

# **NYC** Rapid Repairs

The City of New York

## **Rapid Repairs Registration Deadline: January 14, 2013**

In order to participate in NYC Rapid Repairs, a homeowner must register and sign a "Right of Entry" form by **January 14, 2013**. Online registration has now closed. Please visit a NYC Restoration Center to register with Rapid Repairs. Call 311 or visit [nyc.gov](http://nyc.gov) to find your nearest NYC Restoration Center.

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

NYC Rapid Repairs is a FREE program to help residential property owners affected by Hurricane Sandy make emergency repairs. These emergency repairs will allow residents to stay in their homes so that they can complete more permanent repairs and finishes. Emergency repairs include permanent or temporary restoration of heat, power and hot water, and other limited repairs to protect a home from further significant damage. A homeowner must register for NYC Rapid Repairs.

## **How do I register for NYC Rapid Repairs?**

To register for NYC Rapid Repairs, visit a NYC Restoration Center by **January 14, 2013**. This is the **ONLY** way to register for NYC Rapid Repairs. Call 311 or visit [nyc.gov](http://nyc.gov) to find your nearest NYC Restoration Center. NYC Rapid Repairs is a FREE program – do not register with anyone who says they can register you for a fee. Report any suspected fraud to 311.

## **What is the "Right of Entry" form?**

The "Right of Entry" form allows the NYC Rapid Repairs Team to legally enter your home. In order to participate in NYC Rapid Repairs, a homeowner must sign a "Right of Entry" form by **January 14, 2013**. If you have not yet signed a "Right of Entry" form, you can download the form at [nyc.gov](http://nyc.gov), print it out, sign and return it in one of the following ways:

- Scan and email it to [RapidRepairsROE@recovery.nyc.gov](mailto:RapidRepairsROE@recovery.nyc.gov)\*
- Fax it to (646) 500-6033\*
- Return it to an NYC Restoration Center or a Rapid Repairs Customer Service Representative
- Mail it to: NYC Rapid Repairs Program, 100 Gold Street, 2nd Floor, New York, NY 10038

\*If you are sending in the form via email or fax please also return the original copy as soon as practical to a NYC Restoration Center, a NYC Rapid Repairs Customer Service Representative, or mail to: NYC Rapid Repairs Program, 100 Gold Street, 2nd Floor, New York, NY 10038

## **Who is eligible for NYC Rapid Repairs?**

- You must be a residential property owner within the five boroughs of NYC.
- If you own a single or two-family home, you must have a FEMA number. To obtain a FEMA number, visit a NYC Restoration Center or [www.fema.gov](http://www.fema.gov), or call FEMA at 1-800-621-3362. If you own a multi-family building, you do not need a FEMA number to register with NYC Rapid Repairs.

Visit [NYC.gov](http://NYC.gov), call 311, or visit a NYC Restoration Center for more information.

- Your home must be deemed structurally safe by the NYC Department of Buildings as denoted by a Yellow or Green placard on your door, or no placard at all. If you have a Red placard you can still register with NYC Rapid Repairs, but you will need to make any necessary repairs to transition to a Yellow or Green placard before a NYC Rapid Repairs Team can safely enter your home. Call 311 or visit [www.nyc.gov/buildings](http://www.nyc.gov/buildings) for more information on Red placards.
- Your home must be free of standing water to allow for a safe inspection. If you have standing water in your home, register with NYC Rapid Repairs. The City will dewater your home prior to scheduling an appointment with a NYC Rapid Repairs Team.
- If you are a renter with unsafe conditions in your home or apartment, call 311

### **How does NYC Rapid Repairs work?**

Your path to Rapid Repairs:

1. Register with NYC Rapid Repairs at a NYC Restoration Center by **January 14, 2013**.
2. A NYC Rapid Repairs representative will contact you to confirm when a repair team will be in your area.
3. The NYC Rapid Repairs Team will inspect your home for damages and complete a “work order” for all necessary work covered under NYC Rapid Repairs.
4. The homeowner must then decide whether or not to proceed with any or all work. If the homeowner chooses, the NYC Rapid Repairs Team may begin the process to repair your home. A homeowner can choose to stop the work and terminate the NYC Rapid Repairs Team at any time.
5. When the NYC Rapid Repairs Team finishes emergency repairs, a homeowner may need to contact other qualified professionals to complete permanent repairs and finishes.

### **Will NYC Rapid Repairs affect my FEMA Individual Assistance application?**

A residential property owner affected by Hurricane Sandy can register for the NYC Rapid Repairs program to receive FREE emergency repairs. These repairs will allow residents to stay in their homes so that they can complete more permanent repairs. A homeowner should, at the same time, apply for FEMA Individual Assistance. Repairs made through NYC Rapid Repairs will not affect the amount a homeowner is eligible to receive through the FEMA Individual Assistance program.

### **What should I expect during my appointment with the NYC Rapid Repairs Team?**

The City will send a qualified NYC Rapid Repairs Team to arrive during your scheduled time. The homeowner must sign (or have already signed) a “Right of Entry” form, which allows the NYC Rapid Repairs Team to legally enter your home. The NYC Rapid Repairs Team will then inspect your home and determine which repairs covered under the NYC Rapid Repairs program should be completed. The homeowner must then decide whether or not to proceed with repairs. If the homeowner is ready to proceed, the NYC Rapid Repairs Team may then start the work.

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

Emergency repairs covered under the NYC Rapid Repairs program include permanent or temporary restoration of heat, power and hot water, and other limited repairs to protect a home from further damage. 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.