



## AGENDA ITEM EXECUTIVE SUMMARY

Title: Recommendation to Approve Revisions to Homeowner Sewer Assistance Policy

Presenter: John Lamb

*Please check appropriate box:*

<input checked="" type="checkbox"/>	Government Operations	X	Government Services 03.28.16
<input type="checkbox"/>	Planning & Development		City Council
<input type="checkbox"/>	Public Hearing		

Estimated Cost:	N/A	Budgeted:	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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If NO, please explain how item will be funded:

**Executive Summary:**

In 2010 the Committee approved a Homeowner Sewer Assistance Policy Program. This program offers financial assistance to residents that may experience flooding problems inside a home due to either sanitary sewer back up or storm water leaking in. The policy not only provides assistance to residents but also may prevent claims against the City for sewer back- ups during heavy rain events. It also reduces the amount of clear water that may otherwise enter the sanitary sewer and contribute to charged sewers.

The policy currently reimburses property owners fifty percent (50%) of total project cost with a maximum contribution amount of twenty-five hundred dollars (\$2,500.00). Staff felt it appropriate to revise and update this maximum contribution amount since it is now six years old. Staff reviewed policies from several other communities to compare their maximum amount. Several neighboring communities have maximum amount of \$3,000.00. Therefore staff is recommending an increase to three-thousand dollars (\$3,000.00) for the maximum contribution amount.

In addition are minor revisions to the language for housekeeping and clarification purposes.

**Attachments:** *(please list)*

Homeowner Sewer Assistance Policy

**Recommendation / Suggested Action** *(briefly explain):*

Recommendation to approve increase maximum contribution amount of the Homeowner Sewer Assistance Policy to three thousand dollars (\$3,000.00) and a Resolution Authorizing the Mayor and City Clerk to execute same.

*For office use only:* Agenda Item Number: 4.f

Title Homeowner Sewer Assistance Policy  
Policy # 2010-01  
Approval Date October 4, 2010  
Revision Date **April 4, 2016**



**Sections:**

- Introduction
- Program Criteria
- Application Process
- Reimbursement Process

**Exhibits:**

- Application Form
- Reimbursement Form

**I. INTRODUCTION**

The City of St. Charles ~~may~~ offers financial assistance to residents that ~~may~~ experience flooding problems inside a home due to either sanitary sewer back up or storm water leaking in **that contributes to sanitary sewer back-up**. The City Homeowner Sewer Assistance Program ~~will~~ **may** reimburse **eligible** property owners fifty percent (50%) of total project cost with a maximum contribution amount of ~~twenty five hundred dollars (\$2,500.00)~~ **three thousand dollars (\$3,000.00)**. The City has a limited dollar amount in the City budget for this program; therefore eligibility is on a first come first serve basis.

Examples of eligible projects for sanitary sewer back ups are; installation of overhead sewers, stand pipes or backflow prevention devices. Storm water projects examples may be; foundation water proofing, re-grading for improved drainage, drain tile and foundation wall repairs, private storm sewer repairs.

**II. PROGRAM CRITERIA**

To qualify a homeowner must have experienced either sanitary sewer backup or storm water infiltration in the interior of residence **that contributes to sanitary sewer back-up** and provide documentation of the event. One or more of the following items must be submitted as documentation:

1. Copy of insurance company claim.
2. Copy of receipt from cleaning company. (Ex: ServiceMaster)
3. Photographs of backup.
4. Confirmed through a meeting with a City of St. Charles' representative.

Only costs related to the following devices or work are eligible for reimbursement. Paint, wall, floor coverings or other associated cosmetic costs are not eligible.

Standpipe	Water Proofing
Backflow Valve	Foundation wall, drain tile repair
Overhead Sewer	Drainage improvements

### III. APPLICATION PROCESS

If resident meets the established criteria an application shall be submitted to the Director of Public Works or designee for prior approval. The application is available at the City Department of Public Works, the Building & Code Enforcement Office and on the City of St. Charles' website.

**An application must be filed within six (6) months of the event and the work completed within one year of the application date.**

The application shall contain the following information:

1. Applicant name, property address and Property Index Number (PIN).
2. Description of work, devices to be installed.
3. Projected date of start of work and completion.
4. Copies of quotes from minimum of two licensed and bonded contractors.

The applicant may use any qualified contractor, however the City of St. Charles reimbursement amounts will be based on the lowest quote.

Two weeks should be allowed for review and pre-approval of application. In addition the applicant must also:

1. Sign a waiver indemnifying the City of any liability.
2. Obtain applicable permits for the City of St. Charles Building and Code Enforcement Office.

### IV. REIMBURSEMENT PROCESS

**Reimbursement is for fifty percent (50%) of the total cost with a maximum amount of ~~twenty-five hundred dollars (\$2,500.00)~~ three thousand dollars (\$3,000.00). The City of St. Charles shall make payments to applicants only, not to contractors or suppliers once the work is completed.**

After work is completed the resident shall notify the City of St. Charles Building and Code Enforcement Office to schedule a final inspection. After the inspection the resident must submit the following documentation to receive reimbursement:

1. Reimbursement form.
2. Copies of paid receipts for all work included in project.
3. Copy of approved application.
4. Copy of approved City permits and final inspections.

Once reimbursement form is submitted the resident should allow approximately two weeks for processing and payment. Homeowners are limited to a one-time only reimbursement.