

November 2, 2015

Philip Kellerman
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East Greenbush, NY 12061
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Governor Nikki Haley
Office of the Governor
1205 Pendelton Street
Columbia, South Carolina 29201

Re: Flood and FEMA:

Dear Governor Haley:

I am writing on behalf of my good friend, Christi Servin of Santee, and hundreds, if not thousands, of others of your constituents who have been denied aid by FEMA due to the recent rain catastrophe.

Ms. Servin is on disability and has asthma. Her doctor told her she should not live in her house with the mold and other problems caused by the torrential rains. She took your advice and called FEMA who came to visit and denied aid saying the house was not unsafe to live in. Ms. Servin appealed and FEMA denied her again.

Last week I called your office and spoke to a secretary and asked to speak to someone at the state who could get some state maintenance workers out to repair Ms. Christi's home. The secretary told me to tell Ms. Servin to call FEMA. I told her she had been denied twice by FEMA. The secretary then told me to tell her to call United Way in Orangeburg County at 211. Ms. Servin did and what did United Way tell her? "Call FEMA!"

You know as well as I do that FEMA is in the denial business as proven by the pathetic performance during Hurricane Katrina. FEMA has been rightly slammed for slow and unresponsive service during crises, as evidenced by the thousands of South Carolinians who have received no help for repairs to their dwellings.

You and the state legislature have completely dropped the ball by not providing any direct aid to your constituents still suffering from the disastrous rains. The saddest part of this is that you and your government could care less.

Sincerely,


Philip Kellerman

c: Craig Fugate, Administrator, FEMA



FEMA

Administrator
Federal Emergency Management Agency

Governor
State of South Carolina

National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-8055
1-800-621-FEMA(3362)
Fax No.: 1-800-827-8112

Date: 10/10/2015

FEMA Application No. 500374908

Disaster No. 4241

Ms Christi M Servin
141 Soggie Ln
Vance, SC 29163

Dear Ms Christi M Servin:

We recognize this is a difficult time for you and your family and understand many people need help following a disaster. We are committed to providing you any help we can, including important information to begin your recovery.

The Federal Emergency Management Agency (FEMA) and State of South Carolina have carefully considered all available information regarding your request for assistance. Our decision(s) regarding your request is explained below.

<u>CATEGORIES</u>	<u>DETERMINATION</u>
Housing Assistance	IID- Ineligible - Insufficient Damage
Personal Property	IID- Ineligible - Insufficient Damage
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Total Grant Amount:	\$0.00

IID - Ineligible - Insufficient Damage

Based on your FEMA inspection, we have determined that the disaster has not caused your home to be unsafe to live in. This determination was based solely on the damage to your home that is related to this disaster.

Although the disaster may have caused some minor damage, it is reasonable to expect you or your landlord to make these repairs. At this time you are not eligible for FEMA housing assistance.

If you do not agree with our decision, you have the right to appeal. Please send us documents such as a statement from local officials, contractor estimates, etc. to show that the damage to your home was caused by the disaster and has caused unsafe or unlivable conditions.

IID(Personal Property) – Ineligible – Insufficient Damage

Our records indicate there was no eligible disaster-related damage to your essential personal property. While you may have had some disaster-related damage to your personal property, FEMA only provides assistance for essential items. Essential personal property may include major appliances and furnishings for occupied bedrooms and living rooms. Non-essential items may include unoccupied bedrooms, multiple televisions or stored clothing. As a result, you are not eligible for FEMA personal property assistance.

If you disagree with our decision, please send a written statement explaining why the items are essential for disaster recovery and any documents supporting that the items were damaged by the disaster.

If you have questions, please contact the FEMA Helpline at **1-800-621-FEMA (3362)**. Disaster assistance applicants, who have a speech disability or hearing loss and use a TTY, call 1-800-462-7585 directly; for those who use 711 or Video Relay Service (VRS), call 1-800-621-3362.

This letter is about assistance you requested from FEMA. Other disaster relief agencies you applied to for assistance will contact you separately, if needed.

If you disagree with FEMA's decision(s), you have the right to appeal. An appeal is a written request asking FEMA to review your case again. To appeal, follow these steps:

1. Carefully read this letter explaining our decision(s). FEMA's disaster assistance programs may not cover all of your losses or all damage to your home and personal property.
2. Explain in writing why you disagree with our decision and send copies of any new or additional documents supporting your appeal.
 - a. Include your FEMA Application Number and Disaster Number on all pages of your appeal documents. Both numbers are printed at the top of the first page of this letter.
 - b. All receipts, bills and estimates must include contact information for the service provider, allowing us to verify the information.
 - c. Keep all originals for your records.
3. **Within 60 days of the date of this letter:**

Mail your appeal letter and documents to:
FEMA - Appeals Officer
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-8055

Fax your letter and documents to:
1-800-827-8112
OR
Attention: FEMA - Appeals Officer

Appeals should be sent within 60 days from the date of this letter. All appeals are reviewed by FEMA. You will be notified of our response. To check the status of your appeal, visit us online at www.disasterassistance.gov and click on "Check Your Application Status". You may also call FEMA's Helpline at **1-800-621-FEMA (3362)**. Disaster assistance applicants, who have a speech disability or hearing loss and use a TTY, call 1-800-462-7585 directly; for those who use 711 or Video Relay Service (VRS), call 1-800-621-3362.

Other important information or for questions regarding FEMA assistance:

- At the time you registered, we provided you information about other programs or agencies that may assist you. If you have additional needs, we may be able to provide more referrals.
- For more information or to check the status of your application or appeal, visit www.disasterassistance.gov.
- Refer to "**Help After a Disaster - Applicant's Guide to the Individuals & Households Program**". The guide was sent to you by mail after you applied for FEMA disaster assistance. This is also available on www.disasterassistance.gov.
- If available, visit a **Disaster Recovery Center** where FEMA and other agencies may be able to provide

you with additional support. A Disaster Recovery Center locator is available at www.fema.gov/drclocator.

- You may also call **FEMA's Helpline Number: 1-800-621-FEMA (3362)** with questions. Disaster assistance applicants, who have a speech disability or hearing loss and use a TTY, call 1-800-462-7585 directly; for those who use 711 or Video Relay Service (VRS), call 1-800-621-3362.

Sincerely,

Individual Assistance Branch Director

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