

# Recovering from the Flood: Responses to Frequently Asked Questions

The latest information is available online and is updated regularly as new questions emerge and additional resources become available. Visit [www.boulderfloodinfo.net](http://www.boulderfloodinfo.net) for files and links.

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## **City Information Line - 720-564-2196**

Available Monday through Friday from 9 a.m. to 5 p.m.

## **Planning and Development Services Center - 303-441-1880**

For building reconstruction, permit and inspection info. Open Monday through Friday, from 8 a.m. to 4 p.m. (opens at 10 a.m. on Tuesdays)

## **Boulder Disaster Assistance Center - 5495 Arapahoe Ave.**

Open daily from 9 a.m. to 7 p.m.

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## **Insurance, FEMA and Property Damage**

Boulder County has been designated a Federal Disaster Area. This qualifies businesses and residential property owners for federal assistance in various forms.

Disaster assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses, and other programs to help individuals and business owners recover from the effects of the disaster. Federal funding also is available to state and eligible local governments and certain private nonprofit organizations on a cost-sharing basis for emergency work in Boulder County. Federal funding is also available on a cost-sharing basis for hazard mitigation measures statewide.

Documentation of the damage to your home and personal belongings is very important to qualify for assistance. Separate damaged from undamaged property. Your adjuster will need evidence of the damage to your home and possessions to prepare your repair estimate. Please document as much as possible, including dates and times.

- Take photographs and or video of all of the damaged property, including discarded objects, structural damage, and standing floodwater levels.
- Make a list of damaged or lost items and include their date of purchase, value, and receipts, if possible.
- Officials may require disposal of damaged items so, if possible, place flooded items outside of the home.
- Save all receipts related to flood recovery, with dates and times.

**To access potential assistance services, you should consider the following actions:**

1. Check your flood insurance policy and contact your insurance agent.
2. Register for disaster assistance: Residents and business owners who sustained losses in the designated counties can apply for assistance by registering online at [DisasterAssistance.gov](http://DisasterAssistance.gov) or by calling 1-800-621-FEMA (3362) or 1-800-462-7585 (TTY) for the hearing and speech impaired. The toll-free telephone numbers will operate from 7 a.m. to 10 p.m., seven days a week (until further notice). Information you will need includes:
  - Your Social Security number
  - Current and pre-disaster address
  - A telephone number where you can be contacted
  - Insurance information
  - Total household annual income
  - A routing and account number from your bank (only necessary if you want to have disaster assistance funds transferred directly into your bank account) Lookup your bank routing number.
  - A description of your losses that were caused by the disaster
  - After you've completed your application for assistance, you will receive a FEMA application number. Write down this number and keep it for future reference.
3. Boulder businesses can apply for a disaster assistance loan with the Small Business Administration (SBA). To see if eligible visit the [SBA.gov](http://SBA.gov) disaster loans Web page.
4. Check frequently with your Colorado OEM website for the latest on disaster assistance information at [coemergency.com](http://coemergency.com).
5. Contact the City of Boulder Planning and Development Services Center (or the County building department, if outside the city) with questions related to building repairs and rebuilding. The City can be reached at 303-441-1880. The County can be reached at 303-441-3930.
6. Clean up and mold information can be found on the [epa.gov/mold-remediation](http://epa.gov/mold-remediation) Web page.
7. You can also obtain information at the Disaster Assistance Center (DAC) that is being established in Boulder. Details on the location and hours of operation will be available soon.

**For more information, refer to your Colorado Office of Emergency Management website, the FEMA Disaster Assistance Web page, and the [DisasterAssistance.gov](http://DisasterAssistance.gov) website.**

## **Water and Sewer Flooding**

### **My property has sustained water and sewage flooding. What can I do?**

In many cases, this is groundwater and floodwater, not untreated wastewater (sewage). However, there are also many residents experiencing sewage backups due to widespread damage sustained by the sanitary sewer system.

Crews and contractors are working day and night to repair blocked or damaged sanitary sewer lines that were compromised during the flood and then filled with debris. Given the magnitude of the impacts our system sustained from the flood, this work is time-consuming and we ask for your patience.

### **If residents see or smell solid waste:**

They should evacuate, if possible, as raw sewage represents a health and sanitation risk: and Report the backup to the Public Works Call Center at 303-413-7100 and ask that the issue be reported to City of Boulder Public Works crews.

### **My neighbor is diverting or pumping water directly onto my property. What can I do?**

The city regulates the discharge of water onto public property. If you believe you have suffered damages or other impacts to your private property due to the activities of neighboring property owners in diverting or discharging water, you may wish to consult with a private attorney to explore your legal rights. The city cannot provide legal advice to people who believe they have suffered damages due to an adjacent or nearby property owner diverting water onto a neighbor's property.

If any fence, wall or berm was (or is) being constructed to divert drainage without a building permit, you should contact the city's Planning and Development Services Center at 303-441-1880 to alert an inspector of the possible violation.

The city continues to urge water conservation measures by all city water customers (residents and businesses); minimizing water use and discharges to the sanitary sewer system will help mitigate impacts to affected residents and preserve the city's water supply.

Do not discharge floodwaters, which may be contaminated with untreated sewage, into storm sewers, drainageways, ditches, sidewalks or public/private roadways. Contact a professional restoration company to ensure that the potentially contaminated waters are properly removed. Sewage inside residences and businesses poses several health concerns if not cleaned up properly. Visit the City of Boulder's "Hiring a Contractor" page for a list of licensed restoration companies.

## **Clean Up and Debris Disposal**

### **I have a lot of mud and muck I need to clean up. Where can I take it?**

- The city's curbside collection program includes dirt, mud and sediment.
- Many homes and yards have been inundated with mud. Given that this mud could be mixed with other contaminants, you may choose to remove the debris from your site. If you suspect it is contaminated, avoid direct contact with mud and soils by wearing protective clothing, boots, and gloves. Spread out the soil to allow the sun to dry it and kill pathogens.
- Do NOT sweep, dump, or wash mud and sand down the sidewalk or driveway out into the city storm water catch basins. Taking this action will clog catch basins for neighbors downstream and require city maintenance crews to remove debris.
- Mud can be left on the property, however if it is suspected to be contaminated residents should follow guidance from the Colorado Department of Public Health and Environment. This guidance is available on the Boulder County "Sewage Backups" Web page.
- Please do not pile mud and silt in a manner that blocks gutters, sidewalks or fire hydrants, creating a potential hazard and blocking drainage. Flood-related sandbags and other contaminated debris should also go to the landfill.

### **Do I need to remove and replace water-damaged dry wall?**

Yes, it could also harvest mold and bacteria. Water-damaged drywall loses its integrity and becomes brittle when it eventually dries out. Replacement of water-damaged drywall is advised. If the water damaged wall has insulation in the wall cavities this will also need to be replaced to avoid contamination with mold and other bacteria. This may be an issue as well even if you had only a couple inches of water on the floor and it seemed to only affect your baseboards. The best way to check is to remove part of your baseboard to carefully inspect the drywall.

### **Do I need to take any special precautions in the removal of flood debris?**

Yes. Flood waters can contain any number of contaminants that are accumulated upstream. Special precaution should be taken in the handling of flood debris. An excellent resource from the Center for Disease Control can be found at [emergency.cdc.gov](http://emergency.cdc.gov).

### **Should I remove my carpet or just try to dry it out?**

If your carpet has been saturated with water or contaminated by sewage, it will need to be removed (along with the carpet pad). Due to the absorbent nature of these materials they will not dry out completely and could harvest mold spores and bacteria.

### **I'm worried about mold and mildew. What can I do?**

Visit [www.boulderfloodinfo.net](http://www.boulderfloodinfo.net) to view the city's "Mold Information & Resources" document.

- According to FEMA, mildew and mold will develop within 24-48 hours of water exposure If your home has water damage due to:
  - flooding;
  - sewage back-up from flooding in the area;
  - plumbing or roof leaks;
  - damp basement or crawl space; or
  - overflows from sinks or bathtub.
- Failure to remove wet drywall is a real harbinger for potential mold issues.
- It will continue to grow until steps are taken to eliminate the source of moisture, and effectively deal with the mold problem. This is why it is important to act quickly. An important resource for steps in recovering from mold and mildew can be found at [www.fema.gov/pdf/rebuild/recover/fema\\_mold\\_brochure\\_english.pdf](http://www.fema.gov/pdf/rebuild/recover/fema_mold_brochure_english.pdf).
- The first step is to remove the damp elements from your house: carpeting, carpet padding, furniture, damp boxes, and anything that became wet and damp from the flooding. The next step is to assess the mold or mildew.
- There are also home test kits to test for mold and mildew available at hardware stores; however those can take up to 48 hours for results. If the area impacted is greater than 100 square feet, you will need to hire a professional contractor. The city's building inspectors do not assess the presence of mold or mildew.
- There are several flood restoration companies who specialize in mold/mildew mitigation and can help you know the proper steps to recovery. You can locate a potential contractor by viewing the list of licensed contractors on the city's "Hiring a Contractor" Web page.
- Landlords, property owners and tenants can visit [www.boulderfloodinfo.net](http://www.boulderfloodinfo.net) view a short video segment with answers to questions about mold.

### **There is more work cleaning up than I can manage. Who can I call to help?**

There are several City of Boulder licensed contractors listed on the city's "Hiring a Contractor" Web page who are able to perform the work. There are also several restoration companies, hauling companies, and individuals that are available to help with debris removal and clean-up. Depending on the extent of the damage you may best be served by a restoration company. Please be sure to check references before hiring a contractor.

### **I have an older structure that likely has asbestos. Are there special precautions I need to take, or special permits required?**

If asbestos-containing material is known to be present in flood debris in amounts greater than regulatory trigger levels, they must be removed in accordance with Colorado Air Quality Control Commission Regulation NO. 8 Part B. Trigger levels for single family residential dwellings are 50 linear feet on pipes, 32 square feet on other surfaces or the volume equivalent of a 55 gallon drum. If this is not known, the material may be handled as non-asbestos flood debris and disposed of at a permitted landfill. A state-issued demolition permit is not required to remove debris from a building that has been partially or completely destroyed. However, the debris must be thoroughly wetted prior to handling to minimize asbestos dust.

Additional information on proper handling of asbestos materials is available on the Boulder County "Debris Removal" Web page.

### **I need temporary storage and am planning to have a storage pod delivered. May they place it in the street?**

Storage pods are not allowed to be placed in the public right-of-way. Storage pods must be placed on private property, within building setbacks. The city has only waived permitting for roll-off trash receptacles, which may be placed in the public right-of-way for flood debris removal.

## **Curbside Cleanup and Trash Receptacles**

City of Boulder residents may take flood debris to the Western Disposal transfer station, located at 5880 Butte Mill Rd. This station is open Monday through Saturday, from 7 a.m. to 5 p.m.

### **Curbside Collection Service**

The City of Boulder is in the process of completing pickup of all flood debris that was reported to the city as of Monday, Oct. 14. The curbside collection of damaged household items, carpet, drywall and all other materials except for dirt, mud and silt, is expected to be completed by Saturday, Oct. 19.

Residents who did not contact the city by Monday, Oct. 14 may no longer take advantage of the curbside collection service and must dispose of flood debris on their own or with the help of a contractor or trash hauler. Residents may continue to dispose of debris at Western Disposal's transfer station, but they will be required to pay the associated fees.

Debris piles should be placed within 10 feet of the curb, avoiding sidewalks where possible, and away from drainage, bike lanes and fire hydrants. Homes with alley trash pick-up should place debris on the front curb, not in the alley with their regular trash receptacles.

In order for the city to receive Federal Emergency Management Agency (FEMA) assistance for the cost of debris removal, curbside pickup is limited to debris created by the storm. FEMA requirements include:

- storm-related debris only;
- debris should NOT be placed in plastic trash bags;
- if debris is already in plastic bags, the bags must be opened to allow those picking up the trash to verify that they contain only storm debris; and
- do not place household trash with flood debris.

Please be patient as the collection crews make their way through town. If you have a pile that has not been collected and it was put out on the curb prior to Monday Oct. 14, please call 720-564-2196 or email [flooddebris@bouldercolorado.gov](mailto:flooddebris@bouldercolorado.gov) with your address and any additional instructions relating to the location or contents of your pile of debris.

## **Recycling and Electronics**

To facilitate prompt curbside collection, residents should place appliances at the curb separate from other flood debris. Electrical appliances with and without Freon will be picked up via the curbside collection program or can be disposed of at Eco-Cycle's Center for Hard to Recycle Materials (CHaRM) drop off site at 5030 Old Pearl St. Appliances left for curbside pickup will be picked up separately from other flood related debris. Do not be alarmed if debris is collected from your residence but the appliances remain. Trucks will be back to remove these appliances. Electronics are NOT included in curbside collection.

Electronics may be taken to Eco-Cycle's CHaRM drop off site at 5030 Old Pearl St. or Western Disposal for recycling. Visit [www.ecocycle.org/charm](http://www.ecocycle.org/charm) or [www.westerndisposal.com](http://www.westerndisposal.com) for more information.

Household hazardous waste such as paint, pesticides and chemicals must be taken to the Hazardous Materials Management Facility at 1901 63rd St., located behind the Boulder County Recycling Facility.

It is important that residents continue to use proper waste disposal containers for food-related garbage to minimize attracting wildlife. Food waste cannot be placed with flood debris for curbside clean up; it must be stored in a secured manner and placed out for regular household trash service on your scheduled day for pickup.

*For more information on curbside cleanup, please contact the city information line at 720-564-2196.*

### **I called a company to deliver a dumpster to my house; can they place it in the street?**

The City Manager passed an emergency rule allowing trash receptacles to be placed in the public right of way without a permit, for the purposes of flood clean-up. Please ensure that the receptacle is placed as close to the curb as possible, and does not impede traffic flow or emergency response, and should not block drainage, driveways, sidewalks and fire hydrants. Storage pods are not allowed to be placed in the street or right of way.

## **If I put non-flood damaged garbage out on the curbside now, will it be picked up?**

The curbside collection service is for flood debris only, and monitors will be verifying this. Other household trash, tree branches that were not a direct result of the flood event on Sept. 11-15, and recyclables will not be picked up as a part of this service. These items should be put on the curb in your standard receptacles for normal trash, recycling or compost pick-up.

## **What shouldn't go in the trash?**

- Electronics, such as computers, monitors and televisions. By state law, these cannot be disposed of in landfills. They can be recycled at various locations in the county.
  - Western Disposal, located at 5880 Butte Mill Rd.
  - The Eco-Cycle Center for Hard-to-Recycle Materials (CHaRM), located at 5030 Pearl St. (1 block north of Pearl Parkway off of 49th Street).
  - 1-800-GOT-JUNK or Green Girl Recycling offer collection services for electronics. Best Buy will accept up to three items per household, per day, for recycling, except for old CRT televisions larger than 32 inches. Individuals who are bringing items for recycling should wash any caked-on mud off of their items in advance.
- Hazardous waste, such as paint, motor oil, car batteries and pesticides. Residents can take these materials to the Boulder County Hazardous Materials Facility at 1901 63rd St. Visit [www.bouldercountyrecycles.org](http://www.bouldercountyrecycles.org) more information on residential and business services.
- Refrigerators, freezers, air-conditioners, and other appliances that require Freon removal. These items can be left at the curb for the curbside collection service. Otherwise, these items should be taken to facilities that accept them for special handling include: Western Disposal Services, CHaRM, and Bizzy B's.
- Other household appliances without Freon, such as washers, dryers and water heaters can be left at the curb for the curbside collection service. Otherwise these items should be recycled as scrap metal at Western Disposal or CHaRM.
- Lawn mowers and other equipment containing gasoline. Gas must be removed prior to recycling. These items can be recycled as scrap metal at Western Disposal or CHaRM.

Visit [www.ecocycle.org/charm](http://www.ecocycle.org/charm) or [www.westerndisposal.com](http://www.westerndisposal.com) for more information.

The Community Protection Division of the District Attorney's Office is also dealing with numerous consumer complaints related to the disaster and its consequences. Consumer specialists are available between 8 a.m. and 5 p.m. to assist anyone who has a problem.

## **Electricity and Gas**

### **My water heater and/or furnace were submerged or sustained damage. Can I just dry them out and restart or do I need to have them serviced or replaced?**

If your appliance was submerged in water or even exposed to water during the flood, you should have your appliance serviced by a professional. There are several components in the appliance that may have sustained damage. Without proper servicing, use of the appliance could cause a serious health and safety concern.

## **My walls got wet. Does that mean my wiring may be damaged? How can I tell? Is it safe to turn my electricity back on?**

If your walls were wet it is highly likely your electrical outlets may have been damaged. Please consult with a licensed electrician to determine if there is damage needing repair. The electrical should be evaluated prior to restoring electricity to the affected areas in your home. Building inspectors will be available to aid in this inspection process.

## **Should I replace or recondition electrical items?**

Some items may be reconditioned, while others will need to be completely replaced to protect you and your family. It is recommended that you allow an electrician or electrical inspector to guide the restoration or replacement of any electrical wiring or equipment.

Corrosion and insulation damage can occur when water and silt get inside electrical devices and products. Water can also damage the motors in electrical appliances. Therefore, you may need to replace:

- Circuit breakers and fuses;
- All electrical wiring systems;
- Light switches, thermostats, outlets, light fixtures, electric heaters and ceiling fans;
- Washing machines, dryers, furnaces, heat pumps, freezers, refrigerators, dehumidifiers, vacuums, power tools, exercise equipment and similar appliances. Internal electrical components of this equipment could also be damaged; and
- Electronic equipment, including computers and home entertainment systems.

Visit the Longmont OEM “Electric Safety After a Flood” Web page for more information.

## **Businesses**

Read the most recent State of Colorado and FEMA E-News Update for private sector businesses and others.

## **I have questions about reconstruction that I need answered. Who can I call?**

City staff is available to answer questions about reconstruction. Please call 303-441-1880.

## **My business was impacted by the flood. What steps are recommended?**

- Check your insurance policy and contact your insurance agent.
- Register with the Federal Emergency Management Agency (FEMA) for disaster assistance: business owners who sustained losses in the designated counties can apply for assistance by registering online at [DisasterAssistance.gov](http://DisasterAssistance.gov).
- The Small Business Administration (SBA) provides low-interest, long-term loans for physical damage and economic injury. The SBA has representatives at the Boulder County Business Recovery Center (BRC) to help with these types of loans. See more below.
- Contact the Small Business Development Center (SBDC) for assistance with disaster loan applications, long-term planning, insurance navigation, physical and economic loss estimations,



business preparedness and more. Visit the Small Business and Development Center website or visit the Business Recovery Center (see below) to connect with a free consultant.

- Contact the City of Boulder Planning and Development (P&DS) Services Center at 303-441-1880 with questions related to building repairs and rebuilding.
- USDA's Farm Service Agency (FSA) provides Farm Emergency Loans to help producers who own or operate a farm in a county declared a major disaster.

The Business Recovery Center for Boulder County is located at 1250 South Hover Rd. in Longmont (use the northeast mall entrance near United Artists Cinema) and is open Monday through Friday, 9 a.m. - 6 p.m. and Saturday from 9 a.m. - 1 p.m.

**I need to reconstruct the flood damaged portions of my building. Where can I find a contractor or other help?**

Visit the city's "Hiring a Contractor" web page for a list of licensed contractors.

**Do I need to get a permit to make flood-related repairs?**

A permit may be required for restoration work, depending on the scope. If you need to make repairs to your electrical, mechanical (heating, cooling, HVAC) or plumbing system a permit will be required. However, if only simple drywall repairs are necessary you will not need to obtain a permit. If you know your property is located in a flood zone please contact a Project Specialist for a specific requirements at 303-441-1880.

**Where and how do I get a permit?**

Permits will be issued through the city's P&DS service center. Permit applicants can obtain an over-the-counter permit through a streamlined permitting process. Applications can be found on the "Planning and Development Services Applications and Forms" Web page. You may also find information for online building permit applications (SKIP-A-TRIP) on the "Building Permits" Web page.

**How can I get an inspector out to my house or business quickly?**

Inspectors will be making assessments to damaged properties over the coming weeks. They will begin in the most affected areas and work their way to the least affected. To schedule an inspection please call 303-441-1880. Since there are several properties to inspect, your patience in this process is appreciated.

**My business sustained physical damage from the flooding. What disaster assistance might my business qualify for?**

*SBA Physical Disaster Loans:* application deadline is Nov. 14, 2013

Businesses of all sizes and private, nonprofit organizations may apply for a Physical Disaster Loan of up to \$2 million to repair or replace damaged real estate, equipment, inventory and fixtures. These loans will cover under-insured losses.

**My business lost revenue from the flooding. What disaster assistance might my business qualify for?**

*SBA Economic Injury Disaster Loans: application deadline is June 16, 2014*

Small businesses and most private, nonprofit organizations may be eligible for Economic Injury Loan of up to \$2 million to meet necessary financial obligations. Economic injury means the business is unable to meet its obligations and pay its necessary operating expenses.

Businesses can apply for both physical disaster and economic injury loans; however, the total may not exceed \$2 million per business or per owner.

**I am a sole proprietor with damage to my place of work. What assistance is available to me?**

You may be eligible for an SBA Economic Injury Loan if you will not be able to operate your business due to flood damage. SBDC advisors can assist with calculating financial projections/losses and applying for an SBA loan at the BRC.

Unemployment assistance of up to 26 weeks may be available if flood damage affected your business operations or place of work. You can apply for disaster unemployment at the BRC or online.

**How can I learn more about or apply for an SBA Disaster Assistance Loan?**

Apply online at [disasterloan.sba.gov/ela](http://disasterloan.sba.gov/ela) for an SBA disaster assistance loan. The online application is the fastest method to receive a decision about your loan eligibility. You have the option of submitting a paper application by mail. For either application, you must submit the completed loan application and a signed and dated IRS form 8821, allowing the IRS to provide SBA with your tax return information.

You can apply in person at the BRC and receive one-on-one help from an SBA representative. For more information or to ask questions on how to apply, please call 1-800-659-2955, email [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) or visit [www.sba.gov/services/disasterassistance](http://www.sba.gov/services/disasterassistance).

**If I do not qualify for an SBA disaster assistance loan, are there other loan options available?**

The Colorado Enterprise Fund offers loans for businesses that do not qualify for SBA loans. Loan amounts can reach up to \$10,000, at 7.99 percent interest.

**Can I or my employees receive any financial assistance in the form of grants?**

FEMA does not provide grants to businesses; however, it offers individuals and households assistance with housing and other needs. Register online at [DisasterAssistance.gov](http://DisasterAssistance.gov).

FEMA's Housing Assistance assists with necessary expenses and housing that can't be met through other forms of assistance or insurance. Forms of housing assistance include temporary housing, repair, replacement, and semi-permanent/permanent housing/construction.

FEMA's Other Needs Assistance includes personal property, medical, dental and funeral.

In addition, Foothills United Way may offer grant funding on a case-by-case basis.

### **Can I receive any employment assistance?**

Disaster Unemployment Assistance provides unemployment benefits to individuals who have become unemployed as a result of a federally-declared major disaster. In order to qualify, your employment or self-employment must have been lost or interrupted as a direct result of a major disaster declaration.

### **Can I receive any tax assistance or relief?**

The Internal Revenue Service (IRS) provides tax counseling and assistance to taxpayers whose property has been damaged or lost in a federally-declared disaster area. Visit the Disaster Assistance and Emergency Relief Program Web page for more details.

The Federal Tax Relief for Individuals and Businesses lists tips and resources to help individuals and businesses located in federally-declared disaster areas.

### **How can I make sure the restoration and repair of my business is energy efficient?**

EnergySmart's business advisors can provide guidance on replacing and repairing equipment, finding contractors and reviewing bids, assistance with low-cost financing, and completing rebate applications. Businesses and commercial property owners are encouraged to call an advisor at 303-441-1300, or visit [www.energysmartyes.com](http://www.energysmartyes.com).

## **Rental Properties**

If you are concerned about the safety of a property you are renting, please contact the property management company or property owner. If you are a student at the University of Colorado, visit the Off-Campus Housing & Neighborhood Relations website.

The City of Boulder Community Mediation Service hosted a question and answer (Q&A) session with local landlord-tenant attorneys on Thursday, Sept. 26, 2013. Attorneys answered flood-related questions and explained legal rights under the Colorado landlord-tenant law.

### **Four-part Video Series**

The Q&A session is divided into four videos, allowing viewers to skip to specific sections. Visit [www.boulderfloodinfo.net](http://www.boulderfloodinfo.net) to watch the videos.

## **Mold and Mildew Management**

Neither state law nor local codes require landlords to remediate mold. Tenants may negotiate with their landlord regarding a mold mitigation plan, and if the property is within the Boulder city limits, explore the possible of mediation with the City's Community Mediation Service at 303-441-4364.

For more details on mold, view the City of Boulder "Mold Information & Resources" document.

## **Reconstruction**

EnergySmart's resident and business advisors can provide guidance on replacing and repairing equipment, finding contractors and reviewing bids, assistance with low-cost financing, and completing

rebate applications. EnergySmart residential advisors have served more than 10,885 homes in Boulder County so far and now offer guidance to residents affected by the flood for replacing water damaged home equipment and systems.

This includes insulation in the basement, crawlspace, and attic, as well as furnaces, hot water heaters, duct systems, washers, appliances and more. Businesses and commercial property owners can call an Energy Advisor at 303-441-1300. Residents in Boulder County can call an Energy Advisor at 303-544-1000. More information can be found at [www.energysmartyes.com](http://www.energysmartyes.com).

### **What steps should I take if I think I have mold or mildew?**

Mold or mildew will continue to grow until steps are taken to eliminate the source of moisture, and effectively deal with the mold problem. This is why it is important to act quickly. An important resource for steps in recovering from mold and mildew can be found at [www.fema.gov/pdf/rebuild/recover/fema\\_mold\\_brochure\\_english.pdf](http://www.fema.gov/pdf/rebuild/recover/fema_mold_brochure_english.pdf).

### **I need to do some reconstruction. Where can I find a contractor or other help?**

The city's "Hiring a Contractor" Web page has a list of licensed contractors.

### **Do I need to get permits?**

A permit may be required for restoration work depending on the scope. If you need to make repairs to your electrical, mechanical (heating, cooling, HVAC) or plumbing system a permit will be required. However if only simple drywall repairs are necessary you will not need to obtain a permit. If you know your property is located in a flood zone, please contact a Project Specialist for specific requirements at 303-441-1880.

### **Where and how do I get a permit?**

Permits will be issued through the City's Planning and Development Services service center. We will have a streamlined permitting process consisting of an over the counter permit, which can be obtained at the time of application. Permit applications can be obtained on the "Planning and Development Services Applications and Forms" Web page. You may also find information for online building permit applications (skip-a-trip) on the "Building Permits" Web page.

### **How can I get an inspector out to my house or business quickly?**

Inspectors will be making assessments to damaged properties over the coming weeks. They will begin in the most affected areas and work their way to the least affected. Since there are several properties to inspect your patience in this process is appreciated. To schedule an inspection please call 303-441-1880.

### **I have questions about reconstruction that I need answered. Who can I call?**

Additional city staff will be available to answer questions about reconstruction. Please call 303-441-1880.

**I have a historic home that was damaged. Are there any special services available or things I need to know?**

If your house is individually landmarked or located within a historic district, a Landmark Alteration Certificate (LAC) is required for any exterior work, including repairs. The city is expediting this review process, using a modified Landmark Alteration Certificate application. Landmark approvals are processed concurrent with any required building permits. Please contact Historic Preservation Planner Marcy Cameron at 303-441-3209.

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