

UPDATE : MAY 4, 2023

# Support for homeowners and tenants affected by a disaster

## How to make a claim for financial support and compensation?

- Owners and tenants of main residence can file for financial assistance and compensation online at Québec.ca : <https://www.quebec.ca/en/public-safety-emergencies/emergency-situations-disasters-and-natural-hazards/financial-assistance-and-compensation-flooding-or-disaster/financial-assistance-compensation-property-owners-tenants>
- Disaster victims can also apply for financial assistance and compensation via e-mail or by mail by sending the form and documents available on Québec.ca to the following address:
  - E-mail : [aide.financiere@msp.gouv.qc.ca](mailto:aide.financiere@msp.gouv.qc.ca)
  - Mail : Direction générale du rétablissement 455, rue du Marais, bureau 100 Québec (Québec) G1M 3A2
- It is also possible to file an application by phone at 418 643-AIDE (2433) or at the toll-free number 1 888 643-AIDE (2433)

## What is the deadline to file a request for financial assistance and compensation?

- A disaster victim has 3 months after the date of implementation of the General Disaster Financial Assistance Program (PGAF) in the municipality to file a claim.

## Is it necessary to take pictures of the damages?

A flood damage inventory will be requested by the Ministry of Public Safety (MSP).

## When to start cleaning and demolition work?

- As soon as the home is reinstated and after an inventory of the premises documented by photos and videos has been completed, it is advisable to begin cleanup and demolition to reduce the impact of the flood on :
  - Residents' health (mould and other contaminants);
  - The residence (degradation of structures and materials due to the presence of stagnant water).
- For more information on what to do and how to protect yourself, you can visit the page *What to do after a flood*: <https://www.quebec.ca/en/public-safety-emergencies/emergency-situations-disasters-and-natural-hazards/what-to-do-before-during-after-emergency-disaster/flooding/what-to-do-after>
- Reintegration can be done if the authorities allow it and if security is not compromised.

## Can an evacuee who finds emergency shelter on his or her own be compensated for the cost of this relocation?

- For disaster victims who have been evacuated and not relocated to an emergency shelter provided by the Municipality, the PGAF provides an allowance of \$40\* per day per person for days 4 to 100.
- This emergency accommodation can be in a hotel, a rental or with relatives.
- For more information, you can visit the page *Eligible expenses in the event of flooding or other disasters*: <https://www.quebec.ca/en/public-safety-emergencies/emergency-situations-disasters-and-natural-hazards/financial-assistance-and-compensation-flooding-or-disaster/financial-assistance-compensation-property-owners-tenants/submit-application-financial-assistance-owners-tenants/translate-to-anglais-depenses-admissibles-en-cas-dinondation-ou-dautres-sinistres>
- After the 100th day and if the claimant is still unable to return home, he or she should contact the analyst responsible for her or his file.

## Is a secondary residence eligible to the PGAF?

- Secondary residences are not eligible to the PGAF.
- However, if a secondary residence is a rental building, it may be eligible. For more information on rental buildings, you can visit the page: *bâtiments locatifs* (French only): <https://www.quebec.ca/securite-situations-urgence/urgences-sinistres-risques-naturels/obtenir-aide-sinistre/aide-financiere-entreprises>

## Important information

- link to the *Flooding* page for safety tips to follow before, during and after a flood: <https://www.quebec.ca/en/public-safety-emergencies/emergency-situations-disasters-and-natural-hazards/what-to-do-before-during-after-emergency-disaster/flooding>
- link to: *Trousse d'information et de sensibilisation pour accéder à des outils destinés aux sinistrés et à la municipalité* (French only): <https://www.quebec.ca/securite-situations-urgence/securite-civile/soutien-municipalites/trousse-coordonnateur/outils-de-communication-et-materiel-de-prevention-lie-aux-inondations>
- link to: *Eligible expenses in the event of flooding or other disasters*: <https://www.quebec.ca/en/public-safety-emergencies/emergency-situations-disasters-and-natural-hazards/financial-assistance-and-compensation-flooding-or-disaster/financial-assistance-compensation-property-owners-tenants/submit-application-financial-assistance-owners-tenants/translate-to-anglais-depenses-admissibles-en-cas-dinondation-ou-dautres-sinistres>
- link to : *Régie du bâtiment du Québec (RBQ)* for the disaster victims to check if a contractor has an RBQ licence (French only): <https://www.pes.rbq.gouv.qc.ca/RegistreLicences>