

Important Phone Numbers

- 311 Citizen's Contact Center
757-727-8311
- FEMA Helpline
1-800-621-3362



The city collects damage information for reporting purposes. Please call 727-8311 if you have storm damage in addition to calling your insurance company.

After The Storm

A tree fell on my house!



We are flooded!



Fallen Trees

During weather events trees will uproot or break. This could be due to heavy wind or saturated earth. Please see below as to how to handle a “fallen tree”:

- If a tree fell onto your home, you will want to contact your homeowners or renters insurance as soon as possible to file a claim. Renters should also contact the building owner.
- If the tree is owned by another party (neighbor, City, local business) the portion of the tree that fell on your property is now your responsibility to remove and you may contact a qualified contractor to remove the portion of the tree that is on your property safely.
- If a tree fell onto your vehicle, you will want to contact your vehicle insurance company as soon as possible to file a claim.

Fallen Trees Continued

- Trees or large limbs that have fallen into the road way should be reported to the Citizen’s Contact Center at 757-727-8311 or reported via the Hampton 311 App.
- If telephones, cell phones and internet are out of service, City damage assessment teams will be through the area. You can make some reports through them.

If you would like to speak with the City in relation to a city-owned tree, please contact the 311 Citizen’s Contact Center at 757-727-8311.



Flooding

During bouts of heavy rain, the City of Hampton’s drainage system will become overwhelmed causing minor to severe flooding.

If your home is flooded and you have flood insurance, you will want to call your homeowners flood insurance carrier as soon as possible to file a claim.

If your vehicle was flooded, you will want to contact your vehicle insurance company as soon as possible to file a claim.

If you require additional information about damaged property due to flooding, you may contact the FEMA Helpline by dialing 1-800-621-3362.

Flooding and Trees falling during a weather event are an act of nature and will need to be filed with your private insurance company. You can always ask more by calling the City of Hampton 311 Contact Center.