

Houston FEB Update

September 1, 2017

From the City of Houston Emergency Information Center

For emergencies call 911.

For non-emergencies call HPD at [713-884-3131](tel:713-884-3131).

LOCATE LOVED ONES: To find family or friends or to register yourself as safe, visit the [@redcross](https://redcross.org) Safe & Well site: <https://safeandwell.communityos.org/cms/>.

FATALITIES

- The Harris County Institute of Forensic Sciences is maintaining a list of Hurricane Harvey-related deaths. Visit their website at <https://ifs.harriscountytx.gov/Pages/MissingPersons.aspx> to check the list .
- To report the location of a body, call 911. Please do not attempt to move or disturb the body in any way.

FEMA ASSISTANCE

- Register online at www.DisasterAssistance.gov. If you are unable to access the internet, call [1-800-621-3362](tel:1-800-621-3362).
- Download the [FEMA Mobile App](#) to receive alerts from the National Weather Service, get safety and survival tips, customize your emergency checklist, and find your local shelter.

FOOD ASSISTANCE

- For a list of food pantries and other food assistance, contact the Houston Food Bank at www.houstonfoodbank.org/services/if-you-need-food, or call [832-369-9390](tel:832-369-9390).
- For disaster food stamp benefits, reach the Disaster Supplemental Nutrition Assistance Program (DSNAP) at [1-877-541-7905](tel:1-877-541-7905).

CITY OF HOUSTON 311 HELP AND INFORMATION LINE

Phone: 311 or [713-837-0311](tel:713-837-0311)

City TDD: [713-837-0215](tel:713-837-0215)

Email: 311@houstontx.gov

Website: www.houstontx.gov/311/

Smartphone App – Available at App Store & Google Play

To request information about:

- Food assistance
- Water safety concerns
- Referrals to shelters
- Heat emergencies
- Trash pickup schedules
- Evacuation registration
- City curfew

To report:

- Flood damage to your home
- Flood hazards
- Illegal dumping
- Traffic signal outage
- Potholes

HEALTH INFORMATION

The Houston Health Department urges people impacted by Harvey flooding to take steps to stay safe and healthy. Good hygiene and food safety are of utmost importance:

- Practice good hygiene such as handwashing after any contact with floodwaters. Wash children's hands frequently, especially before meals.
- Do not allow children to play in floodwater areas.
- Do not eat any food that was in contact with floodwaters.

People who experienced flooding but are now able to enter their homes safely can begin cleaning and sanitizing their homes.

- If rain or floodwaters got into your home, take steps to prevent mold growth. First, wash surfaces with soap and warm clean water to remove dirt and debris. Next, sanitize surfaces with household bleach. Clean it with a solution of 1 cup household liquid bleach per 5 gallons of water. Remember:
- Keep children and pets out of the affected area until cleanup has been completed.
- Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.

STORM DEBRIS COLLECTION

Storm debris will be collected on an ongoing basis until further notice. Please place debris at the curb separated into the following piles:

- Leaves, logs, plants, tree branches (do not bag).
- Construction & demolition material - carpet, drywall, furniture, lumber, mattresses
- Appliances – dishwashers, freezers, refrigerators, stoves, washers, dryers, water heaters
- Electronics – computers, radios, stereos, televisions, other devices with a cord.
- Household Hazardous Waste – cleaning supplies, batteries, lawn chemical, oils, oil-based paints, stains and pesticide

Neighborhood Depositories

Neighborhood depositories will be open 7-days a week from 10 a.m. - 7 p.m. until further notice.

- North - 9003 N Main 77022

- Northwest - 14400 Sommermeyer 77041
- Northeast - 5565 Kirkpatrick 77028
- Southeast - 2240 Central Street 77017
- South - 5100 Sunbeam 77033
- Southwest - 10785 SW Freeway 77074

No household garbage, electronics or household hazardous waste is accepted at the neighborhood depository locations. No pets are allowed on the premises.

Customers must provide the following at the Neighborhood Depository Locations*:

- A current Texas Driver's license or State Issued I.D.
- A current utility bill or city property tax receipt.

* Addresses and names on all presented documents must match and electronic records are NOT accepted. No proof of residency is required for recycling only.

Garbage Collection Schedule

Normal collection services will resume on the schedule as follows:

- Thurs., Aug. 31, 2017 - normal collection schedule
- Friday, Sept. 1, 2017 – normal collection schedule
- Mon., Sept. 4, 2017 - no collection for Labor Day
- Tues., Sept. 5, 2017 - Monday's garbage will be collected
- Wed., Sept. 6, 2017 - Tuesday's garbage will be collected
- Thurs., Sept. 7, 2017 - normal garbage schedule resumes

Recycling Collection

Curbside single stream recycling collection will be suspended until further notice. Customers may bring recyclables to neighborhood depository locations or the Westpark Recycling Center located at 5900 Westpark, Mon.-Sat., 8 a.m. – 5 p.m. Closed Sept. 4 for Labor Day.

Yard, Junk, And Tree Waste Collection

Yard, junk, and tree waste collections will be suspended until further notice due to the need of extra personnel for debris collection related to disaster recovery.

For more information, visit www.HoustonSolidWaste.org or call 3-1-1.

CONSUMER PROTECTION

Be cautious of those in the criminal element who are trying to feed on the misfortune of others.

- To report price gouging, suspected contractor scams and other types of consumer exploitation, contact the Texas Attorney General at consumeremergency@oag.texas.gov or call [800-621-0508](tel:800-621-0508).
- To verify organizations requesting donations for Hurricane Harvey relief, visit either the Texas Voluntary Organizations Active in Disaster website for a list of vetted disaster relief organizations at <https://txvoad.communityos.org/cms/node/104> or the National Voluntary Organizations Active in Disaster website at <https://www.nvoad.org>.