



FEMA

Transitional Sheltering Assistance Lodging Provider Requirements

July 2021

Background

This document articulates FEMA's requirement:

- For a lodging provider to participate in the TSA program
- To identify of the characteristics of a Front Desk capability, whether on-site or remotely provided
- To define any issues that would preclude a lodging provider from participation in TSA.

Required elements to be considered a Lodging Provider by FEMA:

- The lodging provider/property must:
- Support/ provide a 24/7 staffed Front Desk function (See Front Desk considerations pg. 2)
- Support a billing process and frequency to identify charges by distinct, individual rooms by the day/night of lodging provided
- FEMA abides by the 4 individuals per room guidelines. A lodging provider must be able to bill accordingly.
- Room charges must be billed nightly, not weekly or monthly
- Accept/ be available to the general public
- Not require security deposits, or clearly articulate any deposit(s) / fee(s) required for check-in and use of the facility, and the conditions that would prevent their return to a guest upon check-out
- Clearly articulate to potential guests the charges for services and amenities (e.g., room service, pay- per-view TV, games, etc.)
- Not apply separate charges to guests for potable water, wastewater, electricity, or refuse removal
- Maintain a secure facility, security measures at the facility include locking doors on each habited room
- Be owned by the Lodging Provider or under management of an identified and licensed property management company that will receive the payments and maintain all records requirements
- Clearly articulate to guests and FEMA any taxes/fees charged for accommodations, and the services provided for each guest
- Maintain industry standard fire/ life safety systems in proper working order, at a minimum be compliant with the Hotel/Motel Fires Safety Act of 1990, as amended. See the U.S. Fire Administration information at <https://www.apps.usfa.fema.gov/hotel/main/hotelFaq>
- Accommodate people with disabilities and access and functional needs with ADA compliant rooms.
- Ensure each guest room/ suite is equipped with bathroom facilities to include a minimum, toilet, sink and shower or bath)
- Not impose minimum length of stay (LOS) requirements for guests
- Maintain appropriate insurance coverage (per industry standards) for guests staying at the facility
- Maintain staff availability 24 hours a day/ 7 days a week, and informs potential guests how to reach staff whether located on-site lodging or remotely accessed in the event guests require assistance (e.g., an issue related to their stay at the facility, or a late arrival and ability to access a unit)
- If no 24/7 on-site staff presence such information must be posted where it may be readily seen and reviewed by potential guests
- Clearly articulate what each type of room in the facility provides and what services are offered for every guest (e.g., room cleaning, linen service and frequency of linen changes. Linen service includes bed sheets, blankets, towels and washcloths
- Offer hotel services/amenities to all guests equally, and not limit services/amenities based solely on guests' status of TSA eligible

Lodging Providers such as vacation rentals, apartments, condos "Front Desk" function/requirements must be met for participation in the TSA Program:

FEMA's requirement for a Front Desk functionality (on-site or remotely accessed) is focused on guest safety or security as well as disaster survivor/ household's ability to access guest services at any time during their arrival, check-in, check-out of a Lodging Provider's facilities. This could include a late arriving guest being able to access lodging services at any time. While it may be unrealistic to expect the front desk of various vacation rentals, apartments or condo's to have a front desk staffed 24-7 like a hotel/motel lodging provider, it is imperative to have a contact number that will be answered 24 hours- a-day, and that can provide problem resolution within 2 hours of notification, rather than taking a message and delivering it Lodging Provider staff the next day or shift.

Characteristics that will prevent a Lodging Provider being accepted for participation in the TSA program

- The lodging provider won't bill nightly.
- There is a requirement to sign a lease/agreement document.
- Common amenities (e.g., room service, meal charges, or resort fees) are added to nightly rate.
- There are not separate/ unique room numbers for each occupied room.

- The lodging provider is not capable of or willing to review the government issued photo I.D. presented at check-in and record and attest that the ID check was conducted
- The lodging provider operates rooms/condos/corporate apartments as separate corporate entities and not as one lodging facility. (e.g., a facility or lodging provider location is comprised of individually owned units, and the payments must be remitted to the individual property owners)
- There are not safe/secure separation of restroom facilities for individual guests/households or the lodging option is a home sharing option.