

# FAQs: Transportable Temporary Housing Units Maintenance for Occupants in Florida

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FEMA Transportable Temporary Housing Units (TTHUs) are property of the federal government. FEMA has a contract in place for the upkeep and maintenance of all occupied units to ensure they remain livable, safe and secure. FEMA will provide free emergency, routine, and preventative maintenance for TTHUs.

If you have a maintenance issue, call the **maintenance hotline at 888-211-0338**. The hotline is answered by live operators 24/7. When you call, you will hear a recorded greeting until an operator becomes available. Remain on the phone, as voicemails cannot be recorded on this line.

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

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

## **What if I have a maintenance issue that is an emergency?**

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 an emergency occur, evacuate the unit and call the maintenance hotline at **888-211-0338**. Once the operator is reached and notified of the emergency, a repair order is initiated, and a contractor will respond within two hours of the call.



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

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

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

While our contractors will make every effort to fix maintenance issues in a single visit, this is not always an option. Certain maintenance issues may need additional parts that the contractor does not have. In this case, the contractor will advise you of the status and timeframe for the repair.

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

Yes, every TTHU is inspected monthly as part of the preventative maintenance initiative to minimize the chance of emergency or routine maintenance issues occurring. The monthly inspection shall include, but is not limited to, electrical systems, sewer lines and water lines. 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 TTHUs?**

You are not responsible for any maintenance of your TTHU beyond everyday care, e.g., changing light bulbs or greasing door hinges. Plumbing systems in a TTHU can be sensitive. Only rapid dissolving toilet paper should be flushed. Avoid flushing wipes which can create a clog causing the sewage system to back up.

For any other maintenance issues, call the maintenance hotline at **888-211-0338**. Remember, you are responsible for any damage to the TTHU that may occur because of your attempted maintenance. You must also notify FEMA of any damage or defect found in the unit.

For the latest information about Hurricane Milton recovery, visit [fema.gov/disaster/4834](https://fema.gov/disaster/4834). For Hurricane Helene, visit [fema.gov/disaster/4828](https://fema.gov/disaster/4828). Follow FEMA on X at [x.com/femaregion4](https://x.com/femaregion4) or on Facebook at [facebook.com/fema](https://facebook.com/fema).



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