



Have you been impacted by a fire? Help is available.

If you have been displaced due to fire damage to your home, the City of San Francisco has resources that can help you get back on your feet.

Get Immediate Assistance and Household Support

The American Red Cross provides immediate assistance for food, clothing, or housing, such as overnight shelter and temporary hoteling for you and your family. If you or someone you know has recently experienced a disaster, contact the American Red Cross at **(866) 272-2237**.

Apply for the Emergency Rental Assistance Program

The San Francisco Human Services Agency's (SFHSA) Emergency Rental Assistance Program (ERAP) offers a temporary housing subsidy for eligible households who experience long-term displacement due to a fire. San Francisco residents eligible for this program include:

- Tenants of non-rent-controlled units with a one-time payment to help with move-in costs to a new unit. The program makes the payment directly to the landlord of the new unit.
- Tenants of rent-controlled units with a monthly rent subsidy. The subsidy pays the difference between the rent at the tenant's permanent residence and a comparable unit leased at the current market rate. The subsidy can last for up to two years, or until the permanent address is ready to reoccupy if sooner. Rent-controlled tenants have the right to return after repairs are completed.

To qualify for the Emergency Rental Assistance Program, you must have:

- Been displaced by a fire in San Francisco within the past three months
- A source of income that does not exceed 100% of the Area Median Income (AMI)
- Assets that do not exceed \$60,000 (excluding retirement and college savings accounts, cars, and other property)
- Already exhausted any benefit from renters insurance

SFHSA can help residents determine if they are eligible for financial assistance through ERAP. To apply or to learn more, contact **HSAFireResponse@sfgov.org** or call **(415) 557-5370**.

Retrieve Belongings from Your Home

The timeline of different fire incidents will vary depending on the severity of the situation. Tenants will be notified about the condition of their unit regarding the habitability and access to possessions. To get more information, contact the Department of Building Inspection (DBI) at **(628) 652-3450** or **DBI.inspectionsservices@sfgov.org**. DBI will work with property owners and landlords to provide building access for tenants.

Contact Your Landlord Within 30 days of Being Asked to Reoccupy

You have the right to return with the same terms of your rental agreement that existed prior to your leaving. You have 30 days to notify the landlord of your acceptance or rejection of the offer to reoccupy. If you accept the offer, you need to reoccupy your home within 45 days of receiving your landlord's offer.



Get Rental and Move-In Assistance

There are several organizations that offer rental and move-in assistance to people impacted by fire.

San Francisco Displaced Tenant Housing Preference: The Displaced Tenant Housing Preference, through the Mayor's Office of Housing and Community Development (MOHCD), helps tenants displaced from rent controlled housing by no-fault eviction, fire, or unaffordable rent due to expiring affordability restrictions. The certificate provides preference in affordable housing lotteries administered by MOHCD. The lottery application form must be signed off by either SFFD's Bureau of Fire Investigation or SFHSA. For more information, visit: sf.gov/displaced-tenant-housing-preference-program-dthp

To see a more comprehensive list, visit: sf-fire.org/list-tenants-rights-organizations-building-owners

Apply for Emergency Food Replacement

If your household experienced food loss due to a fire, SFHSA can help you apply for emergency food replacement if you are already receiving CalFresh. Contact **(415) 558-4700** or food@sfgov.org for more information.

Request a Fire Report for Your Insurance Provider

If you need to get a fire report to make an insurance claim, here are a few steps to get you started. A fire report provides details about the time and date of the fire, the location of the fire, the cause of the fire, the damage caused by the fire, and any injuries or fatalities that resulted from the fire. The San Francisco Fire Department (SFFD) can provide a copy of a fire report.

- Instructions on how to request a fire report: sf-fire.org/services/fire-reports
- To determine the availability of a fire report, please call the SFFD Bureau of Fire Investigation at **(415) 920-2933** or visit sf-fire.org/contact-us/fire-investigation
- A fire report may not be completed for weeks or months depending on the severity of the fire. After filing the report, you will be placed in queue and will receive the information once it is ready.

Get Support from Tenants' Rights Organizations

If you are a tenant, there are number of organizations that can help you. For a more comprehensive list, visit: sf-fire.org/list-tenants-rights-organizations-building-owners

Find Pet and Animal Care and Support

If you or your family had a pet-related emergency during the time of the fire incident, Animal Control Officers are available to help. For more information or for animal-related emergencies, call **(415) 554-9400**.

Get Help for Your business After a Fire

Learn what resources are available to businesses after a major fire, including a Fire Disaster Relief grant of up to \$10,000. Learn more here: sf.gov/get-help-your-business-after-fire

