



# **Housing Portal**

## **Internet User Guide**

**May 5, 2008**



# Table of Contents

- 1 Introduction to Housing Portal ..... 1
  - 1.1 Overview ..... 1
  - 1.2 Accessing Housing Portal ..... 1
- 2 Using Housing Portal ..... 1
  - 2.1 Housing Portal Overview ..... 1
  - 2.2 Search Available Housing ..... 4
  - 2.3 Mapping Results ..... 5
  - 2.4 Printing Search Results ..... 6
  - 2.5 New Search and Modify Search..... 6
  - 2.6 Frequently Asked Questions ..... 7
  - 2.7 Contact the RIMS Team ..... 7
- 3 Questions or Suggestions ..... 7

# 1 Introduction to Housing Portal

## 1.1 Overview

Housing Portal is a web-based application that consolidates rental resources for evacuees identified by federal agencies, private organizations, and individuals.

Benefits of Housing Portal include:

- Enables disaster applicants to search housing resources from NEMIS Rental Resources, USDA, and [www.msdisasterhousing.org](http://www.msdisasterhousing.org)
- Enables disaster applicants to search for available housing resources by location, price, and size
- Provides links to other housing resources including [www.dhronline.org](http://www.dhronline.org) and HUD

## 1.2 Accessing Housing Portal

Anyone with internet access can access Housing Portal. Housing Portal is accessible to the public at <https://asd.fema.gov/inter/hportal/home.htm>. There is also a link to the Housing Portal site from the Find a Place to Stay page on the Recover and Rebuild tab of [www.fema.gov](http://www.fema.gov)

# 2 Using Housing Portal

## 2.1 Housing Portal Overview

All Users can access Housing Portal from the internet:

- Go to [www.fema.gov](http://www.fema.gov).
- Click the **Recover and Rebuild** header.



- Click the “Find a Place to Stay” link on the left hand navigation bar.



**Recover & Rebuild**

- Ensure Your Safety
- Find Family Members
- Get Food and Water
- Find a Place to Stay**
- Return Home Safely
- File an Insurance Claim
- Apply for Assistance
- Cope with Stress
- Clean Up the Damage
- Rebuild Smarter and Stronger
- Protect Your Property
- How You Can Help

**Recover & Rebuild**

**Apply for Assistance**  
Assistance to help you recover after a disaster strikes.

**Hurricane Katrina**  
Find housing, assistance, and rebuilding information.

**Rebuild – smarter and stronger**  
Make your property less susceptible to future losses.

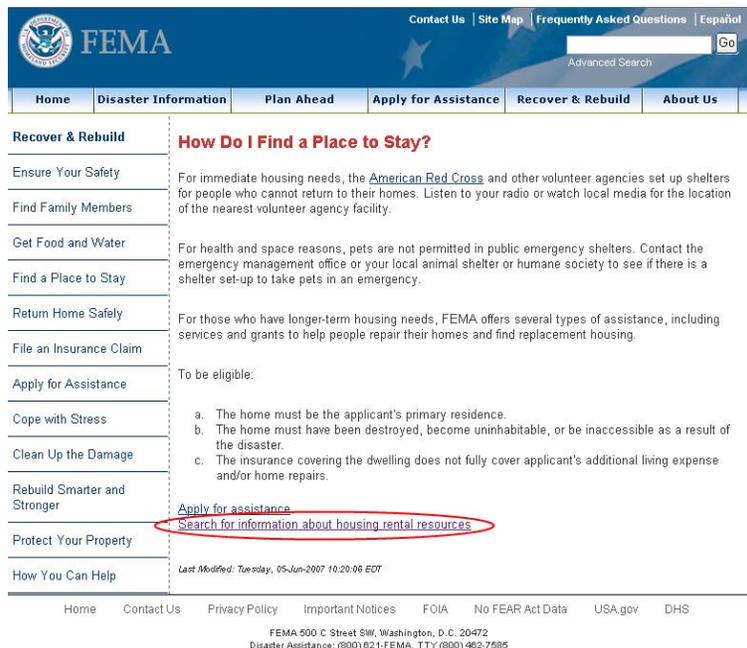
**What to Do After...**

- Chemical Emergency
- Dam Failure
- Earthquake
- Fire or Wildfire
- Flood
- Hazardous Material Incident
- Heat
- Hurricane
- Landslide
- Nuclear Explosion
- Terrorism
- Thunderstorm
- Tornado
- Tsunami
- Volcano
- Wildfire
- Winter Storm

**Immediately After a Disaster**  
How do I?

- Find my family
- Get food & water
- Find a place to stay
- Apply for Assistance
- Cope with disaster

- Click “Search for information about housing rental resources.”



**How Do I Find a Place to Stay?**

For immediate housing needs, the [American Red Cross](#) and other volunteer agencies set up shelters for people who cannot return to their homes. Listen to your radio or watch local media for the location of the nearest volunteer agency facility.

For health and space reasons, pets are not permitted in public emergency shelters. Contact the emergency management office or your local animal shelter or humane society to see if there is a shelter set-up to take pets in an emergency.

For those who have longer-term housing needs, FEMA offers several types of assistance, including services and grants to help people repair their homes and find replacement housing.

To be eligible:

- The home must be the applicant's primary residence.
- The home must have been destroyed, become uninhabitable, or be inaccessible as a result of the disaster.
- The insurance covering the dwelling does not fully cover applicant's additional living expense and/or home repairs.

**Apply for assistance**  
**Search for information about housing rental resources**

Last Modified: Tuesday, 05-Jun-2007 10:20:06 EDT

Home Contact Us Privacy Policy Important Notices FOIA No FEAR Act Data USA.gov DHS

FEMA 500 C Street SW, Washington, D.C. 20472  
 Disaster Assistance: (800) 621-FEMA, TTY: (800) 462-7595

The Housing Portal homepage allows users to search for available housing with different search criteria.

[Contact Us](#) | [Site Map](#) | [Frequently Asked Questions](#) | [Español](#)

---

Home
Get Disaster Info
Plan Ahead
Apply for Assistance
Recover & Rebuild
See All Audiences
About Us

**Housing Portal**

---

[Search Available Housing](#)

---

[Contact](#)

---

[Help](#)

## Housing Portal

**Welcome**

Housing Portal consolidates rental resources for evacuees identified by federal agencies, private organizations, and individuals. This site is updated continuously, so check back often for the most current information!

Select a state in the Location box below. Add any other search criteria you want in order to locate desired housing rental properties. Click the "Search" button below the Location box to start the search.

**Search**

**LOCATION**

State (required):  County:

City:  Zip:

Bedrooms<sup>1</sup>:

Cost (max)<sup>2</sup>:

**Notes:**

1. Selecting Minimum after bedrooms will return all properties with an equal or greater number of bedrooms.  
 Selecting Exact after bedrooms will return only those properties with exactly the specified number of bedrooms.

2. Entering maximum cost will include all properties with a cost less than or equal to the value specified.

[Advanced Search](#)

## 2.2 Search Available Housing

Housing Portal allows users to search for available housing by multiple criteria including State, County, City, Zip, Bedrooms (Min/Exact), and/or Cost. You are at least required to select a State in order to run a search. **Note:** Once you select a state, only counties with available housing in the Housing Portal database will appear in the County dropdown list.

- Once you have selected your desired search criteria, click the **Search** button.

**Housing Portal**

[Search Available Housing](#)

[Contact](#)

[Help](#)

**Housing Portal**

**Welcome**

Housing Portal consolidates rental resources for evacuees identified by federal agencies, private organizations, and individuals. This site is updated continuously, so check back often for the most current information!

Select a state in the Location box below. Add any other search criteria you want in order to locate desired housing rental properties. Click the "Search" button below the Location box to start the search.

**Search**

**LOCATION**

State (required):  County:

City:  Zip:

Bedrooms<sup>1</sup>:  Minimum

Cost (max)<sup>2</sup>:

**Notes:**

1. Selecting Minimum after bedrooms will return all properties with an equal or greater number of bedrooms.  
 Selecting Exact after bedrooms will return only those properties with exactly the specified number of bedrooms.

2. Entering maximum cost will include all properties with a cost less than or equal to the value specified.

[Advanced Search](#)

Housing Portal will display available housing resources that match your search criteria. If you would like to collapse any result (view only the address) click the  icon next to the property. To show the details click the  icon next to the property.

**Search Results 895**

Page Size: 5 [10](#) [25](#) [50](#)

		EXPAND ALL   COLLAPSE ALL	
	<p><b>700 S Main/Jasper Homes</b>            Jasper, MO, 64755</p> <p style="text-align: center;">- bath - ft<sup>2</sup></p> <p>County: Jasper      Deposit: \$ 1.00</p> <p>Furnished: N      Accessible: -      Section 8: Y</p> <p>Children: Y      Pets: N      Pet Deposit: -</p> <p>Utilities: [NONE]      Appliances: [REFRIGERATOR, STOVE]</p> <p><b>Comments:</b> USDA Rent \$235-273 income adjusted; deposit one month rent; credit/criminal check and income verification. utility allowance. Parking and laundry on site. nhff/bab</p> <p><b>FEMA Direct Payment Authorized:</b> -</p> <p><b>Contact:</b> FEMA Rental Resources</p> <p><b>Management Agent:</b> manager</p> <p><b>For more information on this property, call 417-624-4144 .</b></p> <p><b>Number of Times Mapped:</b> 0</p>	<p>\$235.00</p> <p>Available: 04/03/2008</p> <p>1 bed</p> <p>Type: UNKNOWN</p> <p>Lease: UNKNOWN</p> <p>Quantity: 11</p> <p>Yr Built: ----</p>	

## 2.3 Mapping Results

Housing Portal allows you to map up to 10 properties at a time using Google Maps.

- From the search results page, click the **Map** button next to the properties that you wish to map. This will add the property to a mapping queue.

**Map Queue**

700 S Main/Jasper Homes, Jasper,MO Remove

[Map Now!](#)

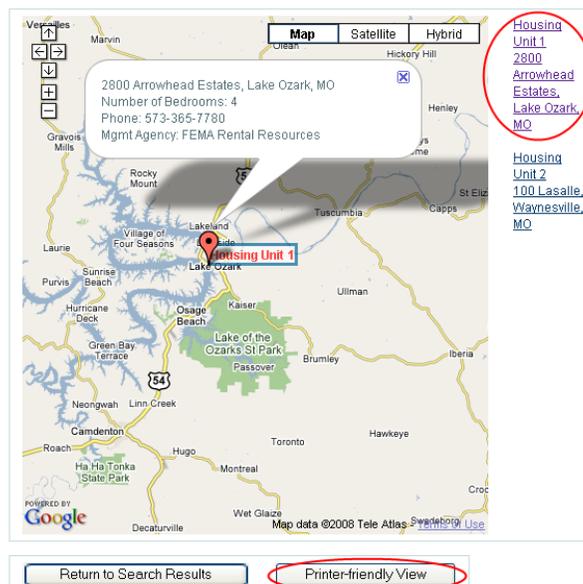
**Search Results 1**

Page Size: [5](#) [10](#) [25](#) [50](#)

		EXPAND ALL   COLLAPSE ALL	
<input type="checkbox"/>	1053 Horizon Street / Bay Point Apt. Winter Garden, FL, 34787	\$411.00	Available: 04/28/2008 1 bed
	- bath - ft <sup>2</sup>		Type: Apartment
County: Orange	Deposit: \$ 411.00		Lease: 12 Months
Furnished: N	Accessible: -	Section 8: Y	Quantity: 2
Children: Y	Pets: -	Pet Deposit: -	Yr Built: ----
Utilities: [NONE]	Appliances: [REFRIGERATOR, STOVE]		
<b>Comments:</b> USDA, 30/adult or 35/married couple App Fee, Rent based on income ranges 411-571, Must meet income requirements, Credit / Background check, Individual driveways, Upd 04/28/2008 nhitfileb. <b>FEMA Direct Payment Authorized:</b> - <b>Contact:</b> FEMA Rental Resources <b>Management Agent:</b> Minetta For more information on this property, call 407-656-1661 . <b>Number of Times Mapped:</b> 0			

[New Search](#) [Modify Search](#)

- Click the **Map Now!** button to map all of the properties in the queue.
- To display more information on a single property, click the address of the Housing Unit on the right hand side of the screen.
- Click **Printer-friendly View** to print the map.
- Click **Return to Search Results** to go back to the search results page.



Map | Satellite | Hybrid

2800 Arrowhead Estates, Lake Ozark, MO  
 Number of Bedrooms: 4  
 Phone: 573-365-7780  
 Mgmt Agency: FEMA Rental Resources

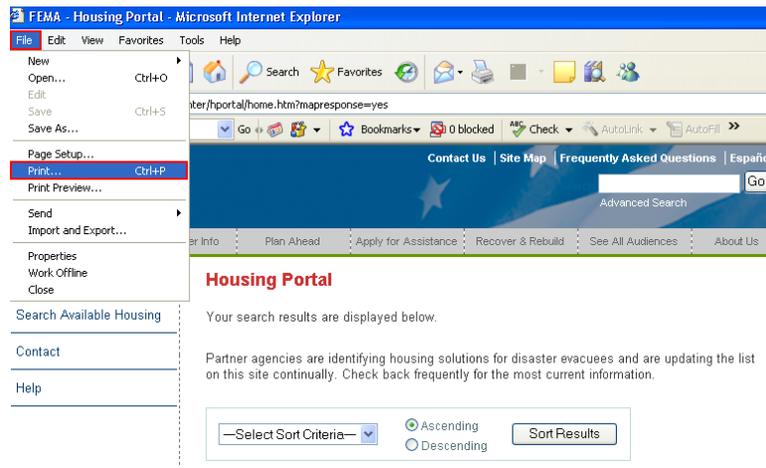
**Housing Unit 1**  
 2800 Arrowhead Estates, Lake Ozark, MO

**Housing Unit 2**  
 100 Lasalle, Waynesville, MO

[Return to Search Results](#) [Printer-friendly View](#)

## 2.4 Printing Search Results

Before you print, you may hide properties you are not interested in by using the  icon next to the property. Print your search results by selecting **File** then **Print** on your browser.



## 2.5 New Search and Modify Search

To run a new search click the **New Search** button at the bottom of the search page or click the **Search Available Housing** link on the sidebar. To modify your search, simply click the **Modify Search** button.

**Housing Portal**

[Search Available Housing](#)

[Contact](#)

[Help](#)

**Housing Portal**

Your search results are displayed below.

Partner agencies are identifying housing solutions for disaster evacuees and are updating the list on this site continually. Check back frequently for the most current information.

**Map Queue**

2800 Arrowhead Estates, Lake Ozark, MO

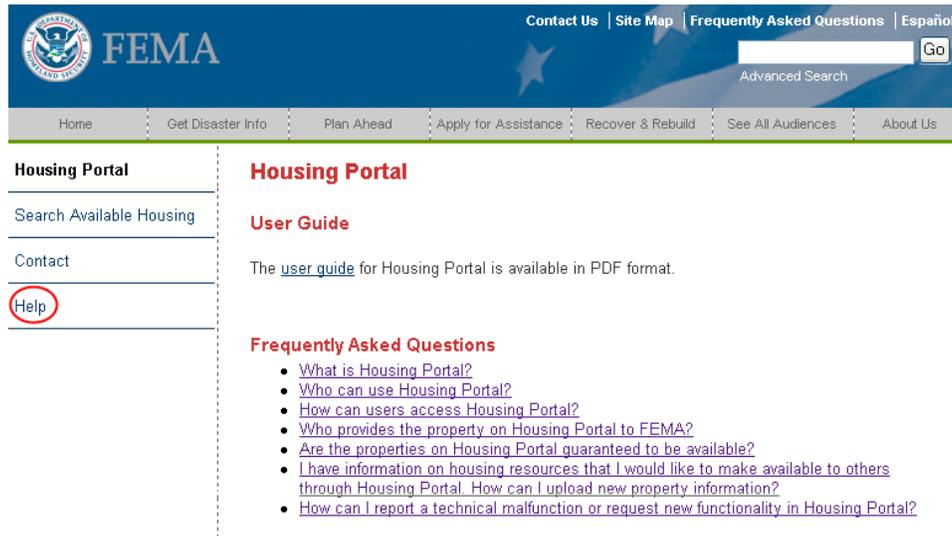
**Search Results 895**

Page Size: 5 [10](#) [25](#) [50](#)

EXPAND ALL   COLLAPSE ALL	
<input type="checkbox"/>	<p><b>700 S Main/Jasper Homes</b> \$235.00 Available: 04/03/2008            Jasper, MO, 64755 1 bed</p> <p style="text-align: right;">Type: UNKNOWN</p> <p>County: Jasper Deposit: \$ 1.00 Lease: UNKNOWN</p> <p>Furnished: N Accessible: - Section 8: Y Quantity: 11</p> <p>Children: Y Pets: N Pet Deposit: - Yr Built: ---</p> <p>Utilities: [NONE] Appliances: [REFRIGERATOR, STOVE]</p> <p>Comments: USDA Rent \$235-273 income adjusted; deposit one month rent, credit/criminal check and income verification. utility allowance. Parking and laundry on site. nhtffab</p> <p>FEMA Direct Payment Authorized: -            Contact: FEMA Rental Resources            Management Agent: manager            For more information on this property, call 417-624-4144.            Number of Times Mapped: 0</p>

## 2.6 Frequently Asked Questions

You can access a list of Frequently Asked Questions (FAQs) by clicking on the Help link on the left hand navigation bar.

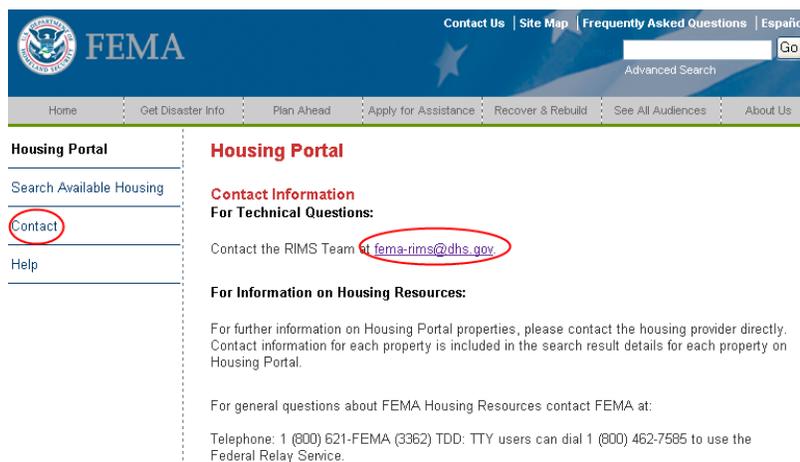


The screenshot shows the FEMA Housing Portal website. The top navigation bar includes links for Contact Us, Site Map, Frequently Asked Questions, and Español. A search bar is present with a Go button. The main navigation bar includes Home, Get Disaster Info, Plan Ahead, Apply for Assistance, Recover & Rebuild, See All Audiences, and About Us. The left-hand navigation bar has links for Housing Portal, Search Available Housing, Contact, and Help (circled in red). The main content area is titled 'Housing Portal' and includes a 'User Guide' section stating that the user guide is available in PDF format. Below that is a 'Frequently Asked Questions' section with a list of links: What is Housing Portal?, Who can use Housing Portal?, How can users access Housing Portal?, Who provides the property on Housing Portal to FEMA?, Are the properties on Housing Portal guaranteed to be available?, I have information on housing resources that I would like to make available to others through Housing Portal. How can I upload new property information?, and How can I report a technical malfunction or request new functionality in Housing Portal?.

## 2.7 Contact the RIMS Team

If you have a question regarding Housing Portal that is not covered in the Frequently Asked Questions section, you can email the RIMS team.

- Click **Contact** in the left-hand navigation menu.
- Click on the hyperlinked [fema-rims@dhs.gov](mailto:fema-rims@dhs.gov) and an email will automatically generate.



The screenshot shows the FEMA Housing Portal website. The top navigation bar includes links for Contact Us, Site Map, Frequently Asked Questions, and Español. A search bar is present with a Go button. The main navigation bar includes Home, Get Disaster Info, Plan Ahead, Apply for Assistance, Recover & Rebuild, See All Audiences, and About Us. The left-hand navigation bar has links for Housing Portal, Search Available Housing, Contact (circled in red), and Help. The main content area is titled 'Housing Portal' and includes a 'Contact Information' section. Under 'For Technical Questions:', it says 'Contact the RIMS Team at [fema-rims@dhs.gov](mailto:fema-rims@dhs.gov)' (the email address is circled in red). Below that is a 'For Information on Housing Resources:' section with text: 'For further information on Housing Portal properties, please contact the housing provider directly. Contact information for each property is included in the search result details for each property on Housing Portal.' and 'For general questions about FEMA Housing Resources contact FEMA at: Telephone: 1 (800) 621-FEMA (3362) TDD: TTY users can dial 1 (800) 462-7585 to use the Federal Relay Service.'

## 3 Questions or Suggestions

If you have questions or suggestions regarding Housing Portal please contact the RIMS Team via email at [FEMA-RIMS@dhs.gov](mailto:FEMA-RIMS@dhs.gov).