

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

**Wednesday, October 2, 2024**

### **Challenges:**

- **Water Access in Western NC:** It may take up to three weeks or even months for water to become available again. Once it is, there may still be concerns about bacteria. Providing resources with updates on water availability would be helpful. **Buncombe County** are having open “calls” every day, at 10am and 4pm, to provide updates on county operations, etc.
- **Looting and gas station conflicts:** There are reports of looting and fighting at gas stations, adding to the stress.
- **Mold and Air Quality:** Mold and clean air are growing concerns. Bill has offered to be a resource for any ventilation or air flow questions.
- **Food and Supplies:** Many properties are in need of food. Community offices may need basic supplies like paper, pens, etc.
- **On-site Staff Shortages:** A significant number of on-site staff members have not been able to return to their communities.
- **Bear Issues:** Reports of bear encounters have been noted.
- **Mental Health** will be an ongoing issue in the coming weeks.

### **Support and Drop-Off Locations:**

- **USAA and PTAA:** Both organizations are offering to be home bases for drop-off locations. USAA is also taking collections for multifamily housing needs and can serve as a hub for other groups collecting items.
- **GoFundMe:** USAA has organized a GoFundMe page, where 100% of donations will go to the AAWNC (Apartment Association of Western North Carolina).  
<https://gofund.me/8eaf58f1>
- **PTAA Support:** PTAA can also stage donations and help others find space for items if needed.
- Transporting supplies needs to be done in coordination with the state. Can find more information at **ncvoad.org**
- Renters need to know that **renters insurance** will often cover the cost of lost groceries.

### **Helpful Documents**

- **USAA Resource Page:** <https://www.upperstate.org/news/hurricane-helene-resources>
- **AANC Units Needed/Available:**  
<https://docs.google.com/forms/d/e/1FAIpQLSe8mecL33Y2rOXlaFWgHQwBrB0EcSEjoTzeCUSig0ye7Mafhw/viewform>
- **Asheville/WNC Resources:**  
<https://docs.google.com/document/u/0/d/154hYrmMKWKNKWlwcTkUP8GhcAn4z4LXnFr2AKMgv3Qik/mobilebasic?pli=1#h.yt14go157it>

**Action Items:**

- Keep USAA in the loop, as they are central to coordinating efforts.
- Send important information to Joye at USAA and Ben at PTAA.
- Suggestion to create a “playbook” for future disasters.

Next call will be held on Friday, October 4<sup>th</sup> at 8:00am.