

## EMERGENCY RESOURCES AVAILABLE FOR THOSE IMPACTED BY THE WILDFIRES

### Financial Assistance

FEMA assistance is available for both homeowners and renters affected by the wildfires:

- Special Needs Assistance Grants: \$770 one-time payment to afford immediate needs like food, water, hygiene, and transportation.
- FEMA Individual Assistance - For Housing: The maximum amount a homeowner can receive through the FEMA Individual Assistance grant program for home repair and replacement, and for temporary housing, is up to \$43,600.
- FEMA Individual Assistance - For Other Needs: Another \$43,600 is available in the form of a grant from FEMA to cover medical expenses, damage to a vehicle, household items/property, funeral expenses, moving/storage, and childcare expenses, etc.

Learn more and apply for FEMA assistance at [disasterassistance.gov](https://disasterassistance.gov).

### Loss or Destruction of a Rental Unit

If a rental unit is completely destroyed, the lease no longer applies. The tenant does not owe future rent and will need to find a new place to live. Landlords must return any [security deposit](#) within three weeks. If tenants had already paid the January rent, the landlord should pro-rate and return the tenant's rent for the remainder of January.

### Price Gouging

Price gouging is illegal during a State of Emergency. On January 7th, California Gov. Newsom declared a State of Emergency in Los Angeles and Ventura Counties due to the extreme wind and fire conditions. During a State of Emergency, price gouging above 10% is temporarily prohibited for the next 30 days. (Penal Code 396(e) and (f)). This means that businesses cannot increase the price of food, repairs, construction, housing, emergency and medical supplies, and gasoline more than 10%. This also includes rent increases, as well as hikes in hotel and motel prices for evacuees who are seeking emergency housing. Rental property owners across the state should note that price-gouging protections apply wherever displacement increases demand for housing. Price gouging is subject to criminal prosecution, and can result in one year in jail and/or a fine of up to \$10,000. The rent cap protections under the current state of emergency for the Palisades Fire is in effect through February 6, 2025, unless further extended by Governor Newsom or Mayor Bass.

Dial 3-1-1 to report illegally hiked rents and prices, or email [att.pricegougingtaskforce@lacity.org](mailto:att.pricegougingtaskforce@lacity.org).

Learn more about price gouging at [dcba.lacounty.gov/portfolio/price-gouging](https://dcba.lacounty.gov/portfolio/price-gouging).

### Housing Discrimination

Tenants are protected from discrimination in housing - even in an emergency. Federal, state, and local fair housing laws prohibit discrimination in housing based on protected characteristics such as race, disability, religion, source of income, immigration status and more. These protections also apply in short term housing, like motels, hotels, and emergency shelters. Local and state disaster relief and services are available regardless of immigration status. To report housing discrimination, contact the Housing Rights Center at 800-477-5977.

## HOUSING AND TRANSPORTATION RESOURCES

### Temporary Housing

Temporary housing for those affected by the fires:

- Transitional Shelter Assistance is available through FEMA at [disasterassistance.gov](https://disasterassistance.gov).
- A list of hotels providing shelter and supplies is available at [bit.ly/LAFireHotelAvailability](https://bit.ly/LAFireHotelAvailability).

## Evacuation Shelters and Air Quality Relief Centers

Text "SHELTER" to 43362 and enter your zip code for more information.

For a full list of evacuation shelters, air quality relief centers, and Department of Recreation and Parks Support Camps for children, please visit [laparks.org/emergency](http://laparks.org/emergency).

## Transportation

If you need to evacuate and need transportation assistance, call:

- 9-1-1 if you are under evacuation order
- 2-1-1 if you are not under evacuation order

## Permanent Housing

Apartment Owners of Greater Los Angeles (AAGLA) - For information and listings of available housing and discounts through the Greater Apartment Association of Greater Los Angeles (AAGLA), including free credit screenings for fire victims, please visit their information page at [Fire Resources](http://FireResources) and apartment listings at [www.aagla.org/listings](http://www.aagla.org/listings).

Find affordable and accessible housing listings online.

City of Los Angeles: [lahousing.lacity.org](http://lahousing.lacity.org)

For help, call (213) 808-8550 or email [lahd.achp@lacity.org](mailto:lahd.achp@lacity.org).

Los Angeles County: [housing.lacounty.gov](http://housing.lacounty.gov).

For help, call 1-877-428-8844 or email [info@myhousingsearch.com](mailto:info@myhousingsearch.com).

# CITY SERVICES

## Housing Violations

- Report housing violations for occupied units to the Los Angeles Housing Department (LAHD). LAHD is responsible for investigating complaints about unsafe living conditions and code violations at multifamily rental properties within the City of Los Angeles. File a Code complaint and let an inspector assess the situation by calling (866) 557-7368 or online at [housingapp.lacity.org/ReportViolation](http://housingapp.lacity.org/ReportViolation).
- For single family homes and vacant and damaged buildings, report violations to the Department of Building and Safety (LADBS) at [dbs.lacity.gov/services/code-enforcement-complaints-and-compliance/report-violation](http://dbs.lacity.gov/services/code-enforcement-complaints-and-compliance/report-violation).

## City of LA Harassment by Landlord Complaints

Tenants can file a harassment complaint with LAHD by calling (866) 557-7368 or online [bit.ly/LARSOComplaint](http://bit.ly/LARSOComplaint). Tenants can also file a complaint with the LAPD if the landlord locks the tenant out or cuts off the utilities.

## Utility Issues

- Report downed power lines by calling 9-1-1.
- Report downed trees and other non-life-threatening hazards by calling 3-1-1 or online at [MyLA311.lacity.org](http://MyLA311.lacity.org).
- Report outages or any downed power lines immediately by calling LADWP at 1-800-342-5397.
- If you suspect a natural gas leak or to report one, evacuate the area immediately and contact SoCal Gas from a safe location by calling 1-800-427-2200. Available 24/7.

# ADDITIONAL SERVICES

## Small Business Administration Loans

SBA loans are available for homeowners and renters to cover property loss and home repairs. Apply for SBA assistance at [sba.gov/funding-programs/disaster-assistance/california-wildfires](http://sba.gov/funding-programs/disaster-assistance/california-wildfires).

## Insurance Claims

The California Department of Insurance is available to assist wildfire affected Angelenos as they begin working with insurance agents or brokers. Call 1-800-927-4357 to ask questions about insurance coverage and/or disputes with insurance agencies. Learn more at [insurance.ca.gov](http://insurance.ca.gov).