



ROOF AND PORCH REPAIR (RPR) PROGRAM

FREQUENTLY ASKED QUESTIONS

- QUESTION:** What type of residential properties qualifies for the RPR program?

ANSWER: A Chicago residential property that has one to four residential units. Commercial, mixed-use and 5+ unit condo buildings are not eligible.
- QUESTION:** If I own a Chicago residential property and it is not my primary residency, can I participate in the program?

ANSWER: No. Only owner-occupied Chicago residential properties with 1 to 4 units can participate.
- QUESTION:** What is the income qualification?

ANSWER: The total gross household income cannot exceed HUD's 80% AMI (Area Median Income) requirement to qualify. See chart:
https://www.chicago.gov/city/en/depts/doh/provdrs/renters/svcs/ami_chart.html
- QUESTION:** Does all the household members' income need to be included in the qualification process?

ANSWER: Yes. Every household member that receives income would need to provide their gross income to determine the total household gross income.
- QUESTION:** What does gross income mean?

ANSWER: The amount of income you receive before any deductions for taxes, healthcare, etc.
- QUESTION:** If I've received RPR service for my home in the past, can I apply again?

ANSWER: No. The program is available for one roof or one porch once for the lifetime of the property.
- QUESTION:** If I just bought my Chicago home, can I apply?

ANSWER: No. You must own and reside on the property for one or more years before completing an application.



8. **QUESTION:** Do I need to be present when an inspector comes out to my home to do a site inspection?
- ANSWER:** Yes. The preference is that the owner is present between the business hours of 7:30 a.m. and 3 p.m. on Monday thru Friday.
9. **QUESTION:** How long will it take for my application to get approved after I submit it?
- ANSWER:** The initial process starts when the loan officer has received all the required documents. After all documents have been received from applicant, it will be three to four weeks before an eligibility status letter will be mailed out to the applicant. The next step in the process is for DOH to schedule a site inspection on the property to determine its eligibility status.
10. **QUESTION:** What are the next steps after the eligibility status letter?
- ANSWER:** Your income eligible application will be sent to DOH construction team and an inspector will contact you by phone and/or email to set-up an appointment for a site inspection. A reservation letter will be mailed out also by DOH's loan officer.
11. **QUESTION:** How long after approval and inspection will it take to complete my roof/porch?
- ANSWER:** Repairs are performed on a first-come/first-served basis. Scheduling is controlled by the contractor. After DOH site inspection is completed, homeowners can contact the contractor directly to get an estimate date on when the work will start. The contractor phone number will be located on the reservation letter.
12. **QUESTION:** Can I get the repairs done by my contractor and have the City reimburse?
- ANSWER:** No. DOH has contracted with vendors who have met the City of Chicago's vendor requirement through the City's procurement process. They will be the assigned contractor.
13. **QUESTION:** I can't wait until next year for the repairs, can I do it now and get reimbursed?
- ANSWER:** No. DOH must use its own contractors and perform the work.
14. **QUESTION:** Who should I call if I have questions?
- ANSWER:** You can call to speak to your assigned program officer. Luis Alarcon is available at (312) 744-5799. Regina Gibson is available at (312)744-0070. And Jequetta Vaughn is available at (312) 744-5409.



15. **QUESTION:** Who should I call if I have problems with the repair after the work has been completed?

ANSWER: For any service-related issues, the homeowner should contact the assigned contractor directly. This information can be found on the contracted documents.

16. **QUESTION:** Is there a warranty on the work completed by the contractor under the program?

ANSWER: Yes. There is a one-year warranty on the work starting from the Quality Control inspection date.

17. **QUESTION:** Will I ever have to pay back the grant funds?

ANSWER: Typically no. Grant funds will have to be paid back on a prorated basis if the owner sells, transfers title or no longer occupies the unit within one year of the date of the grant.