



Operation Blue Roof Q&A's 1-888-ROOF-BLU (1-888-766-3258)

Q: What is the first step in the process for a homeowner or landlord?

A: To get the Operation Blue Roof process started, the first thing a person has to do is go to a location where Right of Entry forms are available. Corps staff will help you complete a simple one-paged form.

Q: Why is a Right of Entry needed?

A: A Right of Entry (ROE) is a legal requirement that allows Corps workers to access your property and assess damage to your home. The ROE allows contract crews to work on your roof. The ROE will also be used by the Corps to make sure the work has been completed properly.

Q: Where does a homeowner go to sign a Right of Entry?

A: A County Right-of-Entry Collection Center will be established in each eligible county. These locations will be well publicized when they open. You may also call 1-888-ROOF-BLU (1-888-766-3258) for eligible counties and locations.

Q: Once an ROE is signed, when will the roof be repaired?

A: We are working as fast as possible to fix roofs. We know that with every rainstorm, a home and property are exposed to more damage. That said, we can't identify a specific day or time when a crew will come to work on a house. We have thousands of roofs to repair and they are located across a large area. Furthermore, workers can't be on roofs when it is very windy, raining, when there is thunder and lightning. They also cannot work at night. We will work to our maximum ability, but we recognize worker safety standards.

Q: How does the Corps decide which roofs get repaired first?

A: The Corps is assigning roofing companies in order to get the greatest number of roofs repaired at the fastest possible pace. We are not working on a 'first-come, first-served' basis. That would slow the process for everyone. We will reach every person who has signed a ROE form. We simply can't predict when we will reach any particular home.

Q: If someone has a medical emergency, can that repair be prioritized?

A: We will make your home a priority within a particular work zone. That means that when our crews come to your neighborhood, your home will be one of the first to be worked on. However, we can't tell exactly when a crew will come to your neighborhood.

Q: One house among many others was not repaired, even though an ROE was signed – what has happened?

A: Crews are given a bundle of ROEs and sent to fulfill those jobs. If an ROE was not in that bundle, for whatever reason, the crew could not have fixed the house. While we are not working in a first-come, first-serve pattern, it may be that an ROE was not yet in the package that was given to the contractor on that occasion.

Q: If the Army Corps of Engineers sent a crew to fix a roof, and then another hurricane blew the blue plastic off, what can be done?

A: The Corps will fix the roof again if another ROE is signed and if the ROE open period is still current. If crews are still working in the area after the ROE collection period is closed we may be able to send an inspector out to inspect and repair.

Q. What happens if the property owner is out of town?

A. A representative of the property owner can sign the ROE. The property to be repaired must be a primary residence or a permanently occupied rental property. Vacation rental property is not eligible.

Q. If a home is being rented, can a tenant sign a right of entry form?

A. Yes, the tenant may sign the form. The tenant should bring a letter from the landlord. The letter should say the tenant has permission to sign for the landlord.

Q. Will the work be charged to my insurance?

A. The work is free, so insurance does not enter into the equation.

Q. Can I call and find out the status of my request?

A. No, once the ROE is given to the contractor, we no longer track that information.

Q. What kind of structures do you cover? (Can you cover my business, church, garage, workshop etc.?)

A. Operation Blue Roof is for health and safety. Therefore, only primary residences are covered. No vacation homes, businesses or churches unless the church is being used as a shelter for evacuees. Garages can only be covered if they are an immediate part of the living space. No out buildings are eligible.

Q. Are there kinds of houses you cannot do?

A. We can do most homes. Generally, we do not do flat roofs or tiled roofs. Mobile homes are done only on a case by case basis.

Q. Which homes qualify?

A. Homes qualify if they are primary residences, with less than 50% structural damage to the roof. Also, we cannot put temporary roofing materials on homes that have debris, like trees for example on them or through them. Those obstructions must be removed by the homeowner or their agent prior to installing blue roof.

Q. What's the difference between Operation Blue Roof and the blue tarps?

A. Operation Blue Roof is conducted by the U.S. Army Corps of Engineers through our contractors to have professional roofers install temporary protection for homes. The Blue Tarps, often referred to as Self-help tarps are offered by FEMA through parish governments. While both are free, one is installed for you (Operation Blue Roof) while the other is up to you to install.

Unless you are a professional and feel comfortable about it, we ask that you not go onto your roof to install any kind of roofing.

Q: Who is going to remove the tree from my home? I can't do that myself?

A: Contact FEMA, your city, and county governments to see if they have assistance. Check with them, before you go forward to make sure you are within their rules.

Q: I called your Blue Roof line and got a message that it was not a working number.

A: Most likely you dialed 1-800 as the prefix. The correct number is 1-888-766-3258.

Q: Where can I get a free tarp for self-help roof repairs?

A: Contact your county EOC to learn where they are distributing self-help tarps. That is a different program than Operation Blue Roof.

Q: If I get a free tarp for self-help repair, can I still get a contractor repair through Operation Blue Roof?

A: Yes, if you are in counties where the Corps has been given the Temporary Roof Repair mission by FEMA. Assistance from other organizations may be available in counties outside this area.

Q: How long will a Blue Roof last?

A: The plastic is a reinforced, water-proof material that is designed to last 30 days. We have had some that lasted longer but we suggest that the homeowner make arrangements for permanent roof repairs within 30 days if possible.

Q: Does the blue roof material have a fire rating?

A: No. The material used to make the sheeting does not have a fire rating. If a spark, fire, or floating embers make contact with the plastic blue roof material it could burn.