NEW

EMERGENCY
FLOOD ALLEVIATION PROGRAM
HOW IT WORKS

NEW EMERGENCY PROCESS

The initial property assessment, including a camera inspection if required, is now the responsibility of the applicant's chosen contractor. The contractor will document existing site conditions, which will be used to identify and verify all required work.

City staff will no longer need to:

- Schedule assessments
- Communicate work details
- Approve estimates

Homeowners can now protect their homes more easily with a process that is faster, simpler, and more efficient.

1 APPLY ONLINE

Complete the Emergency FLAP Online Intake Form
stcatharines.ca/EmergencyFLAP

2 RECEIVE EMAIL CONFIRMATION

You'll receive an email confirmation with your unique Emergency FLAP reference number along with more program information and important documents.

ⓘ Keep this REFERENCE number for final submission.

3 ASSESSMENT BY CONTRACTOR

Homeowners are required to choose and retain a qualified contractor of their choice. Your chosen contractor will need to preform a preliminary camera assessment to identify all the necessary work required.

ⓘ Download the Contractor Assessment Form at **stcatharines.ca/ContractorAssessment**

4 OPEN PLUMBING ONLY PERMIT

Following the assessment, a Plumbing Only (PO) permit must be opened by either the contractor or homeowner.

ⓘ A PO permit is a requirement for Emergency FLAP reimbursement. Apply for PO permit at **stcatharines.ca/BuildingPermits**

5 COMPLETE THE WORK

Contractor completes the Emergency FLAP-eligible work in accordance with Ontario Building Code requirements.

ⓘ All work must be completed by a certified plumber, licensed to work in the City of St. Catharines. More information available at: **stcatharines.ca/MasterPlumber**

6 BOOK FINAL PLUMBING INSPECTION

After the work is complete, use the PO permit number to book your final plumbing inspection with the City's inspector.

ⓘ Visit **stcatharines.ca/BuildingInspections** to book your inspection.

7 PASS FINAL INSPECTION

Once the work is completed and has passed final inspection, gather your required documentation.

8 SUBMIT FOR REIMBURSEMENT

Submit:

1. Final, paid invoice (itemized with FLAP-work ONLY)
2. Signed Release Waiver
3. Completed Contractor Assessment Form (or equivalent)
4. Permit number and proof of permit closure

ⓘ Use the **Online Final Submission Form** to submit your documentation for final review and payment.

RECEIVE YOUR GRANT

Once your submission is reviewed and the work is confirmed to meet programs requirements **(~10 business days)**, your eligible grant payment will be issued in 4-6 weeks.

IMPORTANT

Keep your reference number and PO permit number handy throughout the process.

Learn more and apply at **stcatharines.ca/EmergencyFLAP**

Questions? flap@stcatharines.ca

St. Catharines