

## Frequently Asked Questions

### **Q: What is NYC Rapid Repairs?**

**A:** NYC Rapid Repairs is a FREE program to help property owners affected by Hurricane Sandy make essential emergency repairs.

These repairs will allow residents to shelter in their homes so that they can complete more permanent repairs. Emergency repairs include restoration of heat, power, and hot water, and other limited repairs to enable the residents to shelter in place. A homeowner must register for NYC Rapid Repairs. The city will then schedule an appointment for a qualified NYC Rapid Repairs team to conduct an assessment and make recommended repairs for all eligible homeowners.

### **Q: How do I get information or register for this program?**

**A:** If you live in one of the five boroughs of New York City, call 311 to access information about the program. You may also go to [nyc.gov](http://nyc.gov), or visit one of the city's Restoration Centers listed at the end of this document.

Single-unit and two-unit structure homeowners are required to register for FEMA assistance before they can register for NYC Rapid Repairs. You can register for FEMA assistance by calling 800-621-FEMA (3362), or by going online at [www.disasterassistance.gov](http://www.disasterassistance.gov). You will be given a FEMA registration number to use when you register for NYC Rapid Repairs.

If you own a multi-family building, you do not need a FEMA identification number to register for assistance.

### **Q: Is NYC Rapid Repairs the same as the STEP program I've heard about, or do I need to register for another program in addition to NYC Rapid Repairs?**

**A:** If you live in New York City, you only have to register for NYC Rapid Repairs. The term "STEP" is the acronym used by FEMA to describe the Sheltering and Temporary Essential Power program that is assisting local governments in performing specific necessary work and services essential to saving lives, protecting public health and safety, and protecting property. New York City's Rapid Repair Program may provide additional work beyond what is eligible in FEMA's STEP Guidance.

Although residents in neighboring counties may be registering for the STEP program, New York City officials chose to name their program NYC Rapid Repairs.

**Q: Will NYC Rapid Repairs affect my FEMA Individual Assistance application? Will repairs made be taxable?**

**A:** Repairs made through NYC Rapid Repairs will not affect the amount a homeowner is eligible to receive through the FEMA Individual and Households Assistance program, which provides financial assistance for many disaster-related expenses. These expenses may include medical, dental, transportation, and some permanent repair costs, up to a limit of \$31,900. Repairs necessary to enable the resident to shelter in place will not be considered a duplication of benefits, nor will repairs be taxable.

**Q: Will I be able to apply for any other sheltering assistance programs if I choose to participate in NYC Rapid Repairs?**

**A:** The goal of NYC Rapid Repairs is to implement necessary and essential repairs that allow people to shelter-in-place in their homes. Therefore, once these repairs are complete, you will no longer be eligible for FEMA's Transitional Sheltering Assistance or lodging expense reimbursements. However, you may still apply for other assistance programs through FEMA and other agencies and organizations.

**Q: If the NYC Rapid Repairs Program will repair damage for free, why should I register for FEMA assistance?**

**A:** NYC Rapid Repairs encourages all homeowners to register with FEMA. This is done to ensure that survivors are getting the maximum amount of financial assistance they are entitled to receive.

**Q: If FEMA denies my application for assistance, can I still register for NYC Rapid Repairs?**

**A:** Yes. NYC Rapid Repairs can be used for homeowners who need to make emergency repairs to their homes which allow the resident to shelter in place as they work on more permanent repairs.

**Q: If FEMA has given me one or two months' rental assistance, does that keep me from participating in NYC Rapid Repairs?**

**A:** No. You are eligible to participate in NYC Rapid Repairs if you have already received or are now eligible to receive rental assistance. Once repairs are made to your home, you may be eligible for additional FEMA rental assistance if the need is justified and the individual can provide documentation that the initial rental assistance was used for rent.

**Q: If I have already reached the FEMA maximum grant award of \$31,900, am I still able to participate in NYC Rapid Repairs?**

**A:** Yes. Even survivors who have received the maximum grant award from FEMA are eligible to register for NYC Rapid Repairs.

**Q: As a resident or homeowner, what do I need to do for assistance? Will I need to be home for the assessment and repairs to be accomplished?**

**A:** As a homeowner, a Right of Entry (ROE) form is required to work on your residence. If you reside in an apartment building, the building management/owner will need to register the building for NYC Rapid Repairs and sign an ROE form with the city.

Homeowners or their representative over the age of 18 must be home for the assessment. This person will provide access to your residence for the assessment process and for temporary repairs to be completed on your home or residence.

This assessment is different from the FEMA Individuals and Households Program inspection or a **FEMA flood-insurance inspection process.**

**Q: Can I choose not to participate in NYC Rapid Repairs?**

**A:** Yes. You can choose not to participate in the NYC Rapid Repairs Program at any time.

**Q: Will the repairs done to my home have warranty coverage?**

**A:** No repairs done through NYC Rapid Repairs will have warranty coverage except any manufacturer's warranty that comes with the equipment installed through the program. These are temporary repairs necessary for public health and safety, and to help residents shelter-in-place in their homes through the cold months while permanent repairs are completed.

**Q: What happens after the NYC Rapid Repairs Team completes emergency repairs?**

**A:** Emergency repairs through the NYC Rapid Repairs program include restoration of necessary heat, power and hot water, and other limited repairs to allow the resident to shelter in place. After the NYC Rapid Repairs Team completes emergency repairs, a homeowner may want or need to contact qualified professionals to complete permanent repairs and finishes.

**Q: I had my electric/gas meter replaced due to the damage it suffered from Hurricane Sandy. May I be reimbursed?**

**A:** No. NYC Rapid Repairs is not a reimbursement program for individuals. Individuals may receive reimbursement for storm-related expenses through other sources, such as insurance and FEMA's Individuals and Households Program at [www.disasterassistance.gov](http://www.disasterassistance.gov). They may also apply for a low-interest loan from the U.S. Small Business Administration's Disaster Loan Program at [www.sba.gov](http://www.sba.gov).

**Q: Does NYC Rapid Repairs apply to secondary or vacation homes?**

**A:** NYC Rapid Repairs is not intended for second/vacation homes if disaster survivors are not going to immediately occupy the home to shelter in place.