

FAQ – Recertification Advisors Help You Navigate the Direct Housing Process

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If you're in FEMA's Direct Housing program, you have been assigned a recertification advisor to support you on your path to permanent housing. Staying in regular contact with your advisor is essential to remain eligible for temporary housing.

Q. I am in FEMA's temporary Direct Housing program. How often do I meet with my recertification advisor?

A. You are required to meet once a month, and at the end of your appointment, the next meeting will be scheduled. The advisor will visit you at your temporary home for up to an hour, giving you ample opportunity to discuss your progress on finding permanent housing and any issues you may be experiencing with your temporary housing situation.

It's important to keep the appointment. If you can't be home at the appointed hour – you had a change in your work schedule, for instance -- you can call your advisor and reschedule. Missing the recertification appointment without notice could lead to losing your eligibility for temporary housing.

Q. What kinds of situations should I report to my recertification advisor?

A. You should report any changes in your household income or in your household composition, such as a family member moving in or moving out. If someone in the household has a disability or other special need, the recertification advisor should be informed. FEMA may be able to arrange an accommodation or find additional resources for you.

Q. What if I have an ongoing maintenance issue or damage?

A. During their visit, recertification advisors will check the condition of your unit to make sure that the unit meets FEMA standards. FEMA standards ensure that your



unit is safe, sanitary and functional. You may also inform the advisor of any maintenance problems that need to be fixed so that FEMA is aware of any issues.

To receive maintenance, you should contact the property management company.

If survivors living at Kilohana need support with maintenance of their unit, the Kilohana maintenance number is: **877-959-6183**.

Q. Can my recertification advisor help me with making my rental payments?

A. Yes, your recertification advisor can help you understand your rental bill and explain how to make payments during your monthly meeting. Please note that cash payments are not accepted.

Q. Why am I required to meet regularly with my recertification advisor?

A. The recertification advisor confirms that you remain eligible for FEMA temporary housing. During your monthly meetings, the recertification advisor will measure your progress on finding permanent housing based on your previously established permanent housing plan. At this time, you're also free to ask the advisor any questions or concerns you may have and inquire about available resources.

Q. What is a permanent housing plan?

A. Permanent housing refers to the housing you choose once you move out of FEMA's temporary housing program. If you were renting before the disaster, the expectation is that you will return to a rental situation. Your permanent housing plan should be both practical and achievable.

Q. How can I show my recertification advisor that I'm making progress on my permanent housing plan?

A. Your recertification advisor will ask you to provide proof that you applied for at least one permanent housing unit to demonstrate that you are moving toward your permanent housing goal.

Q. How can the recertification advisor support me if I am struggling to find permanent housing or wondering what I can afford?



A. The advisor can provide you with a packet of information that includes a list of potential permanent housing options on Maui, employment opportunities, and community groups that may be able to offer resources. Advisors can also help you set realistic goals in finding a permanent home within your financial means.

Q. If I have questions on rent payments or other information about my temporary housing or permanent housing plan, can I contact my recertification advisor?

A. Yes, you are encouraged to stay in touch with your recertification advisor and are required to meet once a month. They are available to answer your questions. Make sure you save the phone number that was provided to you.

Q. How can I verify the identity of my FEMA recertification advisor when they call me?

A. If you would like to verify whether it is your FEMA recertification advisor, you may ask them to confirm information you have submitted to FEMA. A good place to start would be to ask them to confirm your FEMA registration number.

Maintaining open communication and collaboration with your recertification advisor will ensure you receive the support and guidance needed throughout the process.

