

# Transportable Temporary Housing Units: Occupant Maintenance FAQs

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FEMA manages the upkeep and maintenance of all occupied Transportable Temporary Housing Units to ensure they remain livable, safe and secure. This includes emergency, routine and preventative maintenance services that are provided at no cost to FEMA applicants.

Please notify FEMA right away of any damage or defect found in the unit or if you have a maintenance issue by calling the maintenance hotline at **888-211-0338**. Live operators are available 24 hours, seven days a week. When you call, you will hear a recorded greeting until an operator becomes available. Remain on the phone until an operator answers, as voicemails cannot be recorded on this line.

Here are answers to common questions about unit maintenance:

## **What does FEMA's maintenance contract cover?**

FEMA's contract for housing unit maintenance covers structural systems such as plumbing, electrical, heating and cooling and sprinklers (if installed). The contract also covers the replacement or repair of provided system components and appliances.

## **What if I have an emergency maintenance issue?**

A maintenance emergency is any issue that directly affects health, safety or security, such as a major water or sewage leak, an HVAC failure during exceptionally hot or cold weather, or a major electrical malfunction not due to the power company. Should a life-threatening emergency occur, evacuate the unit and call the maintenance hotline at **888-211-0338**. The operator will initiate a repair order and a contractor will respond within two hours of your call.

## **What if I have a maintenance issue that isn't an emergency?**



Any maintenance issue that is not an emergency is considered routine. If you have a routine issue, call the maintenance hotline number. Routine maintenance requests are handled in the order they are received, typically within two business days of your call. Some routine repairs or maintenance requests may be taken care of as part of your monthly visit.

### **Will the contractor be able to fix my maintenance issue in one visit?**

While our contractors make every effort to fix maintenance issues in a single visit, this may not always be possible. The contractor will advise you of the status and timeframe for the repair.

### **Is there a process for routine preventative maintenance?**

Yes, every unit is inspected monthly as part of the preventative maintenance initiative to minimize the chance of issues occurring. Monthly inspections include, but are not limited to, inspecting sewer and water lines, testing smoke detectors, changing air filters and ensuring electrical systems are in proper working order. Contractors will contact you at least 24 hours ahead of the inspection, so it is vital to keep your contact information updated with FEMA.

### **Is there anything I need to do for the maintenance of my unit?**

You are not responsible for any maintenance of your unit beyond everyday care like regular cleaning, changing light bulbs or greasing door hinges. However, you are responsible for any damage that may occur because of your attempted maintenance. Please note that the unit's plumbing system can be sensitive, so only use rapid-dissolving toilet paper. Avoid flushing wipes and other paper products, which can clog pipes and cause the sewage system to back up.

If you have other questions or need more information, call the maintenance hotline at **888-211-0338**.

