



RESOURCES FOR Your Next Steps

Buncombe County has compiled a number of resources to assist those who were impacted by Tropical Storm Helene. This guide includes information on grant programs and food, housing, and health services. Please note that due to the nature of disaster recovery, area resources change frequently.

This guide is current as of February 5, 2025.

Housing



If you need assistance with housing, find more information on [Page 2](#).

Food & Goods



If you need assistance with finding food, goods, and other physical resources, find more information on [Page 4](#).

Health



If you need assistance with healthcare and medical needs, find more information on [Page 5](#).

Financial & Legal Help



If you need financial resources or legal assistance, find more information on [Page 6](#).



NEXT STEPS FOR Housing

Individual Assistance

FEMA may provide money and other services to help you recover from losses caused by Tropical Storm Helene, such as damage to your home, car, and other personal items.

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Transitional Sheltering Assistance

Continued assistance through FEMA's Transitional Sheltering Assistance (TSA) program is being reviewed on an individual basis. Learn more about the program and eligibility.

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Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program is a FEMA-funded initiative aimed at reducing or eliminating future damages and losses following a disaster.

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Asheville Regional Coalition for Home Repair

The coalition, which is a partnership among four area nonprofits, assists with storm damage and home repairs.

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Private Property Debris Removal

Owners who cannot take their debris to the right of way for pickup and who do not have or have inadequate debris removal insurance, may apply to have debris removed from their property for free.

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Rental, Mortgage, and Utilities Assistance

Rental, mortgage, and utilities assistance can be found through local organizations, FEMA, and programs from Buncombe County and the City of Asheville.

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Rental Assistance Info for Landlords

Landlords and property managers can find details on how rental assistance works and the advantages of these programs.

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LIEAP

The Low-Income Energy Assistance Program provides a one-time vendor payment to help eligible low-income families pay their heating bills.

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NEXT STEPS FOR Housing

Code Purple Emergency Shelter

Code Purple is the emergency winter shelter program in Asheville and Buncombe County. During extremely cold weather, shelters open extra space overnight for people with nowhere else to go.

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Private Road & Bridge Repair

Privately owned roads and bridges that sustained damage could be eligible for repair assistance from FEMA.

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Emergency Watershed Protection

Residents with damage or severe erosion from Helene causing a threat to a structure, road, bridge, culvert, or other infrastructure could be eligible for this U.S. Department of Agriculture program.

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NC 211

This information and referral service from United Way can connect residents in need to a variety of resources.

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NC Disaster Case Management

The state-led NC-DCM program is now available to guide individuals and households in Buncombe County through the recovery process.

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NEXT STEPS FOR

Food & Goods

ePASS

Create an account to learn more about and apply for benefits and services.

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Community Care Stations

Community Care Stations give access to laundry, showers, food, and more.

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Community Engagement Markets

Hosted by Buncombe County, these markets offer access to free food as well as other programs and services.

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Community-led Food & Goods Resources

Many local organizations are assisting residents with finding food and essentials.

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NC 211

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NEXT STEPS FOR Health

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Community Care Stations

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Medical Clinics & Federally Qualified Health Centers

Local organizations and FQHCs offer no-cost and sliding-scale options for medical and behavioral care.

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NC 211

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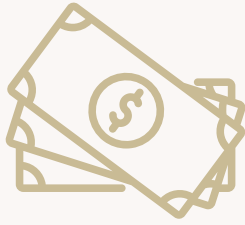
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NC Disaster Case Management

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NEXT STEPS FOR

Financial & Legal Assistance

FEMA Individual Assistance

Apply by Saturday, March 8 to receive assistance from FEMA for a variety of storm-related expenses.

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Red Cross Assistance

Eligible residents, whose homes were destroyed or sustained major damage, can receive help from the American Red Cross.

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Disaster Unemployment Assistance

If your work was impacted by Tropical Storm Helene, you may qualify to receive additional unemployment. The deadline was extended through Monday, March 10.

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Eblen Charities Assistance Programs

The organization offers help with rent and mortgage payments, as well as bills and medical needs.

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Legal Services

Pisgah Legal and Legal Aid of North Carolina provide pro bono legal services for residents in need.

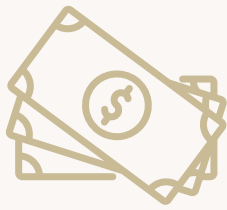
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NC 211

This information and referral service from United Way can connect residents in need to a variety of resources.

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NEXT STEPS FOR **FEMA Individual Assistance**

FEMA's Individual Assistance (IA) provides financial and direct services to eligible individuals and households affected by a disaster. The assistance is intended to meet your basic needs and supplement disaster recovery efforts.

APPLICATIONS CLOSE ON SATURDAY, MARCH 8.

Eligibility Requirements

Before you can receive any assistance, you must meet the following general conditions of eligibility.

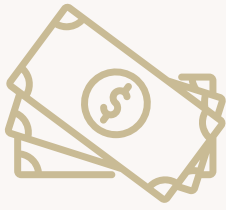
- Only U.S. citizens, non-citizen nationals, or qualified non-citizens are eligible to receive assistance. **Citizenship status** must be verified.
- You need to prove your identity with a valid **social security number**. FEMA usually checks your identity using public records when you apply.
- For certain types of assistance, FEMA must confirm the disaster-damaged home is your **primary residence**.
- If your **insurance** or another program does not cover all your disaster-related needs, you may be eligible for assistance.

Apply for IA

There are four ways to apply for Individual Assistance.

- Submit your application online at www.disasterassistance.gov.
- Download the [FEMA app](#) for mobile devices.
- Call 1-800-621-3362. The line is open 7 a.m. to midnight ET every day and is available in multiple languages.
- Visit our local Disaster Recovery Centers at Fairview Public Library, 1 Taylor Road, Fairview, and Weaverville Town Hall, 30 South Main Street, Weaverville. These locations are open Monday-Friday, 8 a.m.-6 p.m., and on Saturday, 9 a.m.-2 p.m.





NEXT STEPS FOR **FEMA Individual Assistance**

APPLICATIONS CLOSE ON SATURDAY, MARCH 8.

What could be covered by IA

IA is an overarching program that covers a large number of disaster-related needs. The assistance falls under two categories: housing and other needs.

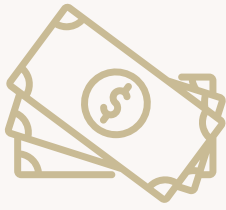
Assistance can include:

- **Rental assistance**, which is money you can use to rent housing if you are displaced from your home because of the disaster. For more information on rental assistance programs, go to [Page 16](#).
- **Home repair or replacement**, which is money to help you repair or replace your disaster-damaged home.
- **Accessibility needs**, which is money to help survivors with a disability address specific repairs to ensure their home is accessible.
- **Privately owned roads, bridges, and docks**, which is money for survivors whose only access to their home has been damaged by the disaster. For more information, go to [Page 30](#).
- **Temporary housing unit**, which might be provided if you are not able to use rental assistance due to a lack of available housing resources.
- **Displacement**, which is money to help with housing needs if you cannot return to your home because of the disaster.
- **Funeral expenses**, which is money to help you pay for funeral or reburial expenses caused by the disaster.
- **Transportation**, which is money to help you repair or replace a vehicle damaged by the disaster when you don't have another vehicle you can use.



If you aren't sure what FEMA IA might be able to help with, **ask yourself what you had to do as a result of the storm**. Did you have to repair your vehicle? Did you have to buy a chainsaw or a generator? *Then share your story with FEMA.*





NEXT STEPS FOR **FEMA Individual Assistance**

Differences Between Individual and Public Assistance

FEMA offers both Individual Assistance and Public Assistance (PA). Generally speaking, IA is given to residents and households, while PA is provided to local, state, and tribal governments and some private nonprofits.

Individual Assistance

IA gives direct and financial assistance to those who are either uninsured or underinsured. It is meant to provide basic needs and supplement recovery efforts.

Under IA, you'll find services like:

- Temporary housing
- Home repair
- Replacement of personal property or vehicles
- Funds for moving or storage
- Funds for medical, dental, childcare, or funeral expenses

IA could also includes programs like legal services, counseling, and Disaster Unemployment Assistance (for more on DUA, go to [Page 44](#)).

Public Assistance

PA offers supplemental grants to governments and some nonprofits to help with recovery and rebuilding of communities.

Under PA, costs are covered for services and programs like:

- Removing debris
- Restoring damaged roads and bridges
- Repairing public utilities and water systems

Some programs could fall under either IA or PA. For example, private road or bridge repair could be covered by either, depending on the project. For more information, go to [Page 30](#).





TSA Eligibility

Eligibility for the Transitional Sheltering Assistance (TSA) Program for Buncombe County residents is being reviewed on an individual basis. If you are eligible for TSA, visit www.femaemergencyhotels.com to find available accommodations.

Once your individual deadline is reached and you have been deemed ineligible for continued assistance, you will be removed from the program and costs will no longer be covered by FEMA.

You're ineligible if...

- You have not verified your identity, citizenship, or proof of residency.
- You are not a resident of Buncombe County or another disaster-declared county.
- You have insurance or other disaster assistance that is able to meet your needs.
- Your storm-damaged home was not your primary residence.
- Your expenses and needs were not caused by Tropical Storm Helene.
- FEMA inspectors determined that your home is habitable.

If you do not agree that your home is habitable, you can appeal FEMA's decision online at www.disasterassistance.gov, by calling the helpline at (800) 621-3362, or by visiting the Disaster Recovery Centers at Fairview Public Library and Weaverville Town Hall.

Options for Continued FEMA Housing Assistance

FEMA is contacting TSA participants via phone and email, but if you have not heard directly, **make sure to check your online account** at www.disasterassistance.gov and **speak with your hotel's front desk** to see if you're eligible for continued FEMA housing assistance.

Continued housing assistance could include:

- Rental assistance, which allows you to rent alternative housing accommodations while you're displaced.
- Transportable Temporary Housing Units, like an RV or manufactured housing, that is purchased or leased by FEMA.
- Direct lease assistance, which leases residential property in or near the disaster area for use as temporary housing.





NEXT STEPS FOR

Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program (HMGP) is a FEMA-funded initiative aimed at reducing or eliminating future damages and losses following a disaster. While federally funded, the program is managed in North Carolina by the Department of Public Safety's Division of Emergency Management.

Mitigation Strategies

- The **elevation project** raises the home as is, demolishes the old foundation, and builds a new foundation that raises the first floor approximately 2 feet above the 100-year flood elevation. For these projects, the homeowner is provided temporary lodging while work is done on the home, and nothing is moved out of the home.
- The **mitigation reconstruction** project is used when it is determined a home cannot be raised due to the home's instability. The program will move out all the household furnishings and store them, provide temporary lodging, demolish the old home, build a new foundation at 2 feet above 100-year flood elevation, and build a new home on the foundation. These are contractor-grade homes with no custom furnishings.
- The **acquisition project** buys the property from the homeowner, at the value of the property the day prior to the disaster. Once the homeowner relocates, the home is demolished, and the property remains as greenspace into perpetuity.

In all three of these projects, FEMA provides 75% of the cost and the state pays the 25% match. There is no cost to the homeowner.

The program does not have an income requirement and is intended to assist all of those impacted by the disaster.

Participation in the program is entirely voluntary, and property owners may withdraw their applications anytime.





NEXT STEPS FOR

Hazard Mitigation Grant Program

Apply for the HMGP

1. Watch the 8-minute video at the link below.
2. Complete the 5-minute Grant Information Request.
3. After receiving an email from a Hazard Mitigation team member, complete and return the application as instructed in the email.
4. Be approved by the local government (town or county) for inclusion in their application to FEMA.

You can find links to the video and the grant request online at www.buncombecounty.org/countycenter/news-detail.aspx?id=21858.





NEXT STEPS FOR

ARCHR Home Repair Assistance

The Asheville Regional Coalition for Home Repair (ARCHR) consists of Asheville Habitat for Humanity, Community Action Opportunities, PODER Emma, and Mountain Housing Opportunities. ARCHR is providing disaster-related home repairs for low-income homeowners in Buncombe and Madison counties.

Apply for ARCHR Assistance

To request repairs, you can fill out an online form that will assess your eligibility for assistance. The form is also intended to match your needs with the coalition organization that is best positioned to help.

Those who meet the initial criteria will be contacted for a home visit to assess requested repairs.

The online form is available at www.ashevillehabitat.org/housing-programs/disaster-repairs.





NEXT STEPS FOR

Private Property Debris Removal

Homeowners who cannot take their debris to the right of way for pickup and who do not have debris removal insurance or have inadequate debris removal insurance may apply to have qualified disaster debris removed from their property for free through the Private Property Debris Removal (PPDR) Program. The program also covers the demolition of eligible unsafe structures.

Eligible Debris and Demolition

- Removal of hazardous limbs, trees, or other mixed debris caused by Tropical Storm Helene that is near a commonly used area or maintained areas of a property.
- Removal of debris impacting a waterway.
- The demolition and removal of a structure that is a health hazard, deemed unfit/unsafe and may not be recoverable, or is in threat of collapse. This may include concrete slabs.

The following debris is not eligible for the program:

- Debris on vacant lots, unimproved property, and unused or unmaintained areas.
- Debris on land used primarily for agricultural purposes, such as land for crops or livestock.

Right of Entry

A Right of Entry form, signed by all property owners, is legally required before contractors providing PPDR and/or demolition can access the owner's private property. A Right of Entry is a voluntary document. Your land is private, and it is your decision to grant access. You may withdraw from the program at any time prior to the start of debris removal or demolition activities on your property.





NEXT STEPS FOR

Private Property Debris Removal

Apply for the PPDR Program

To see if you are eligible for debris removal or demolition of unsafe structures on your property, visit one of the PPDR application centers across the county:

- Barnardsville Fire Department Station 15, 100 Dillingham Rd., Barnardsville – Wed.-Sat., 8 a.m. to 5 p.m.
- Swannanoa Fire Rescue, 510 Bee Tree Road, Swannanoa – Wed.-Sat., 8 a.m. to 5 p.m.
- Fairview Library, 1 Taylor Road, Fairview – Mon.-Fri., 8 a.m. to 6 p.m. and Sat. 9 a.m. to 2 p.m. (Co-located with the FEMA Disaster Recovery Center)
- Black Mountain Library, 105 North Dougherty Street, Black Mountain – Wed.-Sat., 8 a.m. to 5 p.m.

You can also complete the online application. For the application link, visit www.buncombecounty.org/countycenter/news-detail.aspx?id=21861.

What You'll Need When You Apply

- A copy of your insurance policy and proof or statement of loss from the company (if insured)
- A color copy of your driver's license or a valid U.S. government-issued ID (such as a passport)
- Proof of ownership, such as a warranty deed, tax assessment, etc.
- A simple sketch of the property identifying the locations of debris (hand-drawn is fine)





NEXT STEPS FOR

Rental Assistance

Rental assistance programs help low income households pay for rent and other housing costs, such as security deposits or utilities, or assist with legal issues to avoid eviction or foreclosure. Many also include services that match tenants looking for housing with landlords who have available units.

FEMA Rental Assistance

FEMA Rental Assistance is a grant to provide disaster survivors with a temporary place to live while they repair or rebuild their home. This money can be used to rent a place to live, such as a house, apartment, hotel room, RV, or other options while your home is repaired, or while you look for a new place to live.

If you are deemed eligible for FEMA Rental Assistance, the initial grant is for two months. The first step in receiving any assistance from FEMA is to apply. Find more information on applying for Individual Assistance on [Page 7](#).

County & City Rental Assistance

Buncombe County and the City of Asheville are distributing funds for rental assistance through Grace Covenant Presbyterian Church. The program being managed by Grace is available to low-income families. Families can apply by visiting Grace Covenant Presbyterian Church at 789 Merrimon Avenue between noon and 4 p.m., Monday-Friday. You can also call (828) 254-324 for more information.

The City of Asheville is also distributing funds through Eblen Charities. The Eblen program is available to all individuals and families who need help paying for rent or mortgage in Asheville. Learn more online at www.eblencharities.org/programs or by calling (828) 255-3066.

Continued on the next page.





NEXT STEPS FOR

Rental Assistance

These local organizations are also offering assistance with finding or paying for rental accommodations.

AGENCY	ELIGIBILITY
<p>Asheville Buncombe Community Christian Ministry 24 Cumberland Avenue, Asheville (828) 259-5300 www.abccm.org/ministry-service/crisis</p>	<ul style="list-style-type: none"> - Under threat of eviction - <80% Area Median Income - Apply by phone
<p>Asheville-Buncombe Community Land Trust (828) 380-4229 www.abclt.org/housing-matches</p>	<ul style="list-style-type: none"> - Displaced by Helene - Apply online or by phone
<p>Eblen Charities 23 Hamilton Street, Asheville (828) 255-3066 www.eblencharities.org/programs</p>	<ul style="list-style-type: none"> - Experiencing crisis or hardship - <80% Area Median Income - Apply online
<p>Grace Covenant Presbyterian Church 789 Merrimon Avenue, Asheville (828) 254-3274 www.gcpcusa.org</p>	<ul style="list-style-type: none"> - Suffering economic hardship from Helene - <80% Area Median Income - Apply by phone or in-person

Continued on the next page.





NEXT STEPS FOR

Rental Assistance

AGENCY	ELIGIBILITY
<p>NC STR Alliance 21 Restaurant Court, Asheville (828) 333-5840 www.str-trust.com/nc-str-alliance-hurricane-helene-relief-for-displaced-residents</p> <p><i>Matches displaced residents with local short-term rental hosts</i></p>	<ul style="list-style-type: none"> - Displaced by Helene - Apply online
<p>Southern Smoke Foundation (713) 364-6501 www.southernsmoke.org</p>	<ul style="list-style-type: none"> - Food and beverage staff - Must have worked 30+ hours per week in the industry for at least 6 months - Apply online
<p>Swannanoa Valley Christian Ministry 101 North Ridgeway Avenue, Black Mountain (828) 669-9404 www.svcblackmountain.org</p>	<ul style="list-style-type: none"> - Black Mountain, Swannanoa, or homes east of the VA hospital - <200% of the poverty line - Apply by phone or in person

Continued on the next page.





NEXT STEPS FOR

Rental Assistance

AGENCY	ELIGIBILITY
<p>The ARC of Buncombe County 50 South French Broad Avenue #246, Asheville (828) 253-1255 www.arcofbuncombecounty.org/assistance</p>	<ul style="list-style-type: none">- Buncombe County household that includes member with an intellectual or developmental disability- <80% Area Median Income- Apply by phone or online
<p>The Giving Kitchen (404) 254-1227 www.thegivingkitchen.org/help</p>	<ul style="list-style-type: none">- Food and beverage staff facing crisis- Apply online
<p>Thrive Asheville kristal@thriveasheville.org www.thriveavl.org/landlord-tenant-partnership-1</p>	<ul style="list-style-type: none">- Must have an active Housing Choice Voucher or active Section 8 Voucher- Apply online





NEXT STEPS FOR

Mortgage Assistance

Mortgage assistance programs help households pay their mortgage and other housing costs, such as utilities, to help avoid foreclosure and homelessness.

AGENCY	ELIGIBILITY
<p>Eblen Charities 23 Hamilton Street, Asheville (828) 255-3066 www.eblencharities.org/programs</p>	<ul style="list-style-type: none"> - Experiencing crisis or hardship - <80% Area Median Income - Apply online
<p>FEMA Individual Assistance Disaster Recovery Centers: Fairview Public Library, 1 Taylor Road, Fairview Weaverville Town Hall, 30 South Main Street, Weaverville www.disasterassistance.gov</p>	<p><i>Deadline: March 8, 2025</i></p> <ul style="list-style-type: none"> - Impacted by Tropical Storm Helene - Apply online, by phone, or in person <p><i>More information on Page 7.</i></p>
<p>Grace Covenant Presbyterian Church 789 Merrimon Avenue, Asheville (828) 254.3274 www.gcpcusa.org</p>	<ul style="list-style-type: none"> - Suffering economic hardship from Helene - <80% Area Median Income - Apply by phone or in-person

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NEXT STEPS FOR

Mortgage Assistance

AGENCY	ELIGIBILITY
<p>OnTrack Financial Education & Counseling 50 South French Broad Avenue, Suite 227, Asheville (828) 255-5166 www.ontrackwnc.org</p> <p><i>Foreclosure prevention counseling</i></p>	<p>- Homeowners who are late on mortgage payments or are concerned about being able to afford their home in the near future</p>
<p>Swannanoa Valley Christian Ministry 101 North Ridgeway Avenue, Black Mountain (828) 669-9404 www.svcblackmountain.org</p>	<p>- Black Mountain, Swannanoa, or homes east of the VA hospital - <200% of the poverty line - Apply by phone or in person</p>





NEXT STEPS FOR

Utilities Assistance

These local organizations are helping low- and moderate-income households pay for water, electric, gas, or other utility costs to avoid services being turned off.

AGENCY	ELIGIBILITY
<p>Asheville Buncombe Community Christian Ministry 24 Cumberland Avenue, Asheville (828) 259-5300 www.abccm.org/ministry-service/crisis</p>	<ul style="list-style-type: none"> - Under threat of eviction - <80% Area Median Income - Apply by phone
<p>Eblen Charities 23 Hamilton Street, Asheville (828) 255-3066 www.eblencharities.org/programs</p>	<ul style="list-style-type: none"> - Experiencing crisis or hardship - <80% Area Median Income - Apply online
<p>Grace Covenant Presbyterian Church 789 Merrimon Avenue, Asheville (828) 254.3274 www.gcpcusa.org</p>	<ul style="list-style-type: none"> - Suffering economic hardship from Helene - <80% Area Median Income - Apply by phone or in-person
<p>Southern Smoke Foundation (713) 364-6501 www.southernsmoke.org</p>	<ul style="list-style-type: none"> - Food and beverage staff - Must have worked 30+ hours per week in the industry for at least 6 months - Apply online

Continued on the next page.





NEXT STEPS FOR

Utilities Assistance

AGENCY	ELIGIBILITY
<p>Swannanoa Valley Christian Ministry 101 North Ridgeway Avenue, Black Mountain (828) 669-9404 www.svcblackmountain.org</p>	<ul style="list-style-type: none">- Black Mountain, Swannanoa, or homes east of the VA hospital- <200% of the poverty line- Apply by phone or in person
<p>The ARC of Buncombe County 50 South French Broad Avenue #246, Asheville (828) 253-1255 www.arcofbuncombecounty.org/assistance</p>	<ul style="list-style-type: none">- Buncombe County household that includes member with an intellectual or developmental disability- <80% Area Median Income- Apply by phone or online
<p>The Giving Kitchen (404) 254-1227 www.thegivingkitchen.org/help</p>	<ul style="list-style-type: none">- Food and beverage staff facing crisis- Apply online





NEXT STEPS FOR

Rental Assistance Info for Landlords

Landlords and property managers can play a vital role in reducing housing instability and promoting recovery after a disaster. One resource that benefits landlords and tenants is rental assistance.

Advantages of Accepting Rental Assistance

One-time or ongoing payments of rent ensures that tenants stay in their homes and landlords receive the money for their unit(s). Often households and individuals seeking rental assistance are looking for stabilization in the safe and secure housing they are currently residing within.

There are several advantages to accepting rental assistance.

- **Guaranteed rent payments:** Rental assistance programs are specifically designed to make sure that landlords get paid and keep tenants housed.
- **Guaranteed security deposits, arrears, utility payments, and more:** Rental assistance can be more than just a regular monthly payment; many tenants are eligible for security deposits, arrears, utility assistance, and even support to cover accidental damages.
- **Less vacancy time:** When tenants move out, it takes time to find someone new and empty rentals do not generate rental income. By accepting rental assistance from an existing tenant, landlords continue to receive payment and reduce the time and headache of changing occupants.
- **More potential renters:** Accepting more forms of rent gives you access to a bigger pool of potential ready-to-rent tenants.
- **Additional support:** Many rental assistance programs work with households to provide additional support like case management, transportation, meals, medical care, and other resources necessary to maintain a safe, healthy, and sustainable home.
- **Satisfaction of helping others:** Everybody needs a little help sometimes. By accepting rental assistance, landlords become an important partner in the community safety net that allows neighbors to maintain a place to call home.

Find FAQs on the next page.





NEXT STEPS FOR

Rental Assistance Info for Landlords

Frequently Asked Questions

Who pays the rent?

Typically, rental assistance programs pay landlords directly each month assistance is needed. This ensures the landlord receives the funds.

Where could I refer my tenant for assistance?

Many charitable organizations provide rental assistance to households in need and have varied requirements. Some organizations serve specific tenants (low-income households, families with children, or seniors). For a list of rental assistance providers, go to [Page 16](#).

How much rental assistance is available?

Rental assistance providers may have varying assistance thresholds based on program guidelines. These thresholds could be a monetary cap, a time limit, or may be limited based on Federal standards for Fair Market Rent. To best understand what assistance may be available to a household contact each provider to learn more about their program.

What is Fair Market Rent?

Each year the Department of Housing and Urban Development (HUD) calculates the average rents in the region and sets the maximum amount that federally funded programs can pay. Non-federal programs and non-profits often use the same standard. To view Fair Market Rent amounts, visit <https://bit.ly/ashevillefmr>.

How do tenants qualify for rental assistance?

Qualifications will vary between each organization. Tenants may need to demonstrate the need for assistance and be income eligible in accordance with Area Median Income (AMI) levels. Area Median Income levels are determined by the number of people in the household and are published by HUD annually, to view these income levels visit <https://bit.ly/ashevilleami>.

Continued on the next page.





NEXT STEPS FOR

Rental Assistance Info for Landlords

Frequently Asked Questions

What documentation do landlords need to provide?

Documentation that may need to be provided by a landlord will vary. Generally, landlords provide a copy of the lease agreement (if not provided by the tenant), a W9, and contact information for the landlord. In some cases, a signed attestation to accepting the assistance will be required.

How can I trust the payment will be valid?

Providers of rental assistance are typically certified 501(c)(3) nonprofit organizations with proper funding and a mission directly connected to the assistance they provide to the community. These organizations have a variety of grant funding with third parties like government agencies or foundations that often hold them accountable to ensure funds are expended properly and not misused.

Can landlords apply for rental assistance on behalf their tenants?

Landlords cannot apply directly for rental assistance on behalf of their tenants. Program eligibility requirements are based on the needs of the tenants. However, landlords can encourage tenants to apply for such assistance to receive payment from a provider on behalf of their tenant.

Best Practices

- Reach out to your tenant(s).
- Honor the lease and be flexible when possible.
- Include flexibility with existing tenants to arrange for late payments through assistance providers.
- Seek help to find solutions.





NEXT STEPS FOR

Low-Income Energy Assistance

The Low Income Energy Assistance Program (LIEAP) provides for a one-time vendor payment to help eligible low-income families pay their heating bills.

Eligibility Requirements

Applications are open for all qualifying households through March 31 or until funds are exhausted.

In order to qualify, households must:

- Have at least one U.S. citizen or non-citizen who meets the eligibility criteria.
- Meet an income test.
- Have reserves at or below \$2,250.
- Be responsible for the home's heating costs.

Apply for LIEAP

Apply for LIEAP online at ePASS.NC.gov.





NEXT STEPS FOR

Code Purple Emergency Shelter

Code Purple is the emergency winter shelter program in Asheville and Buncombe County. During extremely cold weather, shelters open extra space overnight for people with nowhere else to go. Code Purple is called when temperatures are at or below 32 degrees, including windchill (or below 40 degrees with rain or snow).

Staff and volunteers can work with you to find ongoing shelter and housing options.

Eligibility Requirements

You do not need an ID to stay. You do not need to be sober to get in. You must be able to care for your own basic needs (get in and out of bed, visit the restroom, shower, take your medications, etc.). You may bring some personal items, but storage lockers are limited.

However, you must agree to the following conditions:

- No using, buying, or selling drugs or alcohol in the shelter or on property.
- No theft or violence.
- No weapons (any dangerous items must be turned in at entry and will be returned you at exit).
- No pets.

Transportation

Free transportation to Code Purple shelters is available.

- Inform the ART Bus driver that you need to ride to a Code Purple shelter.
- A shuttle picks up guests at ABCCM Crisis Ministry (24 Cumberland Avenue, Asheville) at 4 p.m. when shelters are open.

Find More Information

For more information on the program, call the Code Purple Hotline at 828-398-6011 or visit www.ashevillenc.gov/service/cold-weather-emergency-shelter.

You can find the latest weather information online at www.weather.gov.

Find shelter locations on the next page.





NEXT STEPS FOR
**Code Purple
 Emergency Shelter**

The Code Purple program provides beds and meals at the following locations:

LOCATION	POPULATION	HOURS	BUS ROUTE
Asheville Buncombe Community Christian Ministry 20 20th Street, Asheville 828-398-6013	Single men	Intake: 4-8 p.m. Exit: 7:30 a.m.	WE2
Transformation Village 30 Olin Haven Way, Asheville 828-259-5365	Single women and women with children	Intake: 4-8 p.m. Exit: 7:30 a.m.	W2 Stop 877: Asheville Outlets <i>(shuttle)</i>
Safe Shelter 587 Haywood Road, Asheville 828-606-2091 or 828-595-6101 <i>Referral is required; complete the <u>online referral form</u> before you call one of the above phone numbers.</i>	Families	Intake: 6 p.m. Exit: 7:30 a.m.	W1 W2 W6





NEXT STEPS FOR

Private Road & Bridge Repair

If an individual had a privately owned road or bridge damaged or destroyed by Tropical Storm Helene, FEMA assistance may be available for replacement or repairs. Repairs can also be facilitated through FEMA Public Assistance.

Eligibility Requirements

To receive repair assistance for privately-owned access routes, the following conditions must be met:

- A FEMA inspection must determine repairs are necessary to provide drivable access to the primary residence.
- The applicant must be responsible (or share responsibility with other homeowners) for maintaining the privately-owned access route to their primary residence.
- The privately owned access route is the only way to reach the applicant's primary residence; repair or replacement of a secondary route is necessary for practical use (for example, it is impossible to access the residence without a bridge or road); OR the safety of the occupants or the residence would be adversely affected because emergency vehicles cannot reach the residence.

Apply for Bridge and Road Repair Assistance

Assistance for repairing privately owned roads and bridges is provided through FEMA Individual Assistance (IA). **When you're applying, it is considered Home Repair.**

You can apply in four ways:

- Submit your application online at www.disasterassistance.gov.
- Download the [FEMA app](#) for mobile devices.
- Call 1-800-621-3362. The line is open 7 a.m. to midnight ET every day and is available in multiple languages.
- Visit the Disaster Recovery Centers at Fairview Public Library and Weaverville Town Hall. Hours are Monday-Friday, 8 a.m.-6 p.m. and Saturday, 9 a.m.-2 p.m.

For more information on IA, visit [Page 7](#).





NEXT STEPS FOR

Private Road & Bridge Repair

Applying with Multiple Families

In an instance where the private road or bridge serves multiple households and these households share responsibility for its maintenance, all households are encouraged to apply. However, not all households are required to apply.

FEMA will need additional coordination between applicants, including:

- Written consent from all applicants as pertains to the shared privately-owned access route.
- A declarative statement affirming any assistance FEMA provides will be used to make repairs to the access route and that the applicant understands they are responsible for getting permits and complying with local codes and ordinances.

All applications will be reviewed to determine an equitable award, and each party could receive up to the maximum repair amount of \$42,500.

Private roads and bridges that are maintained by an HOA may not be eligible for assistance. However, if the HOA is unable to receive assistance from insurance or other sources, FEMA may still help.

If You Already had Your Bridge or Road Repaired...

You may still be eligible for assistance. Let the FEMA inspector know that your road or bridge was damaged then repaired, and make sure you keep all repair receipts to send copies to FEMA after the inspection.

Repairs through Public Assistance

Private road and bridge repair can also be made through FEMA Public Assistance, which is provided to local, state, and tribal governments as well as some nonprofits. This assistance only allows for the minimum, temporary work required for emergency service access. PA can potentially supplement IA, if that assistance does not fully cover repairs.





NEXT STEPS FOR

Emergency Watershed Protection Program

Buncombe County residents with damage or severe erosion from Helene that causes a threat to a structure, road, bridge, culvert, or other infrastructure could be eligible for the U.S. Department of Agriculture EWP Program.

Eligible Damage

The EWP Program assists landowners with repairing damage that is threatening their property's safety.

- Debris-clogged waterways
- Unstable streambanks
- Severe erosion jeopardizing public infrastructure
- Wind-borne debris removal
- Steep slopes that have lost ground cover and are in danger of sliding

The disaster-related damage must be causing a threat to an existing structure, road, bridge, or other infrastructure to be eligible. While this program does fund repairs, the timeline is generally 1-3 years.

Apply for the EWP Program

There are two ways to apply for funding.

- Online through the Buncombe County Property Damage Form. You can find the online application at <https://www.buncombecounty.org/countycenter/news-detail.aspx?id=21893>.
- By phone at (828) 250-4785. Provide your name, address, and a brief description of the damage, and Buncombe County Soil & Water Conservation will reach out as soon as possible.





NEXT STEPS FOR **ePASS**

North Carolina's ePASS is a quick and easy way for individuals and families to learn about and apply for available benefits and services. It does not just apply to disaster assistance, but it can help those impacted by the storm.

Programs Available Through ePASS

ePASS is a web-based, self-service tool that allows North Carolinians to screen for potential eligibility for a range of benefits and programs. If you're eligible for a program, the program will offer information about pursuing assistance.

These programs and benefits are offered through ePASS:

- Food and Nutrition Services
 - *Note:* You can also apply for FNS without creating an ePASS account.
- Medical assistance
- Low-Income Energy Assistance Program
 - Find more information on [Page 27](#).
- Energy Crisis Intervention Program
- Special Supplemental Nutrition Program for Women, Infants and Children
- Temporary Assistance for Needy Families (TANF) - Work First

Set Up Your ePASS Account

You can create an account online at epass.nc.gov. The website also includes links to view or print PDF copies of program applications.





NEXT STEPS FOR

Community Care Stations

Four Community Care Stations with laundry, showers, bottled water, and more remain open in heavily impacted areas:

- **Owen Pool**, 117 Stone Drive, Swannanoa
 - Hours: Monday-Friday, 9 a.m.-9 p.m.; Saturday-Sunday, 7 a.m.-7 p.m.
- **Morgan Hill Baptist Church**, 594 Barnardsville Highway, Weaverville
 - Hours: Daily, 7 a.m.-7 p.m.
- **Bethel United Methodist**, 1050 Riceville Road, Asheville
 - Hours: Daily, 7 a.m.-7 p.m.
- **Fairview Ingles**, 225 Charlotte Highway, Asheville
 - Hours: Daily, 7 a.m.-7 p.m.

These facilities are being evaluated by County teams for use. As of February 5, 2025, all four are still available; an announcement will be made if closure dates are set.





NEXT STEPS FOR

Community Engagement Markets

Buncombe County’s community engagement markets offer food at no cost to the public, along with resource connections to services offered by the County and community partners. In addition to healthy food, the markets include onsite connections to services like health screenings, vaccinations, voter registration, employment, and more.

Market Locations and Schedule

Market	Time	Frequency	Address
Aston Park Towers	3-4:40 p.m.	1st Wednesday of the month	165 French Broad Avenue, Asheville
Pisgah View Apartments	3-4:30 p.m.	2nd and 4th Wednesdays of the month	1 Granada Street, Asheville
Deaverview Apartments	3-4:30 p.m.	1st and 3rd Mondays of the month	275 Deaverview Road, Asheville
Shiloh	3-5 p.m.	3rd Wednesday of the month	486 Caribou Road, Asheville
Dr. Wesley Grant Sr. Center	3-4:30 p.m.	4th Wednesday of the month	285 Livingston Street, Asheville

Continued on the next page.





NEXT STEPS FOR

Community Engagement Markets

Market	Time	Frequency	Address
Bartlett Arms Apartments	3-4:40 p.m.	2nd and 4th Tuesdays of the month	121 Bartlett Street, Asheville
ABCCM: Hominy Valley	2-4 p.m.	4th Friday of the month	1914 Smokey Park Highway, Candler
Big Ivy Community Center	9:30-11:30 a.m.	2nd, 3rd, and 4th Tuesdays of the month	540 Dillingham Road, Barnardsville
Asheville Middle School	5-6:30 p.m.	3rd Tuesday of the month	211 South French Broad Avenue, Asheville
Erwin Middle School	5-6:30 p.m.	2nd Monday of the month	20 Erwin Hills Road, Asheville
Enka Middle School	4:30-6 p.m.	1st Tuesday of the month	390 Asbury Road, Candler
Grove Street Center	12-1:30 p.m.	2nd Friday of the month	36 Grove Street, Asheville

Continued on the next page.





NEXT STEPS FOR

Community Engagement Markets

Market	Time	Frequency	Address
Klondyke Apartments	3-4:40 p.m.	3rd Thursday of the month	500 Montford Avenue, Asheville
Maple Crest Apartments	3-4:30 p.m.	2nd Monday of the month	20 Lee Garden Lane, Asheville
Fairview Public Library	3-5 p.m.	1st Friday of the month	1 Taylor Road, Fairview





NEXT STEPS FOR

Food & Goods Distribution

There are many local nonprofits and community-led groups offering food and goods to those impacted by Tropical Storm Helene. These are some of the organizations where you can find assistance.

12 Baskets Cafe

A program of the Asheville Poverty Initiative, 12 Baskets Cafe serves a community lunch and runs a free grocery store on Monday, Tuesday, Thursday, and Friday from 11 a.m. to 1 p.m. The cafe is located at 610 Haywood Road.

ABCCM Crisis Ministries

Asheville Buncombe Community Christian Ministries has four Crisis Ministry locations in the area, offering food, clothing, goods, financial assistance, and counseling.

- North Samaritan - 403 Weaverville Highway, Asheville
- Downtown Asheville - 24 Cumberland Avenue, Asheville
- Hominy Valley - 1914 Smokey Park Highway, Candler
- South - 10 Buck Shoals Road, Arden

The organization also offers to-go meals through its Our Daily Bread Meal at Sunrise program at 1543 Patton Avenue. Meals are offered Monday-Friday, 11:30 a.m.-1 p.m.

For more information, call (828) 259-5300 or visit www.abccm.org/get-help.

BeLoved Asheville

The nonprofit's distribution center at 32 Old Charlotte Highway is open Tuesday-Saturday, 9 a.m.-1 p.m.

Continued on the next page.





NEXT STEPS FOR

Food & Goods Distribution

There are many local nonprofits and community-led groups offering food and goods to those impacted by Tropical Storm Helene. These are some of the organizations where you can find assistance.

Bounty & Soul

The nonprofit is not currently hosting produce markets at its main location. In the wake of the storm, it has transitioned to pop-up markets and distribution through its Farmers Market Truck.

- **Mondays:**
 - Blunt Pretzels, 120 Alexander Plaza, Swannanoa - 12-1:30 p.m.
- **Tuesdays:**
 - UNETE, 55 Adams Hill Road, Asheville - 3:30-5 p.m. *This market is Spanish speaking, but all are welcome.*
 - Food Lion, 1350 Charlotte Highway, Fairview - 3-4:30 p.m.
- **Wednesdays:**
 - Covenant Community Church, 11 Rocket Drive, Asheville - 3:30-5 p.m.
 - Beacon, 216 Whitson Avenue, Swannanoa - 4-5 p.m. *This market is Spanish speaking, but all are welcome.*
- **Thursdays:**
 - BiLo, 205 NC-9, Black Mountain - 3:30-5 p.m. *This market is drive-through only.*
- **Fridays:**
 - Rock Hill Baptist Church, 486 Caribou Road, Asheville - 10 a.m.-12 p.m.
- **Saturdays:**
 - ArtSpace, 2030 US 70, Swannanoa - 10-11 a.m.

Continued on the next page.





NEXT STEPS FOR

Food & Goods Distribution

There are many local nonprofits and community-led groups offering food and goods to those impacted by Tropical Storm Helene. These are some of the organizations where you can find assistance.

MANNA FoodBank

MANNA maintains a free food resource with a map of its partners and food distributions across 16 WNC counties. You can find it online at www.mannafoodbank.org/wnc-free-food-distributions.

Note: Due to the impact of the storm, some information may be out of date.

The Salvation Army

The organization offers a number of services, including food assistance, clothing and furniture vouchers, rent and utility assistance, and disaster relief.

To find support, you can call (828) 253-4723 or visit the shelter and social services center at 204 Haywood Street in Asheville.

Western Carolina Rescue Ministries

The organization serves meals in the driveway of 225 Patton Avenue in Asheville. The meals are available to anyone in need. Lunch is served on Monday, Tuesday, Thursday, and Friday at noon. Dinner is served daily at 4:30 p.m.





NEXT STEPS FOR

Health & Medical Care

There are many local nonprofits and community-led groups offering medical and behavioral care at no cost or on a sliding scale. These are some of the organizations where you can find assistance.

ABCCM Medical Ministries

Eligible patients can receive medical care at no cost during the walk-in clinic, Monday-Thursday, 9 a.m.-12 p.m. The clinic is located at 155 Livingston Street in Asheville.

To be eligible for no-cost care, you must:

- Be a Buncombe County resident.
- Be without health insurance.
- Have a gross income of below 250% of the federal poverty level.

Appalachian Mountain Health

AMH offers a program that reduces fees charged to insured and uninsured patients based on their income and family size. Insured patients may still be eligible for a fee reduction for non-covered services.

AMH has several Buncombe County locations:

- 77 McDowell Street, Asheville
- 711 New Leicester Highway, Asheville
- 225 Patton Avenue, Suite 200, Asheville
- 7 McDowell Street, Asheville (dental care)

Continued on the next page.





NEXT STEPS FOR

Health & Medical Care

There are many local nonprofits and community-led groups offering medical and emotional care at no cost or on a sliding scale. These are some of the organizations where you can find assistance.

Blue Ridge Health

Sliding-scale fees are available for all services, including medical and dental care. Eligibility for discounted care is based on family size and income.

In addition to several school health centers, Blue Ridge Health's main office is located at 303 Airport Road in Arden.

SVCM NeighborCare Clinic

This cost-free medical clinic can be found at 101 North Ridgeway Avenue in Black Mountain. The current hours are Wednesdays and Saturdays, 9 a.m.-12 p.m.

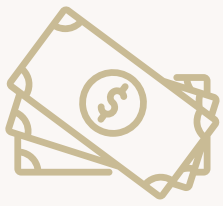
Western North Carolina Community Health Services

The sliding discount program reduces the cost of care, including medical care and behavioral health, for uninsured patients as well as for insurance deductibles for qualifying insured patients. The sliding scale is based on family size and income.

There are two Buncombe County locations:

- Minnie Jones Health Center, 257 Biltmore Avenue, Asheville
- Hominy Valley Health Center, 1914 Smokey Park Highway, Candler





NEXT STEPS FOR

Red Cross Financial Assistance

The American Red Cross has been on the ground providing assistance with basic needs, but eligible applicants can receive financial assistance as well.

Eligibility Requirements

The Red Cross Immediate Assistance financial aid is for those in homes that sustained major damage or were destroyed by Helene.

- A **destroyed** home will not be able to be repaired. The residents will have to move away permanently or for an extended amount of time while their home is rebuilt.
- A structure with **major damage** is currently uninhabitable but can be repaired. The residents will need to live elsewhere while repairs take place.

The Red Cross is reaching out directly via phone, text, and email to qualified households. If you received one of these communications from the organization, follow the instructions in the message. The Red Cross will not ask for your social security number. You do not need to be a US citizen to receive financial assistance.

The second round of financial assistance will roll out at the end of January 2025. This assistance is for any disaster-impacted individual with unmet needs.

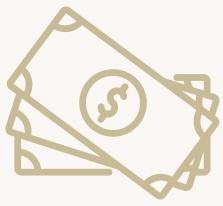
Apply for Red Cross Financial Assistance

If you need assistance from the Red Cross or you were contacted and have questions, call 1-800-RED-CROSS (1-800-733-2767).

A case manager will work with you to provide assistance and will stay in contact to bridge any future gaps in your recovery.

Learn more online at www.redcross.org/about-us/our-work/disaster-relief/hurricane-relief/hurricane-helene/hurricanes-helene-milton-financial-assistance.html.





NEXT STEPS FOR

Disaster Unemployment Assistance

If your employment was lost or interrupted because of Tropical Storm Helene, you may be eligible for Disaster Unemployment Assistance (DUA). DUA is a federal program that provides temporary payments to qualified people.

APPLICATIONS CLOSE ON MONDAY, MARCH 10.

Eligibility Requirements

To receive DUA, applicants must meet one of the following conditions:

- No longer have the job that provided their primary source of income.
- Are unable to reach their place of employment.
- Cannot work because of an injury caused by the storm.
- Were unable to begin employment or self-employment due to the storm.
- Have become the major supplier of household income due to a storm-related death of the previous major supplier of household income.

Eligibility for DUA is determined weekly. You must continue to be out of work as a direct result of Tropical Storm Helene each week to get benefits.

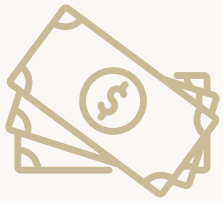
If you are eligible for state benefits, you must exhaust those benefits before you can receive DUA.

Apply for DUA

You can file claim online at des.nc.gov by creating a MyNCUIBenefits account. If you need help or don't have access to a computer, you may file over the phone by calling the DUA hotline 919-629-3857.

You must file a certification each week.





NEXT STEPS FOR

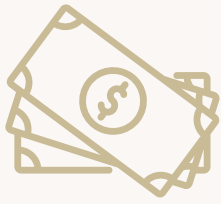
Disaster Unemployment Assistance

APPLICATIONS CLOSE ON MONDAY, MARCH 10.

What You'll Need When You Apply

- Names and addresses of all employers for the past 24 months
- County of residence
- County of employment
- Mailing address and zip code
- Valid telephone number
- Your Social Security number
 - *Note:* Non-citizens will also need their Alien Registration number.
- Proof of employment and income if you're self-employed, a farmer, or a commercial fisher





NEXT STEPS FOR

Eblen Charities Assistance Programs

At this time, the nonprofit is assisting with back-due rents, mortgages, and water bills as well as medical needs. Assistance with utilities and heating is being referred to Buncombe County Department of Health and Human Services. Learn more about Low-Income Energy Assistance on [Page 27](#).

Apply for Rent and Mortgage Assistance

The rent and mortgage assistance program is available to all individuals and families who need help paying for rent or mortgage in Buncombe and surrounding storm-impacted counties. Find the application at www.eblencharities.org/programs or by calling (828) 255-3066.

Note: If you are applying for rent assistance, your landlord must complete a form before payments are issued.

For more information on rental or mortgage assistance, go to [Page 16](#).

Apply for Other Assistance

Eblen also offers general and medical assistance for residents in need. Find the application at www.eblencharities.org/programs or by calling (828) 255-3066.

If you require assistance with a different need, call the office at the above number for help and information.





NEXT STEPS FOR **Legal Services**

These firms can provide free or low-cost legal services to assist with disaster and non-disaster-related legal concerns, making recovery appeals, proving property ownership, and avoiding foreclosure and evictions.

Pisgah Legal Services

This nonprofit firm provides free civil legal aid, advocacy, and health care access to low-income people in 18 counties and the Qualla Boundary.

Eligibility Requirements

Pisgah Legal Services determines eligibility through income, family size, assets, and living expenses.

Get in Contact

Visit the website at www.pisgahlegal.org or call (828) 253-0406.

Legal Aid of North Carolina

This statewide organization provides free legal help to low-income residents in civil cases. Reaching out for advice does not require you to pursue a legal process or take action in court.

Eligibility Requirements

Eligibility for legal advice and services from Legal Aid of North Carolina is determined by income and legal status. The firm gives priority to services for families whose income is under 125% of the Federal Poverty Level, and families cannot have assets that exceed twice the income limit. Legal Aid must serve individuals documented to reside in the U.S.

Get in Contact

Visit the website at www.legalaidnc.org or call the helpline at 1-866-219-5262.





NEXT STEPS FOR NC 211 Information Service

NC 211 is an information and referral service run by United Way to connect residents to basic needs, like housing and food. The service can be access online or via phone at any time on any day.

Resources through NC 211

NC 211 is an information and referral service, so it does not directly provide resources. However, it can connect those in need to a variety of verified resources in our area, including:

- Housing
- Food
- Transportation
- Utilities assistance
- Health care
- Legal services
- Income support
- Mental health and substance use disorder services
- Educational support

How to Connect

Anyone in the state can make a free call to 2-1-1 or (888) 892-1162, and the lines are available in multiple languages. A Community Resource Specialist will identify needs and connect you to local resources.

You can also use the search tool on www.nc211.org to find information about resources in our area.





NEXT STEPS FOR Disaster Case Management

The state-led North Carolina Disaster Case Management Program (NC-DCM) is now available to guide individuals and households in Buncombe County through the Tropical Storm Helene recovery process.

Details and Eligibility Requirements

The NC-DCM program is designed to provide one-on-one help for anyone who has unmet, disaster-related needs, but priority is being given to individuals who were most impacted.

Survivors can access the program even if they have not applied for FEMA assistance. Survivors may also be able to get help even if they were previously unhoused before the storm.

After you complete an initial needs assessment, a case manager will work with you to make a personalized recovery plan and connect you with available resources. Survivors should be ready to share contact information, details of the current needs and barriers to recovery, and information about the household.

There is no cost to participate.

Apply for NC-DCM

To get started, call the NC-DCM Contact Center at 844-746-2326. The Contact Center is open Monday-Friday, 8 a.m.-5 p.m.

You can also fill out the NC-DCM intake survey at www.ncdps.gov/helene/dcm.





Notes





Notes

