

## **Notes from Statewide Multifamily Housing Industry on Hurricane Helene Relief**

### **Tuesday, October 8, 2024**

#### **AANC Updates:**

- **Displaced Residents:** AANC has tracked 145 properties offering available units for displaced residents, which will be shared with the state. While this is our current capacity, we're exploring additional avenues for support through NAA, such as system-wide help via platforms like Apartments.com. NChousingsearch.org is another resource under consideration, though the timeline for its functionality is still unclear.
  - **Hatching Hope:** Volunteers from Hatching Hope organized supplies at Chadwell Supply in Charlotte. Deliveries are planned for today and tomorrow in affected areas.
- 

#### **Bryan Holladay (AAWNC) Update:**

- **Water Crisis:** The primary concern remains the water situation, particularly at the Swannanoa plant, which is in poor condition. Bryan is collaborating with government officials and comparing maps from Senator Tom Tillis to assess long-term needs.
  - **Electricity:** Repairs are underway on most power lines. Temporary solutions are being implemented for remote areas.
  - **Daily Industry Call:** The BEOC has been hosting daily industry-wide calls that have proven invaluable. Sarah, Jon, and Bryan participate, ensuring the apartment industry is well-represented.
  - **Additional Info:** Retail stores are gradually reopening, credit card systems are functioning again, and drones are delivering medication to reopening pharmacies and doctor's offices.
  - **Assessment & Resources:** The AAWNC is currently assessing property needs, including sourcing portable showers. Some properties also require water for heating. If you encounter the word "eviction", please notify Bryan immediately as this issue is being inaccurately discussed in some circles.
  - **AAWNC Certificate:** AAWNC has secured a certificate allowing properties and suppliers to deliver necessary supplies to affected areas. This certificate can also be used for other properties in need.
- 

#### **Staffing & Mental Health:**

- **Concerns were raised** about the mental health of both community staff and residents, who are growing restless without work or school routines. How can AANC support staff with mental health resources during this time?
- **Mental Health Resources:** It was noted that NAA had a mental health resource page for staff and residents during COVID.

[Mental Health Resources | National Apartment Association](#)

---

#### **Updates from Effected Communities:**

- AshevilleRelief.com is a crowdsourced website providing information on showers and other resources. Additionally, they are in need of portable jugs for potable water and are using campers for bathrooms.
- There have been ongoing struggles with assessing units individually and even finding access to a printer for distributing flyers to residents. Sabra, with property in West Asheville, has offered her printer for use and has already distributed signage for residents.
- Partnering with third-party companies to help clean out fridges and turn off breakers in unoccupied units.

- One property mentioned that they were getting campers from up north for their communities as well as hand washing stations. The hand washing stations were a local company that had units shipped from up north. They were running very low but maybe they have more coming:
  - LDR – Asheville Porta Potty, <https://ashevilleportapotty.com/> Gabby was the contact for the handwashing stations. 828-888-0822. The stations have:
    - 2 sinks with foot pump – 60-gallon water tank and grey water tank
    - Weekly clean-out with water refill, soap, and paper towels
    - They deliver and pick up with a flat fee of \$1000
    - The total cost of the unit was \$995 a week
  - Camping World in Fayetteville, NC provided a quote for the campers. They had some on hand but were able to get them to Asheville from any location needed. We decided to purchase our campers from Three Way Camper located in Marietta, Ga. We paid extra for delivery and set up.
  - Other options we looked at were:
    - Forever Clean, portable shower rentals. 979.680.1818
    - Portable Restroom Trailers, LLC – portablerestroomtrailers.com – 866.950.0676 (They had ADA trailers with showers/toilets)

---

#### **PTAA ASK:**

- **PTAA Supply Drive:** PTAA's upcoming trade show will include a supply drive. They are requesting an up-to-date list of needed items, which Ben (Executive Director) is coordinating.

---

#### **Legal Concerns:**

- **Legal Webinar:** AANC is partnering with Loebsock & Brownlee to host a webinar soon to address these issues. More info coming.

---

#### **Next Steps:**

- AANC will centralize property needs and resource requests for easy access.
- An email will be sent out to gather updates on properties from group members.