INTAKE QUESTIONNAIRES FOR COMMON DISASTER LEGAL PROBLEMS

1. Common questions for all disasters intakes
   a. What was your address at the time of the disaster?
   b. Do you own or rent the property?
   c. Are you able to live there now?
   d. How was the property damaged?
   e. Did you lose any personal property or motor vehicles?
   f. If you rent,
      i. Do you want to continue to live in the rental unit or do you want to move?
      ii. Is the rental unit currently habitable?
      iii. Have you spoken with your landlord about the repairs?
      iv. Is the landlord going to make the repairs?
      v. Do you know how long it will take?
      vi. Where will you live in the meantime?
      vii. Did you have renters’ insurance?
      viii. If a flood, did you have flood renters’ insurance?
   g. If you own the home
      i. Is the home habitable?
      ii. What repairs does it need?
      iii. Can you afford to make the repairs?
      iv. How long will the repairs take?
      v. Where will you live in the meantime?
      vi. Did you have insurance?
      vii. If a flood, do you have flood insurance?
      viii. Do you have a mortgage?
      ix. Are you able to pay the mortgage?

2. FEMA APPLICATIONS
   a. Has there been a federally declared disaster with individual assistance declared for your county? (if no, then FEMA is NOT available)
   b. Do you know the deadline to apply?
   c. Have you filed a FEMA application?
   d. Has the FEMA inspector come to your house?
   e. Have you received a FEMA decision?
   f. What is the date of the decision?
   g. Were you eligible for FEMA assistance?
   h. How much did you receive?
   i. Did you receive FEMA assistance for temporary housing?
   j. How much?
   k. Did you receive FEMA assistance for home repairs?
   l. How much?
   m. Did you receive FEMA assistance for other needs?
   n. How much?
3. FEMA DENIALS, INSUFFICIENT AWARDS AND APPEALS
   a. What is the date of the decision?
   b. Why do you disagree with the decision?
   c. Have you filed an appeal?
   d. When did you file an appeal?
   e. How much will it cost to fix your house?
   f. How do you know?
   g. Were you denied FEMA assistance?
      i. What was the reason given?
      ii. What was the date of the decision?
      iii. Was it your primary residence at the time of the disaster?
      iv. If FEMA says it was not, why does FEMA not think so?
      v. If a renter, did you have a written lease at the time of the disaster?
      vi. If a renter, did you have a verbal lease?
      vii. If a homeowner, is the property titled in your name?
      viii. IF not in your name? yours, whose name is it in
      ix. Can you show that you were living there (utility bills, payment of taxes, real estate contract)?
      x. Is FEMA saying that you have not documented the damage to the property?
      xi. Have you taken pictures?
      xii. Do you have repair estimates?
      xiii. Is FEMA saying that the damage was not caused by the disaster?
      xiv. Is FEMA waiting for a decision from your insurance company?
      xv. Is there any other reason that FEMA denied your application?
      xvi. Did you receive FEMA assistance, but disagree with the amount?
      xvii. How much were you awarded?
      xviii. How much will it cost you to repair your home?
      xix. Have you submitted those estimates to FEMA?
      xx. How long do you think that you will be out of your home?
4. Iowa Individual Disaster Grant
   a. Was a State Disaster Declaration with Individual Assistance declared for your county? (If no then there is no IDG assistance).
   b. Do you know the deadline to apply for IDG?
   c. Have you applied for IDG?
   d. What community action agency are you working with?
   e. Who is your disaster case manager?
   f. Did you receive a decision on your IDG application?
   g. What is the date of the decision?
   h. Do you agree with the decision?
      i. Why not?
   j. Is your income below 200% of the federal poverty guidelines?
k. Have you documented your damages with the community action agency?
l. Have they inspected your property?
m. Do you need help with an appeal?

5. Landlord- Tenant Issues
   a. Is the rental unit habitable (can you live in it)?
   b. What was the damage to the rental unit?
   c. Are there parts of it that you can no longer use?
   d. Do you want to move back into the unit or terminate the rental agreement?
   e. Have you talked to your landlord?
   f. Is your LL going to make the repairs?
   g. Do you know how long the repairs will take?
   h. Where will you live in the meantime?
   i. Did you pay rent this month?
   j. How much?
   k. What day did you have to move out?
   l. Did you pay a security deposit?
   m. How much?
   n. Have you talked with your LL about the return of rent and deposit?
   o. What was your LL’s response?

6. Homeowner
   a. Foreclosure
      i. Do you have a mortgage?
      ii. Is anyone else on the mortgage?
      iii. Are you married? Name of spouse?
      iv. Is the home your primary residence?
      v. Who is the mortgage company?
      vi. How much is your mortgage?
      vii. Were you current on your mortgage before the disaster?
      viii. Have you talked to your mortgage company?
      ix. Are they willing to work with you?
      x. How?
      xi. Can you afford to pay your mortgage while you are repairing your home?
      xii. Have you been served with a Notice to Cure Default?
      xiii. Have you been served with foreclosure papers?
      xiv. Have you been sent any other notices by your mortgage company?
      xv. Are you working with a housing counselor through Iowa Mortgage Help?
      xvi. Who?
   b. Contractor Issues
      i. Did you hire a contractor to do the work on your home?
      ii. Who?
      iii. Do you have a written contract?
      iv. What are the terms?
      v. Do you have a verbal agreement?
vi. What are the terms?

vii. Have you paid your contractor?

viii. How much?

ix. Did the contractor do the work that he promised?

x. Was the work satisfactory and up to code?

c. Mechanic’s Liens

i. Have you received Notice of a Mechanic’s Lien?

ii. From who?

iii. Did that person or company do work on your house?

iv. Who hired them? (you or your general contractor)

v. Whose responsibility was it to pay them? (you or your general contractor)

vi. Have you already paid the general contractor for the subcontractor’s work?

vii. Have you talked to the general contractor?

viii. Why did he/she not pay them?

ix. Was the work satisfactory? Up to code?

x. If you did not pay them, why not?

xi. Is this lien preventing you from doing something (refinancing, selling the property?)

7. Insurance

a. What type of disaster damage did you suffer?

b. What needs to be repaired or replaced?

c. What caused the damage?

d. Do you have insurance?

e. What kind?

f. What does it cover?

g. Have you talked with your insurance agent?

h. Who?

i. When?

j. Have you filed a claim?

k. Have you received a decision from your insurance company?

l. Why did they deny you?

m. If they approved you, do you agree with the amount?

n. What is the date of the decision?

o. What are your appeal rights?

p. Have you filed an appeal?

8. Employment

a. Has there been a Federal Disaster Declaration with Individual Assistance? (if no, then no disaster unemployment benefits)

b. Are you able to return to your job?

c. Why not?

d. Is the business open?

e. Why not?

f. If the business is not open, why can’t you return to work?
g. Is this because of the disaster?

h. Have you applied for Disaster UI benefits?
   i. When?
   j. Are you eligible?
   k. Why not?
   l. Did you receive a written decision?
   m. Date of decision?
   n. Have you filed an appeal?

9. Food Stamps
   a. Has there been a Federal Disaster Declaration with Individual Assistance? (if no, then no disaster food stamps)
   b. Have you applied for Disaster Food Stamps?
   c. Were you found eligible?
   d. For how much?
   e. Do you agree with that amount?
   f. If not, why?
   g. Have you received a written decision?
   h. What is the date of the decision?
   i. Have you filed an appeal?
   j. Were you receiving food stamps during the month of the disaster?
   k. Was your food supply damaged (due to evacuation, loss of power, etc.)?
   l. How much did you lose?
   m. Have you talked to your DHS IM worker about replacement food stamps?
   n. What did DHS say?

10. Proving your identity/Replacing Lost Documents
   a. Did you lose important documents in the disaster?
   b. What documents?
   c. Do you need information on how to obtain new documents?
   d. What problems have you experienced not having these documents?

11. Education
   a. Where were your children attending school before the disaster?
   b. Is the school open after the disaster?
   c. What school district/boundary are you living now?
   d. What school should your children attend based on where you are living now?
   e. Where would you like your children to attend school?
   f. Have you enrolled them there?
   g. Have you had any problems enrolling them?
   h. What problems?
   i. Is transportation an issue?