



Safe and Healthy Recovery and Rebuilding: A Consumer Guide for Caribbean Homes

Puerto Rico Edition

This factsheet is a summary of a longer guide to keeping or restoring a home after a natural disaster for families located in Puerto Rico. You can access the

full guide to this summary booklet at: hud.gov/info/disasterresources

Common Natural Disasters Causing Damages to Homes in Puerto Rico

- **Floods:** the most common natural disaster, damage includes mold, contaminated water, structural damage and collapse, damage to finishes and furnishings.
- **Earthquakes:** sudden and violent ground movement leaving moderate to major structural damages. They can also result in landslides, floods, fires and tsunamis; damages may include structure collapse, shifting of buildings, and explosion from gas leaks.
- **Hurricanes and Tropical Storms:** produce extreme rainfall, storm surges, sustained very high winds with flying debris; damage may be widespread and affect thousands of buildings especially roofs, walls, windows, and entire building collapse, severe water damage.
- **Tsunamis and Storm Surges:** coastal flood events from hurricanes and earthquakes, which produce similar damages.
- **Mudslides/ Debris Slides:** usually happen after a long period of rain or an intense storm; damages range from modest damage to foundations and roofs to complete destruction.

Creating a Plan for Safe Cleanup, Repair and Restoration of Homes

An important first step in the recovery process is to plan ahead before starting any cleanup and recovery operations. Your work sequence should progress in the following phases.

1. **Protect yourself first and foremost**
2. **Assess the damages and hazards**
3. **Create a work plan**
4. **Prepare the worksite**
5. **Clean and remove damaged materials, and decontaminate**
6. **Restore and improve the home**

Consumer Resources

Puerto Rico Bureau of Emergency and Disaster Management

PR Road #1 Km. 24.5 Barrio Quebrada Arenas, San Juan, PR 00926
787-724-0124 <http://manejodeemergencias.pr.gov>

Puerto Rico Asthma Program

Centro Médico Norte Calle Periferical Interior Bo. Monacillos
787-765-2929 Ext. 4145 proyectoviaspr@gmail.com
<http://www.proyectoasmapr.com/proyecto-v-as.html>

ASEM Puerto Rico Poison Center

(787) 777- 2770 EXT – 2771, 2772, 2773, 2774
Fax :787-777-2775 Toll Free: 1-800-222-122

Puerto Rico Power Authority

PO Box 364267 San Juan, PR 00936-4267 787-521-3434 787-521-3050 TDY
<https://aeepr.com/es-pr/Paginas/default.aspx>

Puerto Rico Water and Sewer Authority

PO Box 7066 San Juan, PR 00916-7066
787-620-2482 <https://www.acueductospr.com/>

American Red Cross – Puerto Rico Chapter

José Celso Barbosa Street Puerto Rico Medical Center Río Piedras, PR 00935
787-758-8150
<https://www.redcross.org/local/puerto-rico/conocenos/contactos.html>

General Disaster Recovery Information

HUD — U.S. Dept. of Housing and Urban Development Disaster Resources hud.gov/info/disasterresources
Disaster Assistance Improvement Program www.DisasterAssistance.gov

NFIP — National Flood Insurance Program www.FloodSmart.gov

FEMA — Federal Emergency Management Agency website for households www.ready.gov

For all of the above you can also access federal agency telecommunication services for people with speech and hearing disabilities: www.gsa.gov/fedrelay

American Red Cross www.RedCross.org

Citizen Corps www.ready.gov/citizen-corps

Key Hotlines

All the phone numbers below may also be reached by people who are deaf or hard of hearing, or who have speech disabilities, by teletype at 711.

FEMA Helpline (800) 621-3362

Poison Control Centers (800) 222-1222

HUD and EPA National Lead Information Center (800) 424-LEAD, (800) 424-5323

EPA Safe Drinking Water Hotline (800) 426-4791

National Pesticide Information Center (800) 858-7378

FDA, Food Safety Information Service Hotline (888) SAFE-FOOD, (888) 723-3663



hud.gov/healthyhomes
healthyhomespartnership.net

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