



410-313-3600 / [ECFloodRecovery@HowardCountymd.gov](mailto:ECFloodRecovery@HowardCountymd.gov)

August 31, 5 p.m.

## **Frequently Asked Questions**

### **How can I get access to my home or business?**

The county retracted the perimeter of Main Street's "no-access" area on Aug. 23, restoring access to the top of Main Street from Ellicott Mills Drive to Court Avenue, and on Old Columbia Pike down to Main Street.

These changes allowed businesses at the western end of Main Street and along Tonge Row a chance to reopen. On-street parking on Main Street continues to be prohibited and parking in general will be tight. Limited parking will be available on parking Lot "D" by Roussey Lane to accommodate employees and customers of those accessible businesses.

As we move into the next phase of Ellicott City's recovery, those residents and businesses still in need of information or assistance may call 410-313-0863 between the hours of 9 a.m. and 4 p.m. Attendants will be available to help direct those in need to the available resources.

### **When can I get back into my home permanently?**

As apartment buildings are deemed safe for re-entry by county building and fire inspectors and structural engineers, landlords have been asked to reach out to their tenants when buildings can be reoccupied.

Access to the building may not be from restricted areas and there must be a plan in place to prevent residents from accessing restricted areas, including parking outside the restricted areas. All utilities (water, sewer, electric and gas) must be restored before individuals are allowed to return.

Returning residents would also be required to wear Howard County government-issued credentials. Residents are encouraged to contact their landlords if they have not been in touch with them. For more information or assistance, call 410-313-0863.

### **I understand there will be some street and lot repaving. Where?**

The county has repaved Merryman and Hill streets and half of Lot "F" (approximately 46 spaces) has been re-opened to the public.

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### **What other kind of work still needs to be completed along Main Street?**

As the county continues to reopen sections of Ellicott City, there is still much work to be done. More sidewalks must be installed, buildings still need to be shored up, significant stabilization and repair work is needed along Hamilton Street and major work must be done in front of Salon Marielle.

BGE is installing a new, 4-inch natural gas line on Main Street from Court Avenue to Maryland Avenue. During this extensive repair, BGE will be connecting this line to nearly 70 properties along Main Street.

### **What about historical preservation questions?**

Preservation Maryland will open a temporary resource center in Ellicott City to assist owners of historic properties in their recovery efforts. The center will provide technical assistance to help owners rebuild damaged historic properties along Main Street, connect them with consultants and contractors, help them with the historic district review process and provide them with information on relevant local, state and federal financial assistance and tax credit programs.

### **How can I get an insurance adjustor or licensed contractor to evaluate my property?**

Contractors and insurance adjustors may accompany credentialed property owners to their sites.

### **How can I find a licensed contractor?**

Please be sure to independently verify any licensed contractors. License status of contractors and salespeople can be reviewed at <https://www.dllr.state.md.us/license/mhic/>

### **How can I ask for other assistance?**

A Recovery Assistance Office will be open weekdays, Mondays and Tuesdays from 9 a.m. to 6 p.m. and Wednesdays to Fridays from 9 a.m. to 3 p.m. at the Ellicott City 50+ Fitness Center at 9411 Frederick Road until at least Sept. 20. Those in need can also reach office staff at 410-313-0814.

### **Will financial assistance be available from FEMA or other sources?**

U.S. Small Business Administration signed Howard County's request to make low-interest disaster loans available to homeowners, property owners, businesses and nonprofit agencies.

Property and homeowners can talk to Customer Service Representatives from the Small Business Administration at the Disaster Loan Outreach Center at the 50+ Center at 9401 Frederick Rd. It is open weekdays from 8:30 a.m. to 5:00 p.m. through Friday, September 2. Refer to the [SBA Fact Sheet](#) online for more information.

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## **How can I help?**

### **How to donate**

We have been overwhelmed by the outpouring of donations. While we are so grateful, our support agencies no longer have the capacity to accept, store or distribute physical donations. From this point forward, if you wish to donate, please do so monetarily through one of the following organizations:

Ellicott City Partnership  
[www.HelpEllicottCity.com](http://www.HelpEllicottCity.com)

Community Action Council of Howard County  
[www.cac-hc.org](http://www.cac-hc.org)

United Way  
[www.uwcm.org/ecstrong](http://www.uwcm.org/ecstrong)

While there are certainly other legitimate organizations accepting monetary donations, using one of the above three avenues helps guarantee your donations will get where you intend.

### **How much money has been raised so far?**

More than \$500K in monetary donations have come in since the flood. A new Recovery Fund Committee will be responsible for distributing those funds. Councilman Jon Weinstein has agreed to chair.

The next meeting of the #ECStrong Recovery Fund Committee is scheduled for Tuesday, August 30 from 2 p.m. to 4 p.m. in the C. Vernon Gray Room, George Howard Building (1st Floor), 3430 Court House Drive, Ellicott City, MD 21043.

This fourth meeting of the #ECStrong Recovery Fund Committee will discuss processes, procedures, and criteria for Ellicott City Flood Recovery Fund distribution.

### **How to volunteer**

The Volunteer Center Serving Howard County, a program of the Columbia Association and a local clearinghouse for volunteerism, will be the new entry point for volunteers interested in helping with flood recovery efforts in Historic Ellicott City.

VolunteerHoward.org, an online service, will make it easier for individuals and groups of volunteers to be organized for recovery missions as they arise.

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### **How can I get the latest news about the recovery efforts?**

Follow Howard County Government on our flood recovery website or social media at:

[www.ECfloodrecovery.org](http://www.ECfloodrecovery.org)  
<https://www.facebook.com/hocogov/>  
<https://www.twitter.com/@HoCoGov>

### **When will electricity and water be restored to Main Street?**

Electricity has been restored on a limited basis. Water has been restored as well. The Department of Public Works advises that potable (drinking) water in Ellicott City continues to meet all Federal and State drinking water standards. As a precaution, the County recommends that you flush (open and let the water run) all services at every level in the building, (faucet, toilets, and hose bibs) for a minimum of 15 minutes before you use the water.

If you find you do not have water service, or are having sanitary sewer issues at your property, please call the Bureau of Utilities during business hours, Mon- Fri. from 7 a.m. to 4 p.m. at 410-313-4900.

### **Will I continue to be charged for my cable TV, internet and other services?**

We have been working with service providers and most are happy to work with customers affected by the flood. Contact customer service for your provider to ask for assistance.

### **How will the disaster impact my scheduled trash and recycling pickup?**

*TRASH, RECYCLING AND TRIM COLLECTIONS SERVICE:* Collections will be made on their normal day and all normal rules apply. Visit [www.HowardCountyRecycles.org](http://www.HowardCountyRecycles.org) or call 410-313-6444. Recycling, trash and yard trim DROP-OFF is available at the Alpha Ridge Landfill, Mon. – Sat. from 8 a.m. to 4 p.m. More details can be found at <https://www.howardcountymd.gov/ARL> or refer to the department's Historic Ellicott City Cleanup and curbside Collections page <https://www.howardcountymd.gov/Departments/Public-Works/Bureau-Of-Environmental-Services/Ellicott-City-Debris-CleanUp> for more answers and information.

### **What about my mail delivery in the impacted areas?**

The United States Postal Service has modified its delivery plan to assist those with mail service interruption because of the flooding. Residents should visit the Ellicott City Post Office, 3375 Ellicott Center Drive, Ellicott City, 21043-9996 during the hours Mon. to Fri from 9 a.m. to 5 p.m. or Saturday from 9 a.m. - 2 p.m. The phone number is 410-640-1340.

Mail can be placed on hold for up to 30 days. Proper ID is required for establishment of Hold and Pick-Up. A designated pick-up location within the lobby will be available for quick and easy access. Change of address forms can be found on line at [www.usps.com](http://www.usps.com).

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### **I've lost my job because of the flooding. How can I get help?**

Workforce Development is partnering with the Maryland Department of Labor, Licensing and Regulation (DLLR) and Howard County Economic Development Authority to identify immediate employment opportunities for displaced workers. Staff is available to help with unemployment insurance as well. Email [owd@howardcountymd.org](mailto:owd@howardcountymd.org) or call 410-290-2620 and look for job postings on Facebook.

### **I am a business owner from outside the Main Street Ellicott City area and I would like to hire one of the displaced workers. How can I help?**

Businesses seeking to hire individuals on a temporary or permanent basis may contact the Office of Workforce Development at 410-290-2620 or email at [owd@howardcountymd.gov](mailto:owd@howardcountymd.gov) . There will also be jobs from employers posted to Office of Workforce Development's Facebook page at [www.facebook.com/howardworkforce](http://www.facebook.com/howardworkforce)

### **How can I get mental health support or speak with a counselor?**

The Howard County Mental Health Authority is responsible for planning, managing and monitoring publicly funded mental health services in Howard County. For information call 410-313-7350.

### **How can I file an insurance claim?**

The Maryland Insurance Administration has representatives available to assist Marylanders filing insurance claims as a result of the flooding in Howard County. Consumers can contact the Maryland Insurance Administration at 410-468-2340 or 1-800-492-6116 if they need assistance with property and casualty claims related to the storm.

### **I am a resident or business owner whose building was flooded. My flood insurance requires me to take certain actions (opening windows, pumping out the basement, etc.), but in order to get paid by my policy, I have to do this within a certain number of days. Due to my property falling in the no access zone designated by Howard County, I was not allowed to access my property to take these required actions. What can I do to avoid problems with my insurance companies?**

While Howard County understands that you may need to get to your property to fulfill your obligations to your insurance policy, please understand that the safety of citizens and responders must remain our first priority. To help reduce any conflict with your insurance companies, please document all actions that you take, including efforts to get to your property. Also, please contact the Maryland Insurance Administration at 410-468-2340 or 800-492-6116. These issues are often resolved on a case by case basis and the MIA will help you navigate these issues.

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**What does it mean when I see a marking on my building? Does it mean that my property is not accessible?**

For those residents or business owners accessing their properties on Main Street, you may see an orange "X" spray painted on a window. An "X" does not necessarily mean that the building is unsafe to enter or that the structural integrity has been compromised. This "X" simply indicates that a complete secondary search of the property took place by our emergency personnel.

**What about public transportation?**

RTA of Central Maryland's Route 405/Yellow detour has been lifted and regular service has resumed in both directions to all designated stops near Ellicott City.

If you have questions or need assistance, give the RTA a call at 1-800-270-9553 or visit [www.transitRTA.com](http://www.transitRTA.com)