



# **NOLA** READY GUIDE TO

---

## What to do After a Flood

File a claim for flood damage to your home

---

### **CONTACT YOUR INSURER**

Have your policy number and contact information ready.

### **DOCUMENT THE DAMAGE**

Take photos of the damaged property. Make a list of damaged or lost items.

### **COMPLETE A PROOF OF LOSS**

Your adjuster will help you prepare a Proof of Loss. This is your sworn statement of the amount of damages you are claiming.

File a claim for flood damage to your vehicle

---

### **CONTACT YOUR CAR INSURANCE COMPANY**

Have your policy number and contact information ready.

## Clean up safely

---

### **PREVENT MOLD GROWTH**

- Clean wet or moldy surfaces with bleach.
- Use fans to dry wet building materials, carpets, and furniture.
- Throw away anything that you can't clean or dry quickly.
- If mold growth is large, contact a licensed mold removal professional.

### **PREVENT MOSQUITO BREEDING**

- Remove trash and clutter like old tires, buckets, and tarps.
- Empty standing water from containers like pet dishes, children's toys, and flowerpots.
- Keep water fresh in containers like bird baths and kiddie pools.
- Clean gutters and catch basins.
- Call 311 to report illegal dumping, abandoned swimming pools, and water leaks.

## Request assistance

---

### **CALL 311 OR VISIT [READY.NOLA.GOV](https://www.ready.nola.gov)**

Community organizations are available to assist residents.



NOLA Ready is the City of New Orleans' emergency preparedness campaign.

[ready.nola.gov](https://www.ready.nola.gov)

[ready@nola.gov](mailto:ready@nola.gov)

Call 311