

Title Homeowner Sewer Assistance Policy
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Sections:

- Introduction
- Program Criteria
- Application Process
- Reimbursement Process

Exhibits:

- Application Form
- Reimbursement Form

I. INTRODUCTION

The City of St. Charles may offer financial assistance to residents that may experience flooding problems inside a home due to either sanitary sewer back up or storm water leaking that contributes to sanitary sewer back-up. The City Homeowner Sewer Assistance Program may reimburse eligible property owners fifty percent (50%) of total project cost with a maximum contribution amount of three thousand five hundred dollars (\$3,500.00). 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 three thousand five hundred dollars (\$3,500.00). 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.