



City of Austin and Travis County

Flood Assistance Center

5801 Ainez Drive

Austin, TX 78744

Call 3-1-1



If you are a resident in an area that was flooded and need assistance, go to the **Dove Springs Recreation Center at 5801 Ainez Drive, Austin 78744 or call 3-1-1.**

Only residents, homeowners, landowners and insurance adjusters are allowed into Onion Creek at this time. The only entrance into Onion Creek is at William Cannon and Pleasant Valley. Contractors will be allowed into Onion Creek beginning Sunday at 8:00 a.m.

Check for structural damage before entering your house. Do not go in if the building appears structurally unsafe.

Do not use matches, cigarette lighters or any other open flames because gas may be present. Use a flashlight.

Keep power off until an electrician has inspected your system for safety.

Be careful walking on your property. Watch for dangers, e.g., snakes, nails, broken glass or other hazards.

Report looters to 9-1-1 immediately.

Guidelines for Cleaning a Flooded Home

Keep children and pets out of the affected area until cleanup has been completed.

Discard food items and medicines in cabinets and pantries that came in contact with floodwaters. Also discard all food items in refrigerators and freezers.

Assume all other household items that came in contact with floodwater are contaminated with harmful bacteria and viruses and environmental contaminants, i.e., gasoline and pesticides.

Boil water for five minutes until local authorities proclaim your water supply is safe.

Always wash your hands with soap after participating in cleanup activities and after handling articles contaminated with floodwater. If water isn't available, you can use alcohol-based products made for washing hands.

Wash all clothing, linens and shoes that came in contact with flood water.

All furnishings that soak up water and cannot be washed, such as upholstery, cushions, carpet, mattresses, soft toys and pillows, should be discarded.

While cleaning, wear a face mask, sturdy rubber boots and gloves and safety glasses.

Thoroughly clean all hard surfaces (e.g., flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks and other plumbing fixtures) with hot water and laundry or dish detergent. After cleaning, sanitize the surfaces using a solution of 1 cup bleach to 5 gallons of water. Rinse well with clean water.

Wood furniture does not need to be discarded, but must be cleaned.

If you become ill during your cleanup efforts, please seek medical attention.

Insurance and Federal Financial Assistance

There is no guarantee of federal assistance at this time. Damage assessments by local officials are underway. If the information they gather supports the request for federal financial assistance, FEMA will do their own damage assessment, which could take at least one to two weeks.

Call your insurance company and follow their instructions to file a claim and repair your house.

As you begin cleaning up your home and property, maintain comprehensive records. Document damage to your property including photos, if possible. If you make repairs to the property, keep receipts for insurance and federal assistance (if it becomes available).

If your property is within city limits, contact the Development Assistance Center at 512-974-6370 or before you start repairs.

Flood-Related Resources

Home Repairs

Depending on the scope of flood damage, building permits may be required before repairs begin. This may include a building permit, and possibly trade permits, like electrical, plumbing or mechanical. For information about permitting requirements in Austin, contact the Development Assistance Center at 512-974-6370. For permitting information in Travis County, contact Transportation and Natural Resources at 512-854-9383.

www.austintexas.gov/development

www.co.travis.tx.us/tnr/permits/

Recovery After a Flood

Information about recovery after a flood, as well as repairing flooded homes, is available from the Federal Emergency Management Agency (FEMA) and the American Red Cross.

<http://tiny.cc/RecoveryAfterAFlood>

<http://tiny.cc/RepairingFloodedHome>

Floodplain Management and Regulations

About 10 percent of Austin land is in the floodplain, subject to the dangers of flash flooding. Learn about City of Austin and federal development rules, meant to limit damage and protect lives, by calling 512-974-2843. For floodplain information in Travis County, call Transportation and Natural Resources at 512-854-9383.

www.austintexas.gov/floodplains

www.co.travis.tx.us/tnr/floodplain.asp