



FEMA

# Fact Sheet

## Lodging Provider Eligibility Requirements for Transitional Sheltering Assistance

FEMA may provide Transitional Sheltering Assistance (TSA) (also referred to as Emergency Lodging Assistance (ELA)) to applicants who are unable to return to their pre-disaster primary residence because their home is either uninhabitable or inaccessible due to a Presidentially-declared disaster. TSA is intended to reduce the number of disaster survivors in congregate shelters by transitioning survivors into short-term accommodations through direct payments to lodging providers.

State and local officials and Chambers of Commerce may work with lodging providers to encourage participation in the TSA program. In order to participate in the TSA program, lodging providers must register directly with Corporate Lodging Consultants (CLC), FEMA's vendor for the TSA program. In order to participate in TSA, lodging providers must meet the following eligibility requirements:

- **Internet connectivity:** Enables real-time access to CLC's ELA database to check applicant TSA eligibility, log check-in/checkout data, and submit billing.
- **Safety & Security:** The lodging provider must maintain a secure environment for TSA guests. The lodging provider must be in compliance with all local health and safety inspections/requirements, as well as the fire safety requirements of the Hotel and Motel Fire Safety Act of 1990, as amended (see 5 U.S.C. 5707a).
- **Privacy:** The lodging provider must provide the TSA guest a room capable of locking, with a private, non-communal bathroom. The lodging provider controls access to keys for issuing to guests.
- **Staffing:** The property must employ necessary support staff to fulfill standard lodging industry roles (e.g., housekeeping, security, front desk, management, etc.)
  - Front Desk - The lodging provider must have a physical desk with staff available 24/7, capable of checking guests into the ELA program and obtaining necessary documentation (signed TSA Terms & Conditions and copy of Photo ID) for the guests. They should also be available for phone calls regarding availability, reservations, and emergency needs or property issues.
  - Management - Access to hotel management 24/7.

**For additional information and on how lodging providers register, please visit:**

<https://ela.corplodging.com/index.php>