

AMCC Hurricane Recovery- Frequently Asked Questions

- 1. I received my home categorization, but can should I expect next?**

We are prioritizing work on homes within our community as quickly as possible and will be communicating with residents regarding upcoming repairs. Please click on the following resident communication [flowcharts](#) for further information.
- 2. I received my home categorization, but I feel it is inaccurate. What should I do?**

If you feel your determined categorization is inaccurate or you notice any changes to your home since the assessment, please contact your [community office](#) or our maintenance line at (877) 509-2424.
- 3. Will AMCC allow me to relocate to another AMCC home if my home is damaged?**

AMCC will assist residents in finding alternative housing on a case-by-case basis, as deemed necessary. If you are required to relocate for repairs to your home, our priority is to permanently reassign you another AMCC home that has not sustained damage from the hurricane. There will be residents that prefer to temporarily relocate and move back into their home following repairs. We will work with each resident on a case by case basis as their situation warrants.

Note: If another home cannot be provided, and repairs need to be completed, we will ask residents to move into a hotel (extended stay, BOQ, or other temp lodging) at AMCC expense, for at least a one to two-month period. The period will depend on the extent of repairs. Every resident situation is unique, and we understand temporary relocation is not preferred.
- 4. I was schedule to PCS, but my move has been delayed. Can I remain in my home until the movers are able to accommodate me?**

Yes, you may remain in your home if your move is delayed. Please keep AMCC informed of any changes to your move-out as planned.
- 5. What if I want to break my lease and move-out after hurricane Florence?**

If you decide to relocate from your AMCC home within 30-days of the initiation of Hurricane Florence (13 SEPT 2018), AMCC will not charge you a lease termination fee. Your rent will be prorated on the day you elect to move-out.

NOTE: This will apply throughout the duration of hurricane recovery efforts.

6. What if I was scheduled to move-in to an AMCC North Carolina Community when Hurricane Florence hit? What do I need to do to reschedule my move-in?

Due to the immense amount of damage from Hurricane Florence, AMCC is unable to assign inbound service members to a home at this time. Our hope is to again be able to assign homes to our inbound families as soon as it is possible.

7. How will AMCC communicate with my family?

AMCC utilizes email blasts, Facebook, phone and our website to disseminate important updates to our residents.

For the most up to date information, please visit our [“Hurricane Recovery Help”](#) page.

Note: It is important to ensure your email and phone number are updated at your [community office](#). If you are not receiving communication, please check with your [community office](#) to ensure your contact information is current and up to date.

Important Reminders:

- 1. Voicemail:** please ensure your voicemail is set up and not full so that we may leave a message as necessary regarding updates on the status of your home.



Is your voicemail set up? Is it full?

A member of our team will be calling to provide updates on your home and may need to leave a message. Thank you for your assistance.



2. **Contact Information:** we want to confirm your current contact information is on file to ensure status updates regarding your home are being relayed efficiently. If you haven't already confirmed your contact information with an AMCC employee, please contact our [community office](#) to provide your current phone number and email and we will get it updated.

Do we have your current contact information?

Please send your name, address, phone number, and email to CLhomes@atlanticmcc.com for Camp Lejeune residents or CPhomes@atlanticmcc.com for Cherry Point residents and we will get it updated.



3. **Home Prep:** to prepare for the work to be conducted in your home, we ask that you:
- **Pets:** secure pets and place a note on your door indicating pets are secured if you will not be home.
 - **Minors:** ensure an adult is present if a minor will be in the home while work is being performed.

We appreciate your continued patience and understanding as we work to repair our communities and ensure your safety in this long-term recovery effort.