

PARTIAL REPAIRS TO GET YOU BACK HOME

SHELTERING AND TEMPORARY ESSENTIAL POWER (STEP)

STEP provides basic, partial repairs to make homes safe, clean and secure to help North Carolina homeowners with minor damage from Hurricane Florence get back in their homes quickly

- Rapid, partial repairs are completed to make the home safe, clean and secure, so homeowners and their families can live at home while continuing to make longer-term repairs.
- Living at home while repairs continue means people can return to work and school in their communities.
- STEP will not make complete repairs to your home, but will allow you to live at home.



WHO IS ELIGIBLE?

- Qualified homeowners in: Bladen, Brunswick, Carteret, Columbus, Craven, Cumberland, Duplin, Jones, New Hanover, Onslow, Pender and Robeson counties can participate in STEP.
- You must own a single family, owner occupied home and you should be ready to return to your community and live in your home once partial repairs are made.

SHOULD I PARTICIPATE IN STEP?

- Many displaced residents are ready to go home and return to their communities. This may not be possible if their home is not yet safe, clean and secure. If you are ready to leave your temporary housing and go home, the STEP program could help.
- NOTE: Completed STEP repairs will end your eligibility for a FEMA trailer or mobile home and for Transitional Housing Assistance in a hotel.

WHAT WILL STEP REPAIRS INCLUDE?

- STEP will provide partial repairs to make your home safe, clean and secure. It will not return your home to what it was like before the storm.
- Exterior repairs include secure and watertight doors, windows and roof, and safe entrances.
- The home's electrical and plumbing systems will be safe and operational.
- Interior repairs include a functional kitchen—including a base cabinet under the sink, food preparation surface, basic refrigeration and cooking surfaces, a working sink—and a functional, private bathroom.

FIVE STEPS TO NORTH CAROLINA STEP PROGRAM

1. A program staff member will contact you if you are eligible for STEP repairs to your home. The representative will explain the partial repair program.
2. If you agree to participate, an inspector will visit your home. You must sign a Right of Entry form allowing the inspector and builder to enter your home. They will assess the damage to your home and confirm eligibility. If you are confirmed eligible, they will take photos and develop a repair plan.
3. Depending on the extent of your damage, your repairs will be assigned to either a voluntary disaster relief group or a contractor.
4. Repairs will be scheduled and work will begin.
5. When repairs are complete, a final site visit will occur. You will meet with the inspector and builder and review the repairs to your home. The inspector will ensure that temporary repairs are complete and meet all standards. Photos will record the completed work.

