

Property Damage Report Survey FAQs

Q. Why is it important to submit this survey?

A. This information will help the City know the number of people impacted by the severe weather on Tuesday, August 6 to see if financial assistance is available for the damage.

Q. Does submitting a Property Damage Report survey mean that I will get money?

A. No, submitting a survey does not guarantee financial assistance.

Q. Does submitting a Property Damage Report survey mean that the City will come out and fix my property?

A. No, submitting a survey does not mean that the City will be coming to fix your property.

Q. What is the link to the survey?

A. <https://clevelandohio.gov/news/operation-storm-recovery-cle-underway-focus-safety-restoring-power-and-cleaning-debris>

Q. What is the deadline for submitting a Property Damage Report survey?

A. The deadline for submitting this survey is Friday, August 23 at 5pm ET.

Q. I don't have power or internet at home, how can I the complete online survey?

A. You can visit one of the recreation centers below to complete the survey on a city computer.

- Collinwood - 16300 Lake Shore Blvd
- Zelma George - 3155 MLK Jr Blvd
- Cudell - 1910 West Blvd
- Michael Zone - 6301 Lorain Ave

You can also visit your local Cleveland Public Library branch to complete the survey using the link.

Q. I need help with my survey – what should I do?

A. You can call 311 and one of our city staff members will assist you with the survey.

You can also visit one of our recreation centers listed below between the hours of 12pm-6pm from Monday, August 12 through Friday, August 23. Instructions and/or city staff will be there to assist you.

Q. What if I do not live or work in the City of Cleveland?

A. Only City of Cleveland property owners should submit this survey. If you have damage but do not live or work in the City of Cleveland, please contact your municipal government to learn if your city, town, or village is conducting their own survey.

Q. Do I have to be a property owner to submit a Property Damage Report survey?

A. No, you do not have to be a property owner to submit a survey. Renters who experienced property damage can also submit the survey.

Q. I am a home renter. Can I submit a survey?

A. Yes, renters who had property damage can submit a survey.

Q. Can I submit a Property Damage Report survey as a business owner?

A. Yes, business owners who experienced property damage can submit a Property Damage Report survey.

Q. What information will I need to submit in the survey?

A. Contact information, property information, if you rent/own, if your property is insured, the location of the damage, any photos of the damage you have.

Q. Will somebody be checking my property to see if there really was damage?

A. Yes, if you report damage, a representative from the City will be confirming and documenting the damage. You do not need to be home when someone from the City comes by the property and they will most likely not make contact with you.