

DAMAGED HOME?

WHERE TO START



IMPORTANT CONTACTS

[Red Cross](#)

(800) 675-5799

[City of Monrovia Building Division](#)

(626) 932-5583

building@ci.monrovia.ca.us

[City of Monrovia Code Enforcement](#)

(626) 932-5582

ce@ci.monrovia.ca.us

[Monrovia Police Department](#)

(626) 256-8000

[Monrovia Fire Department](#)

(626) 256-8181

[Electricity - Southern California Edison](#)

(800) 655-4555

[Gas - So Cal Gas](#)

Residential: (877) 238-0092
Commercial: (800) 427-2000

[Water - City of Monrovia](#)

(626) 932-5517

[Animal Boarding - Wonderdog Ranch](#)

(626) 205-2501

[Monrovia Prepares Resources](#)

[City of Monrovia Resource Guide](#)

When something happens to our home it can be overwhelming, and we might not know where to start. While this is not a complete list, these are a few things to keep in mind and some important contacts.

IMMEDIATE RESPONSE

CONTACT FAMILY OR FRIENDS

It is important to let those closest to you know your current situation and to reach out for help.

NOTIFY HOMEOWNERS INSURANCE

Start this process as soon as possible and secure your property. Wait for your insurance to be aware of the situation before accepting bids from contractors.

CONTACT A CONTRACTOR TO BOARD UP THE PROPERTY

Homeowners insurance may do this for you or reimburse you for this service.

SHARE INSURANCE AGENT INFORMATION WITH CITY BUILDING AND CODE ENFORCEMENT DIVISIONS

This is to give the insurance company and the City of Monrovia the means to communicate and stay on the same page as the rebuilding process begins. Often times the process can be delayed, providing a clear path for communication will help move the process along. A Code Enforcement Officer will be assigned to your property. Email at ce@ci.monrovia.ca.us

CONTACT YOUR UTILITY PROVIDERS FOR SHUT OFFS

To ensure the safety of all, it is important that you connect with your utility providers to shut everything off due to hazardous conditions as directed by Building or Fire.

CONTACT THE RED CROSS FOR EMERGENCY HOUSING

The Red Cross will help you and your family with emergency housing. Contact them to begin the steps of temporary relocation.

BE AWARE

If your house has been **"Red Tagged"**, it means no one can enter without Building Division approval. Everyone, including contractors, need an entry pass from Building to enter. If it has been **"Yellow Tagged"**, you are allowed to enter to grab things, but not stay, sleep, or live.

MOVING FORWARD

WITH YOUR INSURANCE

Have communication with your insurance for coverage, rehabilitation, and a timeline is crucial in moving forward with rebuilding.

NOTIFY THE CITY OF MONROVIA BUILDING AND CODE ENFORCEMENT DIVISIONS TO OBTAIN PERMITS

KEEP AN EYE OUT ON YOUR PROPERTY

Make sure your property is secure and that all construction is permitted. You may also contact the Monrovia Police Department to request extra patrols of your property.

[SEE OUR CITY LIST OF LOCAL RESOURCES TO OBTAIN ADDITIONAL HELP](#)