

# 2024 Emergency Heating Repair Program

## Frequently Asked Questions

1. If my furnace/boiler is not working in cold weather, how can I get emergency help under the program?
  - a. You can call the City's 311 or visit [www.chicago.gov/ehrp](http://www.chicago.gov/ehrp) to start the online application process by providing your email address. If you do not have an email address, please call City's 311 to request a paper application package. Completed paper applications must be returned to the Department of Housing, City Hall 121 N. LaSalle, 10<sup>th</sup> flr., Rm. 1000, Chicago, IL. 60602 (no documents will be copied or reviewed by staff).
    - i. You can apply for service online Monday through Friday, 24 hours with an email address or if you do not have an email address you can call the City's 311 service line with your request, and a paper application will be mailed to the property address provided. The City's 311 can also direct you to a nearby warming center if you do not have heat.
2. What type of residential properties qualify for the program?
  - a. A Chicago owner-occupied residential property that has one to four residential units. Commercial, mixed-use (store-front and residential), and 5+ condo buildings are not eligible.
3. If I own a Chicago residential property and it is not my primary residency, can I participate in the program?
  - a. No. Only owner-occupied residential property with 1 to 4 units can participate.
4. What is the income qualification?
  - a. The total gross household income cannot [exceed HUD's 80% AMI \(area median income\) requirement](#). An income summary sheet is included as part of the application for your convenience.
5. Do all household members' income need to be included in the qualification process?
  - a. Yes. Every household member who receives income is required to provide their gross income to determine the total household gross income.
6. What does gross income mean?
  - a. The amount of income you receive **before any deductions** (taxes, healthcare, etc.) have been taken out of the earnings.
7. Do I need to have homeowners' insurance to qualify for the program?
  - a. Yes. As a requirement of the program, the property must have adequate insurance liability coverage.

8. If I received EHRP service in a previous year under the EHR program, can I apply again?
  - a. Yes. Eligible residential homes can be assisted with a furnace or boiler once every ten (10) years within the life of the property.
9. If I bought my Chicago home under one (1) year ago, could I apply?
  - a. No. You must own and reside on the property for one or more years before completing an application.
10. Do I need to be present when an inspector comes out to my home for a site inspection?
  - a. Yes. The preference is that the owner is present between the hours of 7:30 am and 3pm Monday through Friday.
11. How long will it take for me to get a status on my application after I submit it?
  - a. The initial process starts when the loan officer has received all the required documents. After all documents have been received from the applicant, it may take two to seven business days for a status. Afterward, a status letter will be mailed, and an inspector will contact you to schedule a site visit if approved.
12. If I own a multi-family property (2-4 units) that has a separate heating system for the rental unit(s), can the rental heating unit(s) or boiler(s) be repaired under the program?
  - a. No. Repairs are provided to owner-occupied units only. However, if the central heating unit services the entire building, then the additional rental unit(s) will benefit from the repair/replacement of the heating system.
13. What are the next steps after I have been determined to be income-eligible?
  - a. Your income eligibility application will be sent to the DOH construction team. They will contact you by phone or by email to schedule and set up a site inspection appointment. Also, a reservation letter will be mailed to your home by the loan processor.
14. After the site inspection has been completed, how long will it take for my furnace or boiler to be repaired?
  - a. Repairs are performed on a first-come/first-served basis. Scheduling is controlled by the contractor. After a DOH site inspection is completed, the homeowner can directly contact the contractor for the status of their work/repair. Contractor information will be located on your written reservation letter.
15. Can I get the repairs done by a contractor of my choice and have the City of Chicago reimburse me for the cost?
  - a. No. DOH has contracted with vendors (contractors) who have met the City of Chicago's vendor requirements through the City's procurement process. They will be the assigned contractors for the work.
16. Who should I call if I have questions regarding my application status or documents?
  - a. Please contact Jasmine Holloway at (312) 744-5409 or program director, Judith S. Pernell at (312)744-0102.
17. Who should I call if I have problems with the repairs after the work has been completed?

- a. For any service-related issues, the homeowner should contact the assigned contractor directly. The contractor's information can be found on the contracted documents that you will receive when the work is completed.

18. Is there a warranty on the work completed by the contractor under the program?

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

19. Will I ever have to pay back the grant funds?

- a. No. The grant funds do not need to be paid back.