



## Taylor Exteriors & Construction

*Des Moines' Choice for Premium Exterior Protection*

515-953-4000 | info@TaylorExt.com | taylorext.com  
1155 Southwold Rd, Des Moines, IA 50320

## Storm & Disaster Relief Resources

Iowa & National contacts for homeowners, renters & families

After a major storm, tornado, or disaster it can be hard to know where to turn. This guide brings together the most important federal, state, and nonprofit resources available to Iowa homeowners. Keep it handy — and share it with neighbors who may need it.

### EMERGENCY RELIEF ORGANIZATIONS — CALL FIRST

#### American Red Cross — Iowa Region

*Emergency shelter, food, health & mental health services. Disaster case management and recovery planning.*

Get Help (24 hrs): 1-515-243-4054

National: 1-800-RED-CROSS (1-800-733-2767)

Find a shelter: [redcross.org/get-help](https://www.redcross.org/get-help)

Iowa HQ: 2116 Grand Ave, Des Moines IA 50312

#### The Salvation Army

*Immediate response: food, water, shelter, clothing, emotional & spiritual care. Deploys mobile canteens to disaster sites.*

Disaster Line: 1-800-SAL-ARMY (1-800-725-2769)

Website: [disaster.salvationarmyusa.org](https://disaster.salvationarmyusa.org)

#### 211 Iowa — Community Resource Helpline

*Connects Iowans with local food, shelter, financial assistance, health services, and disaster recovery. Available 24/7.*

Call or text: 2-1-1

Website: [211iowa.com](https://211iowa.com)

*If you don't know where to start, call 211 first — they'll point you in the right direction.*

#### United Way of Central Iowa

*Local relief funds, volunteer resources, and long-term recovery support in the Des Moines metro.*

Phone: 515-246-6500

Website: [unitedwaydm.org](https://unitedwaydm.org) | or call 2-1-1

### FEDERAL FINANCIAL & HOUSING ASSISTANCE

#### FEMA — Federal Emergency Management Agency

*Temporary housing grants, home repair assistance, personal property replacement, disaster unemployment & crisis counseling.*

Apply: [DisasterAssistance.gov](https://DisasterAssistance.gov)

Helpline: 1-800-621-3362 (7 days/week, 7am–11pm ET) | TTY: dial 7-1-1

Fraud Hotline: 1-866-720-5721 | [StopFEMAFraud@fema.dhs.gov](mailto:StopFEMAFraud@fema.dhs.gov)

*FEMA never charges a fee to apply. Anyone asking for money to help you qualify is a scammer.*

## **SBA — U.S. Small Business Administration (Disaster Loans)**

*Low-interest loans: homeowners up to \$500K (real estate), renters up to \$100K (personal property), businesses up to \$2M. No interest for 12 months.*

Apply: [sba.gov/disaster](https://sba.gov/disaster)

Customer Service: 1-800-659-2955

Email: [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov)

*Rates as low as 2.5% for homeowners with terms up to 30 years.*

## **HUD — U.S. Dept. of Housing & Urban Development**

*90-day foreclosure moratorium on FHA mortgages after a presidential disaster declaration. Housing counseling available.*

FHA Resource Center: 1-800-304-9320

Email: [answers@hud.gov](mailto:answers@hud.gov) | Website: [hud.gov](https://hud.gov)

*Contact your mortgage servicer immediately to ask about forbearance options.*

## **IOWA STATE RESOURCES**

### **Iowa Homeland Security & Emergency Management (HSEMD)**

*Activates state assistance programs after a governor's disaster proclamation. Coordinates disaster case management and behavioral health response.*

Website: [homelandsecurity.iowa.gov](https://homelandsecurity.iowa.gov)

Duty Officer (24hrs): 515-725-3231

Apply for assistance: [homelandsecurity.iowa.gov/assistance](https://homelandsecurity.iowa.gov/assistance)

Email: [IndividualDisasterAssistance@iowa.gov](mailto:IndividualDisasterAssistance@iowa.gov)

*Iowa IA Program offers up to \$5,000 in reimbursements for qualifying lower-income households.*

### **Iowa Legal Aid — Disaster Legal Assistance**

*Free legal help for low-income Iowans with insurance claims, contractor disputes, FEMA appeals, and housing issues.*

Hotline: 1-800-532-1275

Website: [iowalegalaid.org](https://iowalegalaid.org)

App: 'Iowa Legal Aid' on iOS & Android

*Iowa Legal Aid can help you fight a denied insurance claim or dispute a contractor.*

## **INSURANCE HELP & FRAUD REPORTING**

### **Iowa Insurance Division**

*Regulates insurance in Iowa. Can help if your insurer is acting in bad faith, delaying, or underpaying your claim.*

Consumer Hotline: 1-877-955-1212

Website: [iid.iowa.gov](https://iid.iowa.gov)

Complaints: [iid.iowa.gov/consumer-information/complaints](https://iid.iowa.gov/consumer-information/complaints)

*Always file your own insurance claim — never let a contractor file it or sign over your check.*

### **Iowa Attorney General — Consumer Protection**

*Report price gouging, contractor fraud, and storm-chaser scams.*

Hotline: 1-888-777-4590

Website: [iowaattorneygeneral.gov](https://iowaattorneygeneral.gov)

File online: [iowaattorneygeneral.gov/for-consumers/consumer-assistance-center](https://iowaattorneygeneral.gov/for-consumers/consumer-assistance-center)

### **FTC — Federal Trade Commission**

*Report contractor scams, price gouging, and disaster fraud at the federal level.*

ReportFraud.ftc.gov | [consumer.ftc.gov](https://consumer.ftc.gov)

## MENTAL HEALTH & EMOTIONAL SUPPORT

### **Iowa Disaster Behavioral Health Response Team (DBHRT)**

*Free mental health support for disaster-affected individuals, families, first responders, and communities statewide.*

HSEMD Duty Officer (24hrs): 515-725-3231

Website: [homelandsecurity.iowa.gov](http://homelandsecurity.iowa.gov)

*Disaster stress, anxiety, and grief are normal reactions. Help is free.*

### **SAMHSA Disaster Distress Helpline**

*Free, confidential 24/7 crisis counseling for emotional distress related to any disaster.*

Call or text: 1-800-985-5990

Website: [samhsa.gov/find-help/disaster-distress-helpline](http://samhsa.gov/find-help/disaster-distress-helpline)

*Multilingual support available. You are not alone.*

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*Compiled and provided as a free public service by Taylor Exteriors & Construction, Des Moines, Iowa. Contact information verified March 2026. Always confirm current details directly with each organisation as they may change after a major disaster declaration.*