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## Have you been impacted by a fire? Help is available.

### · Get Immediate Assistance and Household Support

The American Red Cross provides immediate assistance for food, clothing, or housing, such as overnight shelter and temporary hoteling for persons displaced by fire. Contact the **American Red Cross** at **866-272-2237**.

### · Retrieve Belongings from Your Home

Tenants are required by code to be notified about the condition of their unit regarding the habitability and access to possessions by their landlord. To get more information, contact the **Dept. of Building Inspection** (DBI) at **628-652-3450** or email: [dbi.inspectionservices@sfgov.org](mailto:dbi.inspectionservices@sfgov.org)

### · Find Pet and Animal Care and Support

If you or your family have a pet-related emergency due to a fire incident, **Animal Control Officers** are available to help. For more information regarding animal-related emergencies, call **415-554-9400**.

### · Request a Fire Report for Your Insurance Provider

· If you need to get a fire report to make an insurance claim, the **San Francisco Fire Department (SFFD)** can provide a copy of a fire report. Instructions on how to request a fire report can be found at: [sf-fire.org/services/fire-reports](https://sf-fire.org/services/fire-reports)

· To determine the availability of a fire report, please call the **SFFD Bureau of Fire Investigation** at **415-920-2933** or visit: [sf-fire.org/contact-us/fire-investigation](https://sf-fire.org/contact-us/fire-investigation)

### · Apply for Emergency Food Replacement

SFHAS can help you apply for emergency food replacement if you are already receiving CalFresh food benefits. Contact **415-558-4700** or [food@sfgov.org](mailto:food@sfgov.org) for more information.

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### · **Apply for the Emergency Rental Assistance Program**

The **San Francisco Human Services Agency's (SFHSA) Emergency Rental Assistance Program (ERAP)** offers a temporary housing subsidy for eligible households who experience long-term displacement due to a fire. For San Francisco residents eligible for this program, help includes:

- Tenants of non-rent-controlled units may obtain a one-time payment to help with move-in costs to a new unit. The program makes the payment directly to the landlord of the new unit.
- Tenants of rent-controlled units may obtain a monthly rent subsidy.

SFHSA can help residents determine if they are eligible for financial assistance through **ERAP**. To apply or to learn more, contact [HSAFireResponse@sfgov.org](mailto:HSAFireResponse@sfgov.org) or call **415-320-4938**.

### · **Get Support from Tenants' Rights Organizations**

If you are a tenant, there are a number of organizations that can help you. For a comprehensive list, visit: [sf-fire.org/list-tenants-rights-organizations-building-owners](https://sf-fire.org/list-tenants-rights-organizations-building-owners)

### · **Get Rental and Move-In Assistance**

Several organizations offer rental and move-in assistance to people impacted by fire.

**Mayor's Office of Housing and Community Development (MOHCD):** The Displaced Tenant Housing Preference program helps tenants displaced by a fire from rent controlled housing. The certificate program provides preference in affordable housing lotteries administered by MOHCD. The lottery application form must be signed off by either SFFD's Bureau of Fire Investigation *or* SFHSA. For more information, visit: [sf.gov/displaced-tenant-housing-preference-program-dthp](https://sf.gov/displaced-tenant-housing-preference-program-dthp)

**Catholic Charities:** [catholiccharitiessf.org](https://catholiccharitiessf.org) or **415-972-1200**

**AIDS Foundation:** [sfaf.org/services/housing-financial-benefits](https://sfaf.org/services/housing-financial-benefits) or **415-487-3000**

**Tzu Chi:** [tzuchi.us](https://tzuchi.us) or **415-682-0566**

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