take a few days to clear in a bank due to the amount of the check. Navy Fleet and Family Services has been working to secure donations for furniture and household goods, and many donations have been made. Please let them know what your individual needs are so that they may better identify what the most needed items are.

What if my temporary housing is located outside of my child's school district?

Forest City has been in contact with the Military School Liaison, Shannon Whelan. She stands ready to assist families with any school-related matters.

Will displaced families be housed by rank when they are assigned another home?

While it is important to sustain rank structure within housing, the need to house displaced families takes precedence over maintaining ranks in housing. Families should be mindful that any available homes will be offered family size and date of arrival (move-in date) on a consistent basis.