



Housing Portal

Internet User Guide

May 5, 2008



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1 Introduction to Housing Portal

1.1 Overview

Housing Portal is a web-based application that consolidates rental resources for evacuees identified by federal agencies, private organizations, and individuals.

1.2 Fair Housing

Housing listings provided through FEMA's Housing portal, should comply with all laws and executive orders governing fair access to housing.

Additional information regarding fair housing is available at this U.S. Department of Housing and Urban Development website: <http://www.hud.gov/offices/fheo/FHLaws/index.cfm>

If you encounter listings that do not comply with the laws and executive orders that govern fair housing, email FEMA-IA-DHOPS@dhs.gov .

1.3 Accessing Housing Portal

Anyone with internet access can access Housing Portal. Housing Portal is accessible to the public at <https://asd.fema.gov/inter/hportal/home.htm>. There is also a link to the Housing Portal site from the Find a Place to Stay page on the Recover and Rebuild tab of www.fema.gov

2 Using Housing Portal

2.1 Housing Portal Overview

All Users can access Housing Portal from the internet:

- Go to www.fema.gov.
- Click the **Recover and Rebuild** header.



The screenshot shows the FEMA website interface. At the top, there is a navigation bar with the FEMA logo and an "Advanced Search" field. Below this is a horizontal menu with tabs: "Disaster Information", "Plan Ahead", "Apply for Assistance", "Recover & Rebuild" (highlighted with a red circle), and "About Us".

The main content area is divided into several sections:

- Customer Gateways:** A vertical list of links including Business, Emergency Personnel, Government, Individuals, Kids, News Media, Professionals, Español, and More Audiences...
- Quick Links:** A vertical list of links including NIMS, Training, Jobs, Forms & Publications, Grants, Travel Trailers, Administrator's Corner, and Regional Offices.
- Main Content:** A large banner for "FEMA Releases Strategic Plan for Fiscal Years 2008-2013" with a "Read More" link. Below it is a "Headlines and Information" section with several news items, including "FEMA Employee Survey Shows Personal Job Satisfaction", "New FEMA Procurement Specifications Require Reduced Formaldehyde Levels", "FEMA Statement On Commercial Mobile Alert System", "DHS-FEMA Releases Preliminary Observations from National Exercise TOPOFF 4", "CDC Releases Results Of Formaldehyde Level Tests", "Relocation Assistance Reminder for Hurricanes Katrina and Rita", "FEMA: Moving the Vision Forward", "NRF Resource Center", and "For the Record: FEMA Continues to Address Formaldehyde Concerns". At the bottom of this section are links for "News", "Photographs", "Funds", and "Email Updates".
- Disaster Assistance:** A section with links for "Disaster Assistance", "Disaster Declarations", and "Flood Insurance, Maps, and Information".
- Types of Disasters:** A grid of disaster types including Chemical, Nuclear, Dam Failure, Terrorism, Earthquake, Thunderstorm, Fire, Tornado, Flood, Tsunami, Haz. Material, Volcano, Heat, Wildfire, Hurricane, Winter Storm, and Landslide.

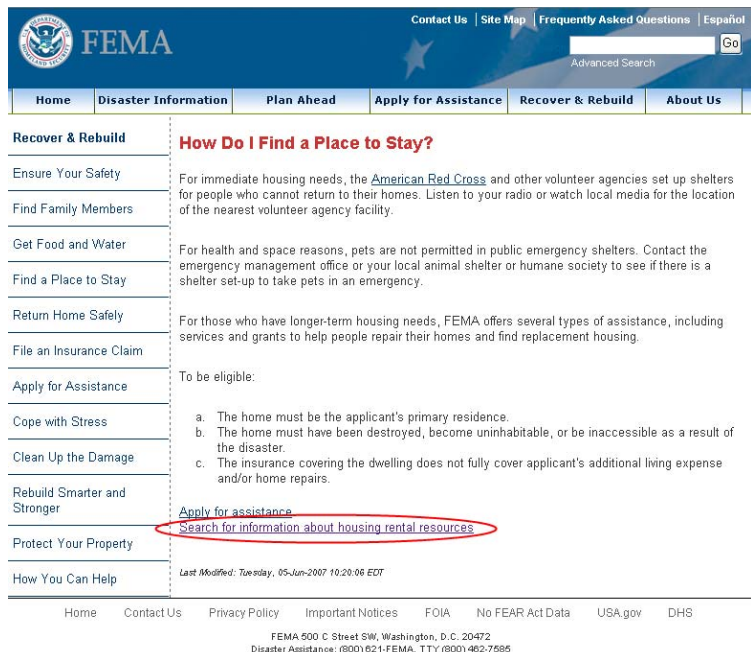
At the bottom of the page, there is a footer with various links: "EIM | Citizenscorp.gov | U.S. Fire Administration | CDP | Our Coast Recovery | Floodsmart.gov | Disasterhelp.gov", "Privacy Policy | Important Notices | FOIA | No FEAR Act Data | USA.gov | DHS", and a "National Threat Advisory" section showing an "ELEVATED" risk level with a corresponding bar chart and the text "Significant Risk of Terrorist Attacks".

- Click the “Find a Place to Stay” link on the left hand navigation bar.




The screenshot shows the FEMA website's 'Recover & Rebuild' section. On the left is a vertical navigation bar with the following links: Ensure Your Safety, Find Family Members, Get Food and Water, **Find a Place to Stay** (circled in red), Return Home Safely, File an Insurance Claim, Apply for Assistance, Cope with Stress, Clean Up the Damage, Rebuild Smarter and Stronger, Protect Your Property, and How You Can Help. The main content area is titled 'Recover & Rebuild' and features three columns of information: 'Apply for Assistance', 'Hurricane Katrina', and 'Rebuild - smarter and stronger'. Below this is a 'What to Do After...' section with a list of disaster types including Chemical Emergency, Dam Failure, Earthquake, Fire or Wildfire, Flood, Hazardous Material Incident, Heat, Hurricane, Landslide, Nuclear Explosion, Terrorism, Thunderstorm, Tornado, Tsunami, Volcano, Wildfire, and Winter Storm. At the bottom of the main content is an 'Immediately After a Disaster' section with a 'How do I?' sub-section containing links for Find my family, Get food & water, Find a place to stay, Apply for Assistance, and Cope with disaster.

- Click “Search for information about housing rental resources.”



The screenshot shows the FEMA website's 'How Do I Find a Place to Stay?' section. The left navigation bar is the same as in the previous screenshot. The main content area is titled 'How Do I Find a Place to Stay?' and contains detailed information for each navigation link. The 'Find a Place to Stay' link is selected, and its corresponding text is displayed. The text includes instructions for immediate housing needs, health and space reasons for pets, and longer-term housing needs. A list of eligibility criteria is provided, including: a. The home must be the applicant's primary residence, b. The home must have been destroyed, become uninhabitable, or be inaccessible as a result of the disaster, and c. The insurance covering the dwelling does not fully cover applicant's additional living expense and/or home repairs. Below the eligibility criteria, the link 'Search for information about housing rental resources' is circled in red. The page footer includes contact information for FEMA, including the address (500 C Street SW, Washington, D.C. 20472), disaster assistance phone number ((800) 621-FEMA), and TTY number ((800) 462-7595).

The Housing Portal homepage allows users to search for available housing with different search criteria.


FEMA

[Contact Us](#) |
 [Site Map](#) |
 [Frequently Asked Questions](#) |
 [Español](#)

Home
Get Disaster Info
Plan Ahead
Apply for Assistance
Recover & Rebuild
See All Audiences
About Us

Housing Portal

[Search Available Housing](#)

[Contact](#)

[Help](#)

Housing Portal

Welcome

Housing Portal consolidates rental resources for evacuees identified by federal agencies, private organizations, and individuals. This site is updated continuously, so check back often for the most current information!

Select a state in the Location box below. Add any other search criteria you want in order to locate desired housing rental properties. Click the "Search" button below the Location box to start the search.

Search

LOCATION

State (required): County:

City: Zip:

Bedrooms¹:

Cost (max)²:

Notes:

1. Selecting Minimum after bedrooms will return all properties with an equal or greater number of bedrooms.
 Selecting Exact after bedrooms will return only those properties with exactly the specified number of bedrooms.

2. Entering maximum cost will include all properties with a cost less than or equal to the value specified.

[Advanced Search](#)

2.2 Search Available Housing

Housing Portal allows users to search for available housing by multiple criteria including State, County, City, Zip, Bedrooms (Min/Exact), and/or Cost. You are at least required to select a State in order to run a search. **Note:** Once you select a state, only counties with available housing in the Housing Portal database will appear in the County dropdown list.

- Once you have selected your desired search criteria, click the **Search** button.

Housing Portal

Search Available Housing

Contact

Help

Housing Portal

Welcome

Housing Portal consolidates rental resources for evacuees identified by federal agencies, private organizations, and individuals. This site is updated continuously, so check back often for the most current information!

Select a state in the Location box below. Add any other search criteria you want in order to locate desired housing rental properties. Click the "Search" button below the Location box to start the search.

Search

LOCATION

State (required): County:

City: Zip:

Bedrooms¹: Minimum



Cost (max)²:

Notes:

1. Selecting Minimum after bedrooms will return all properties with an equal or greater number of bedrooms.
 Selecting Exact after bedrooms will return only those properties with exactly the specified number of bedrooms.

2. Entering maximum cost will include all properties with a cost less than or equal to the value specified.

[Advanced Search](#)

Housing Portal will display available housing resources that match your search criteria. If you would like to collapse any result (view only the address) click the  icon next to the property. To show the details click the  icon next to the property.

Search Results 895

Page Size: 5 10 25 50

		EXPAND ALL COLLAPSE ALL	
	<p>700 S Main/Jasper Homes Jasper, MO, 64755</p> <p style="text-align: center;">- bath - ft²</p> <p>County: Jasper Deposit: \$ 1.00</p> <p>Furnished: N Accessible: - Section 8: Y</p> <p>Children: Y Pets: N Pet Deposit: -</p> <p>Utilities: [NONE] Appliances: [REFRIGERATOR, STOVE]</p> <p>Comments: USDA Rent \$235-273 income adjusted; deposit one month rent; credit/criminal check and income verification. utility allowance. Parking and laundry on site. nhff/bab</p> <p>FEMA Direct Payment Authorized: -</p> <p>Contact: FEMA Rental Resources</p> <p>Management Agent: manager</p> <p>For more information on this property, call 417-624-4144 .</p> <p>Number of Times Mapped: 0</p>	<p>\$235.00</p> <p>Available: 04/03/2008</p> <p>1 bed</p> <p>Type: UNKNOWN</p> <p>Lease: UNKNOWN</p> <p>Quantity: 11</p> <p>Yr Built: ----</p>	

2.3 Mapping Results

Housing Portal allows you to map up to 10 properties at a time using Google Maps.

- From the search results page, click the **Map** button next to the properties that you wish to map. This will add the property to a mapping queue.

Map Queue

700 S Main/Jasper Homes, Jasper,MO Remove

[Map Now!](#)

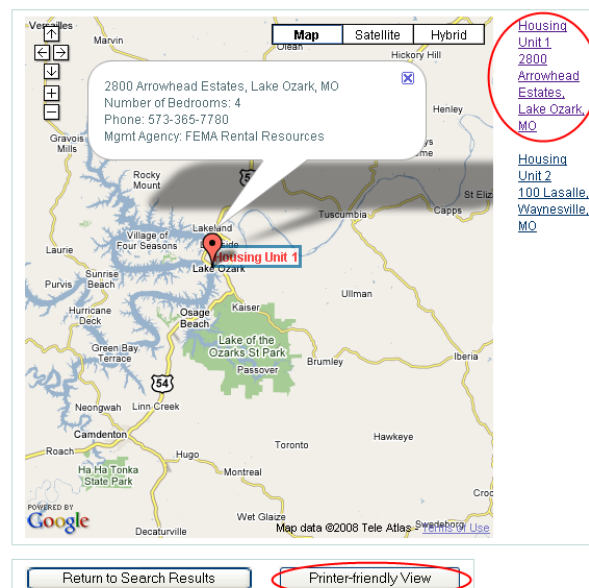
Search Results 1

Page Size: [5](#) [10](#) [25](#) [50](#)

		EXPAND ALL COLLAPSE ALL	
<input type="checkbox"/>	1053 Horizon Street / Bay Point Apt. Winter Garden, FL, 34787	\$411.00	Available: 04/28/2008 1 bed
	- bath - ft ²		Type: Apartment
County: Orange	Deposit: \$ 411.00		Lease: 12 Months
Furnished: N	Accessible: -	Section 8: Y	Quantity: 2
Children: Y	Pets: -	Pet Deposit: -	Yr Built: ----
Utilities: [NONE]	Appliances: [REFRIGERATOR, STOVE]		
Comments: USDA, 30/adult or 35/married couple App Fee, Rent based on income ranges 411-571, Must meet income requirements, Credit / Background check, Individual driveways, Upd 04/28/2008 nhit/feb. FEMA Direct Payment Authorized: - Contact: FEMA Rental Resources Management Agent: Minetta For more information on this property, call 407-656-1661 . Number of Times Mapped: 0			

[New Search](#) [Modify Search](#)

- Click the **Map Now!** button to map all of the properties in the queue.
- To display more information on a single property, click the address of the Housing Unit on the right hand side of the screen.
- Click **Printer-friendly View** to print the map.
- Click **Return to Search Results** to go back to the search results page.



Map | Satellite | Hybrid

2800 Arrowhead Estates, Lake Ozark, MO
 Number of Bedrooms: 4
 Phone: 573-365-7780
 Mgmt Agency: FEMA Rental Resources

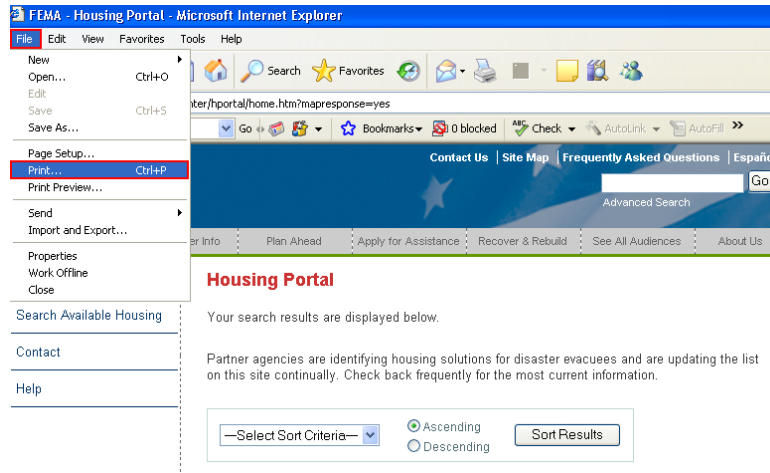
Housing Unit 1
[2800 Arrowhead Estates, Lake Ozark, MO](#)

Housing Unit 2
[100 Lasalle, Waynesville, MO](#)

[Return to Search Results](#) [Printer-friendly View](#)

2.4 Printing Search Results

Before you print, you may hide properties you are not interested in by using the  icon next to the property. Print your search results by selecting **File** then **Print** on your browser.



2.5 New Search and Modify Search

To run a new search click the **New Search** button at the bottom of the search page or click the **Search Available Housing** link on the sidebar. To modify your search, simply click the **Modify Search** button.

Housing Portal

[Search Available Housing](#)

[Contact](#)

[Help](#)

Housing Portal

Your search results are displayed below.

Partner agencies are identifying housing solutions for disaster evacuees and are updating the list on this site continually. Check back frequently for the most current information.

Ascending
 Descending

Map Queue

2800 Arrowhead Estates, Lake Ozark, MO

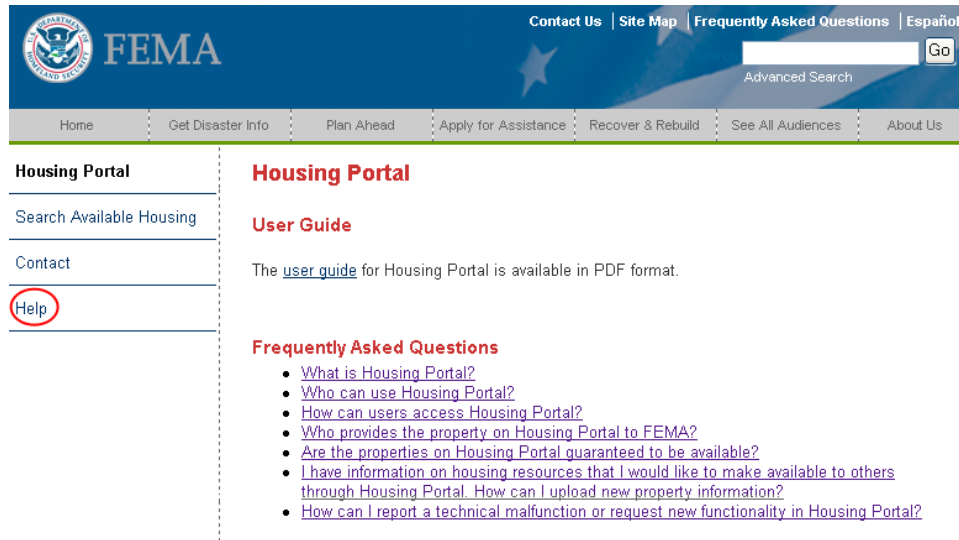
Search Results 895

Page Size: 5 [10](#) [25](#) [50](#)

		EXPAND ALL COLLAPSE ALL
<input checked="" type="checkbox"/>	700 S Main/Jasper Homes Jasper, MO, 64755 - bath - R ²	\$235.00 Available: 04/03/2008 1 bed Type: UNKNOWN
County: Jasper Deposit: \$ 1.00 Lease: UNKNOWN Furnished: N Accessible: - Section 8: Y Quantity: 11 Children: Y Pets: N Pet Deposit: - Yr Built: ---		
Utilities: [NONE] Appliances: [REFRIGERATOR, STOVE]		
Comments: USDA Rent \$235-273 income adjusted; deposit one month rent, credit/criminal check and income verification. utility allowance. Parking and laundry on site. nhtffab FEMA Direct Payment Authorized: - Contact: FEMA Rental Resources Management Agent: manager For more information on this property, call 417-624-4144 . Number of Times Mapped: 0		

2.6 Frequently Asked Questions

You can access a list of Frequently Asked Questions (FAQs) by clicking on the Help link on the left hand navigation bar.

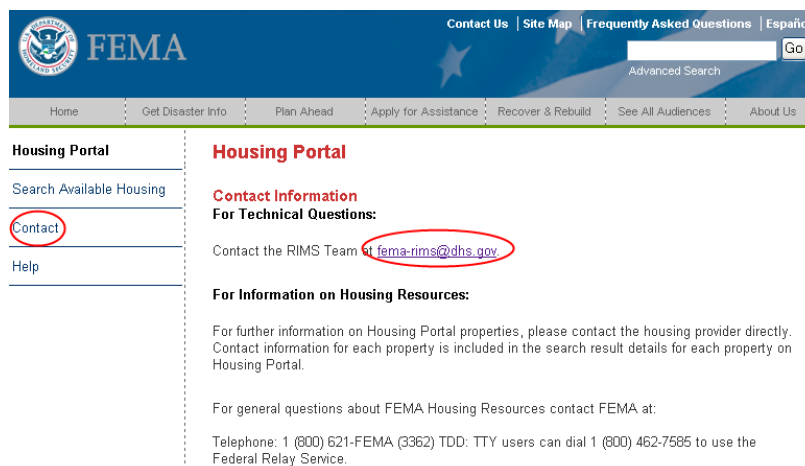


The screenshot shows the FEMA Housing Portal website. The top navigation bar includes links for 'Contact Us', 'Site Map', 'Frequently Asked Questions', and 'Español'. Below this is a search bar with a 'Go' button. The main navigation bar contains links for 'Home', 'Get Disaster Info', 'Plan Ahead', 'Apply for Assistance', 'Recover & Rebuild', 'See All Audiences', and 'About Us'. On the left-hand side, there is a vertical navigation menu with links for 'Housing Portal', 'Search Available Housing', 'Contact', and 'Help'. The 'Help' link is circled in red. The main content area is titled 'Housing Portal' and includes a 'User Guide' section stating that the user guide is available in PDF format. Below this is a 'Frequently Asked Questions' section with a list of seven questions, each with a blue hyperlink.

2.7 Contact the RIMS Team

If you have a question regarding Housing Portal that is not covered in the Frequently Asked Questions section, you can email the RIMS team.

- Click **Contact** in the left-hand navigation menu.
- Click on the hyperlinked fema-rims@dhs.gov and an email will automatically generate.



The screenshot shows the FEMA Housing Portal website. The top navigation bar includes links for 'Contact Us', 'Site Map', 'Frequently Asked Questions', and 'Español'. Below this is a search bar with a 'Go' button. The main navigation bar contains links for 'Home', 'Get Disaster Info', 'Plan Ahead', 'Apply for Assistance', 'Recover & Rebuild', 'See All Audiences', and 'About Us'. On the left-hand side, there is a vertical navigation menu with links for 'Housing Portal', 'Search Available Housing', 'Contact', and 'Help'. The 'Contact' link is circled in red. The main content area is titled 'Housing Portal' and includes a 'Contact Information' section. Under 'For Technical Questions:', it states 'Contact the RIMS Team at fema-rims@dhs.gov', where the email address is circled in red. Below this is a 'For Information on Housing Resources:' section with text about contacting housing providers and FEMA for general questions, including a telephone number: 1 (800) 621-FEMA (3362) TDD: TTY users can dial 1 (800) 462-7585 to use the Federal Relay Service.

3 Questions or Suggestions

If you have questions or suggestions regarding Housing Portal please contact the RIMS Team via email at fema-rims@dhs.gov.