The Disaster Recovery Center for Bastrop County is located in Smithville at 404 Fawcett Street. Applicants can appeal any FEMA decision and may do so in person, online, by mail, fax, or working with the Bastrop County Long Term Recovery Team. Please follow these directions in preparing your written appeal paperwork:

The first step is to look at the specific reason the letter was sent. If it isn't clear, or more information is needed, a specialist at the FEMA helpline at 800-621-3362 (voice, 711, video relay service) can help. TTY users can call 800-462-7585. The toll-free lines are open 7 a.m. to 10 p.m. seven days a week. Information is also available online at DisasterAssistance.gov.

Appeals must be made in writing and sent by mail or fax to FEMA within 60 days of receiving the letter.

Mail appeals to:

FEMA
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-8055

Appeals and documents can be faxed to 800-827-8112 and the Disaster Recovery Center for Bastrop County is located at 404 Fawcett Street, Smithville.

Effective appeal letters should follow these procedures:

- In the first paragraph, list the applicant's full legal name used on the aid application, along with Social Security number and the FEMA case number. Include a personal phone number as well as a back-up phone number where the applicant also can be reached, in addition to a correct mailing address.
- Write an explanation of events that provides evidence to support the appeal. Summarize changes in circumstances or needs, additional damage to property discovered after the registration was filed or higher-than-anticipated costs for repairs.
- Include photocopies of receipts for materials and labor as well as up to three written bids for repair work if those costs exceed the award amount. Submitting repair estimates, receipts, statements or invoices is recommended.
- Keep a copy of the appeal letter and supporting documentation as a record.