

# City of Charleston Post-Event Damage Assessment Flyer

## *Return, Rebuild and Recover Safer*

### Return

#### Health and Safety Information

- Stay tuned to local news and return home only after authorities advise that it is safe. Enter your home with caution.
- Never attempt to drive through flooded roadways- Turn around, don't drown.
- Survey for cracks in the foundation.
- Check for gas leaks, electrical system "live wires", water line, and sewer line damage. Shut off damaged utilities.
- Avoid damaged power lines and report them immediately to the power company or fire department.
- Always avoid touching electrical components in or near floodwaters.
- Avoid contact with floodwater that may contain harmful bacteria and chemicals.
- In the event of water damage, remove moisture within 24-48 hours to minimize the growth of mold.
- To prevent further damage, cover broken windows and roofs.

#### Debris Removal

Please separate debris into the following piles:

- **Appliances** – A/C unit, stove etc.
- **Yard Debris** – Tree leaves/branches
- **Construction Debris** – Building materials, carpet, and furniture
- **Household Garbage** – Food, paper and plastic waste
- **Hazardous Materials** – Separate paint, cleaners, and fertilizers with care

Be careful not to block roadways, fire hydrants, utility boxes, and drainage inlets.

### Rebuild

#### Building Permits

It is the property owner's responsibility to ensure building permits are obtained for building repairs and renovations. Building permits ensure work is performed to City and State codes and contractors are licensed to perform the work.

Permits are not exempt following a natural disaster and are required before work starts.

**Building permits are required for all repairs to buildings in the Special Flood Hazard Area (SFHA)- AE, or VE Flood Zones.**

In the SFHA, permit requirements include, the replacement and repair of roofs, walls, siding, flooring, drywall, insulation, cabinets, ductwork, mechanical, electrical, plumbing, and gas systems.

You can also check with our Permit Center to see if a permit is required:

**City of Charleston Permit Center**  
<https://www.charleston-sc.gov/856/Permit-Center>

843.577.5550

[permits@charleston-sc.gov](mailto:permits@charleston-sc.gov)

Construction without proper permits may result in citations, fines, removal of the non-compliant construction, or other legal action.

Report suspected permitting violations to the Citizen Services Desk at 843.724.7311.

#### Contractors

Contractors are required to have City Business *and* SC Contractors Licenses.

Verify SC licenses through the [SC Labor Licensing Regulation](#) and [City of Charleston](#) licenses by calling 843.724.3711 or by emailing [Businesslicense@charleston-sc.gov](mailto:Businesslicense@charleston-sc.gov).

# Recover

## Damage Reporting

Report damage on your property such as flooding interior to the home, fallen trees or damaged utilities:

**City of Charleston Citizen Services Desk**  
843.724.7311

## Online Damage Reporting

<https://gis.charleston-sc.gov/report-damage/>

## Building Damage Assessments

The City of Charleston performs damage assessments following major storms and widespread damage events to determine the extent of damaged buildings and to identify unsafe structures.

The assessments can demonstrate a county's need for a Presidential Disaster Declaration, which would allow additional federal emergency funds to become available.

Reporting damage helps us to ensure that all damage is documented. We also collect homeowners' contact information to provide subsequent recovery updates.

By reporting flooding damage, you can help the City of Charleston make data-informed decisions to better serve our residents. For example, damage reports can help identify areas that need infrastructure upgrades.

## Floodplain Management

Flood resistant design and construction practices should be used during the rebuilding process to reduce future flood risk and losses, such as using flood resistant materials and elevating equipment.

If the repairs needed to bring a structure to its pre-damage condition will equal or exceed 50% of the market value of the structure (not including the value of the land), the structure is Substantially Damaged and must be brought into compliance with current local floodplain management standards.

Substantially Damaged or repetitively flooded buildings may be eligible for assistance in the form of an Increased Cost of Compliance (ICC) payment or flood mitigation grant. If you are interested in flood mitigation options, contact the floodplain management team at [floodplain-info@charleston-sc.gov](mailto:floodplain-info@charleston-sc.gov)

## Insurance

The City of Charleston's damage assessments are independent of insurance adjustments and do not negatively impact your insurance rates. However, filing a claim may increase insurance premiums.

Contact your insurance provider to make insurance claims:

- Contact your insurance provider within 2 weeks.
- Photograph house and contents damage prior to starting clean up.
- Document all invoices, receipts, and statements.

## Disaster Assistance

American Red Cross- Lowcountry Chapter  
843.764.2323

FEMA Disaster Assistance  
800.621.3362

U.S. Small Business Administration (SBA)  
843.225.7430

Trident United Way  
211

Charleston County Emergency Management  
843.746.3800 or 843.743.7200

Berkeley County Emergency Management  
843.719.4166

## Utility Provider Contact Information

Dominion Energy  
Outage/Downed Power Line: 888.333.4465  
Gas Leak: 800.815.0083

Berkeley Electric Cooperative  
Outage Line: 888.253.4232

Charleston Water System  
Sewer Overflow: 843.727.6800

**FOR ALL EMERGENCIES CALL 911**

**Scan QR Code to View Digitally:**

