

## **Resources**

- **Emergency Info:** Follow local officials and monitor flash flood alerts.
- **Red Cross:** 1-800-RED-CROSS (1-800-733-2676) for support services. You might be eligible for temporary shelter, financial aid, emotional/mental health support, and help locating missing loved ones. [Red Cross website](#)
- **[Central Texas Food Bank](#)** – CTFB is providing additional Food Assistance in Burnet, Llano, and Travis Counties. They are offering daily food distribution at Round Mountain Baptist Church, 14500 Round Mountain Road, Leander and will be hosting mobile sites in Burnet and Llano counties.
- **Insurance:** Document damage, file insurance claims, and report to FEMA.
  - Texas Department of Insurance has a guide on their site <https://www.tdi.texas.gov/consumer/storms/recoverytips.html>
  - If you need help filing a claim, Texas Department of Insurance has a helpline that operates Monday to Friday, from 8 a.m. to 5 p.m. Central Time. Texans can call 800-252-3439 to find out contact information for their insurance company and ask any questions about claims.
- **Legal Aid:** Call **800-504-7030** for help with lost documents, insurance claims, and more (English/Spanish/Vietnamese)
- **Mental Health Support:**
  - SAMHSA Disasters Distress **Helpline: 800-985-5990** keeps a 24/7 toll-free line active
  - Trained crisis counselors are also available through the national Suicide and Crisis Lifeline by calling or texting 988.
- **Catholic Charities Central Texas:** Disaster hotline: **512-766-7111**
- **Keep up to date on road closures:** <https://www.atxfloods.com/>

## **Donation & Volunteer Centers – Local & Kerr County**

- [American Red Cross](#) – Cash donations and shelter support.
- [Central Texas Food Bank](#) – Accepting cash donations and volunteer support.
- [Central Texas VOAD](#) – Offers broader volunteer and coordination guidance.
- [Austin Pets Alive](#) is looking for donations, people willing to transfer animals, and emergency fosters.
- [Kerr County Flood Relief Fund](#) - The Community Foundation of the Texas Hill Country established a fund to support relief and rebuilding efforts. Donations will go to vetted nonprofit organizations, first responder groups and local governments providing rescue, relief, recovery assistance and flood assistance. Donations can be made online or mailed to 241 Earl Garrett St., Kerrville, TX 78028.
- [Austin Disaster Relief Network \(ADRN\)](#) – Central drop-off at Marble Falls First Baptist Church at 901 La Ventana, accepting cleaning supplies, bottled water, tools, gift cards, etc.

- [Southern Oaks Church](#) – 122 N. Valley View Dr. in Kerrville. Select “River Flood Relief Fund” to donate to flood victims.
- [Kerrville Pets Alive](#) - Kerrville Pets Alive is rescuing and caring for stranded and injured pets and trying to reunite lost pets with owners. The organization says it needs food and medical supplies. Pet supplies can be dropped off at 2102 Memorial Blvd. in Kerrville.

### **Damage Mitigation & Recovery**

- Only return to your property when authorities have declared it safe to do so.
- Watch out for debris, downed power lines, and eroded roadways.
- If you smell natural or propane gas or hear a hissing noise, leave immediately and call the fire department.
- Do not use food or water that has come into contact with floodwaters.
- Be alert for wild animals that may have sought shelter in your home.
- Take lots of photos and document your damage and lost/damaged items. Report the damage to [damage.tdem.texas.gov](https://www.damage.tdem.texas.gov). This helps the State of Texas prioritize resources where they’re needed most. Documentation will also help with your insurance claims and applying for aid programs.
- When beginning the cleanup process, wear long pants, sturdy shoes, gloves, and goggles.
- While Travis County has not yet been added to the federal Presidential Disaster declaration, impacted individuals can pre-emptively go to <https://www.disasterassistance.gov/> to sign up for assistance. If and when Travis County gets added, they will already have applied and be ‘in line’ for assistance.
- Many individuals do not have flood insurance. Homeowners insurance does not cover flood damage. However, individuals should report their damage to their insurer in case it was damage done by a tree or other means.
- Household trash can be taken to the 1431 Citizens Collection Center (2625 Woodall Dr.). Travis County is waiving drop-off fees for the time being. The current hours are Thursday through Saturday, 8 a.m. – 3:50 p.m.
- To assist with the cleanup process, the Travis County Commissioners Court has authorized the Transportation and Natural Resources Department to move forward with bringing a contractor on board to help pick up storm debris in the affected unincorporated areas. Residents in those areas can separate the debris into categories like large appliances, construction debris, and vegetative debris and place them curbside without blocking any roadway, right-of-way, or access to property. More information on preparing for curbside debris pickup will be available after a contract with a vendor is finalized.

## **Personal Document Replacement**

- The Travis County Clerk's Office stands ready and willing to support the community during this difficult time. After disasters, those affected are often in need of personal documents that may have been lost or compromised. The following is a list of documentation resources that may assist you in obtaining copies of records such as birth certificates, property titles or deeds, marriage licenses, and divorce decrees.
  - **Property Deed and/or Title:** County Clerk Office of the county where the property is located.
  - **Marriage License:** County Clerk Office where the license was issued.
  - **Divorce Decree:** District Clerk Office of the county in which the marriage was dissolved.
  - **Guardianship Documents:** County Clerk Office of the county that issued the order.
  - **Birth Certificate:** Online from the Texas Department of State Health Services Vital Statistic or your local authority <https://www.dshs.texas.gov/vital-statistics/birth-records>
  - **Vehicle Registration or Replacement Title:** County Tax-Assessor Collector or Texas Department of Motor Vehicles <https://www.txdmv.gov/regional-service-centers> or <https://www.txdmv.gov/tax-assessor-collectors/county-tax-offices>
  - **Passport:** District Clerk Offices, post offices, libraries, and other locations <https://travel.state.gov/content/travel/en/passports.html>
  - **State Identification Card or Driver License:** Texas Department of Public Safety <https://www.dps.texas.gov/section/driver-license>
- **For records held by the Travis County Clerk's Office call 512-854-9188 or visit <https://countyclerk.traviscountytexas.gov>**
- **For records held by the Travis County District Clerk's Office call 512-854-9457 or visit <https://traviscountytexas.gov/district-clerk>**

## **Disaster-Related Property Tax Exemptions**

- The Travis Central Appraisal District has provided the following information about disaster-related property tax exemptions:
  - Central Texas property owners who suffered damage to buildings, mobile homes, or business personal property due to the recent storms and floods may be eligible for temporary relief on their 2025 property taxes.
  - To be eligible, **a property must have suffered damage that totals a minimum of 15% of the property's improvement value.** This includes structures on the property, such as homes and buildings. Damage to landscaping or trees on a property cannot be included in determining eligibility for the exemption. The temporary exemption lasts until the property is reappraised.
  - Property owners in Bandera, Bexar, Burnet, Caldwell, Coke, Comal, Concho, Guadalupe, Gillespie, Kendall, Kerr, Kimble, Llano, Mason, McCulloch, Menard,

Reeves, San Saba, Travis, Tom Green, and Williamson counties may be eligible and should contact their local appraisal district for more information.

- In Travis County, **the deadline to apply for a temporary exemption related to the floods is Monday, October 20, 2025.** Travis County property owners must complete an application and submit it to the Travis Central Appraisal District by mail, in person (850 East Anderson Lane), or online.
- More information, including a calculator to help property owners estimate if they qualify for this exemption, can be found on the Travis CAD website at [traviscad.org/disasters](https://traviscad.org/disasters) [[traviscad.org](https://traviscad.org)].

### **Social Media Accounts**

Travis County Accounts:

- <https://www.facebook.com/TravisCountyTX>
- <https://x.com/TravisCountyTX>
- <https://www.instagram.com/traviscountytexas/>

Travis County Emergency Services Accounts:

- <https://www.facebook.com/TravisCoEmergencyServices>
- <https://x.com/TravisCountyES>
- [https://www.instagram.com/traviscounty\\_emergencyservices](https://www.instagram.com/traviscounty_emergencyservices)