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MEDIA ADVISORY

City of Chicago Flood Damage Assessment Survey for Residents Affected by Flooding on August 16-19, 2025

Assessment Surveys must be completed by Friday, August 22

The City of Chicago's Office of Emergency Management & Communications (OEMC) is reviewing calls for service into 3-1-1 from recent flash flooding events that occurred from August 16-19, 2025. We ask that residents report any service requests related to 'water in basement' to 3-1-1 either by calling 3-1-1, entering into the CH311 app, or inputting at 311.Chicago.gov.

As a supplemental reporting tool, OEMC is once again partnering with the Illinois Management Agency (IEMA) to compile additional information through a Residential Self-Assessment Survey. This supplemental information will help determine whether the City, along with our partners at the Cook County Department of Emergency Management and Regional Security (CCEMRS) and IEMA can pursue any options for additional assistance for residents. **Deadline for submitting the survey is at the end of day Friday, August 22.**

NOTE: The Flood Damage Assessment Survey and calling 3-1-1 to report 'water in basement' are the only information tools residents are being asked to provide in order for the city, county and state to pursue possible assistance.

To fill out a survey, please visit [Online IEMA OHS Residential Self-Assessment Survey](#) or download the link with the QR Code below (English and Spanish version can be selected in top left corner).



The objective of this survey is to help State and local emergency management officials across Illinois identify and gain an understanding of damages that have occurred during

recent natural disaster activity. Reporting damages to emergency management is a voluntary activity. It is not a substitute for reporting damage to your insurance agency and does not guarantee disaster relief assistance.

Completion of this survey does NOT guarantee or imply eligibility for financial assistance, aid, or funding of any kind. The information collected will be used strictly for assessment and planning purposes.

Once again, the City requests that residents continue to report any water in basement service requests to 3-1-1 via phone, app (CHI311), or web (311.Chicago.gov). The IEMA survey is an additional tool to supplement information reported to 3-1-1.

For additional information on emergency preparedness information, we encourage residents to download the Chicago OEMC app, visit the OEMC website at Chicago.gov/OEMC. Sign-up to receive Notify Chicago alerts Follow the Office of Emergency Management and Communications on Facebook(@coemc), Twitter (@ChicagoOEMC), Instagram (chicago_oemc_911), Bluesky (@chicagooemc.bsky.social) and Threads (@chicago_oemc_911).

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