

Transportable Temporary Housing Units: Frequently Asked Questions

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FEMA may provide Transportable Temporary Housing Units for approved occupants for up to 18 months while they seek permanent housing. Here are answers to questions you may have about the terms and conditions of the unit licensing agreement:

I just moved into my FEMA unit. Is there anything I need to pay for?

Even though the unit is legally the property of the federal government, if it is located on your property you are responsible for paying all utility charges, including deposits and other administrative fees. You are also responsible for charges associated with the installation or usage of phone lines, cable and/or internet. If your unit is on a group or commercial site, you may still be responsible for utilities, phone, cable and/or internet charges. Travel trailers will include propane tanks; however, you will be responsible for refilling the tanks.

I want cable and internet in my unit. How should I get them installed?

You can start by calling your preferred provider to see if they install cable and internet in transportable units such as mobile homes or recreational vehicles. If they do, then they are authorized to drill holes necessary for running cable according to their normal installation procedure. If your provider charges an installation fee, you are responsible for paying it.

Can my cable provider install a satellite dish or receiver on my unit?

Satellite dishes and receivers cannot be installed on your unit. Your provider must install the dish or receiver using a separate, temporary pole. You are responsible for any additional fees associated with the installation.



Does my unit come with a security system?

FEMA housing units do not come equipped with a security system. If you need a security system installed, you must contact FEMA for written approval.

Can I paint my unit or hang picture frames?

You cannot paint or otherwise alter the interior or exterior appearance of your unit. However, you can make small adjustments that would qualify as normal wear and tear, such as putting nails in the wall to hang picture frames.

Can I landscape around my unit?

If the unit is on your property, you can landscape around it. If it is on a group or commercial site, you must contact FEMA for written approval prior to landscaping. You must also avoid making any adjustments or adding obstacles that interfere with safe access to the unit.

Who can stay with me in my unit?

Anyone named in your FEMA license agreement can stay in the unit with you. With FEMA's approval, you may be able to add or remove occupants from your license agreement upon written request to FEMA within seven days of a change in occupants.

Can I keep my pets in my unit?

You can keep up to two domesticated animals in your unit. They must always wear ID tags and be up-to-date on their shots. Pets cannot be left unattended outside of the unit and must always be on a leash. You are responsible for cleaning up after your pet, both inside and outside your unit. If you are in a commercial park, you must abide by the park's policy on pets.

Are any items or substances prohibited in my unit?



Any items or substances related to illegal or criminal activity are prohibited in your unit. Additionally, you cannot store or use grills, fire pits, fireworks, propane tanks or other combustible substances inside or outside your unit.

What happens if I lose power to my unit?

If you lose power, cable or internet service to your unit, call your provider for assistance.

What happens if there is an issue with the unit or an appliance?

FEMA has a monthly inspection program to make sure the stove, fridge and heating/air conditioning system work properly. We also ensure the unit is remaining level on its blocks and will check for additional issues such as leaking pipes or doors that may not open or close properly. If you have issues with an appliance or the unit, call the maintenance number: **888-211-0338** (available 24 hours a day).

Will I get a washer and dryer?

While washers and dryers can be hooked up in your unit, you will have to purchase or provide these appliances yourself.

Do I have any other responsibilities regarding my unit?

Part of the FEMA license agreement for your unit requires you to search for permanent or long-term housing. It also requires that you will be re-evaluated and recertified on a regular basis while participating in the program. Although you may recertify your unit beyond the original license agreement dates, you may be required to surrender your unit to FEMA if permanent or long-term housing is available or if you violate the terms of the revocable license.

Call the **FEMA Helpline at 800-621-3362** if you have other questions. Lines are open from **7 a.m. to midnight Eastern Time** seven days a week and specialists speak many languages.

