

NYC Rapid Repairs

The City of New York

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 be registered for NYC Rapid Repairs.

How do I register for NYC Rapid Repairs?

Registration is now closed.

What is the “Right of Entry” form?

In order to participate in NYC Rapid Repairs a homeowner must sign a "Right of Entry" form. The “Right of Entry” form allows a NYC Rapid Repairs crew to legally enter your home, and we cannot make repairs without it. If you have not yet signed a “Right of Entry” form, you can download the form [here](#), print , sign and return it in one of the following ways:

- Scan and email it to RapidRepairsROE@recovery.nyc.gov*
- Fax it to (646) 500-6033*
- Return it to a [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 submitting the form via email or fax please also return the original copy 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, 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.
- 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 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

Visit NYC.gov, call 311, or visit a NYC Restoration Center for more information.

How does NYC Rapid Repairs work?

Your path to Rapid Repairs:

1. A NYC Rapid Repairs representative will contact registered homeowners to confirm when a repair team will be in your area.
2. A NYC Rapid Repairs crew will inspect your home for damages and complete a “work order” for all necessary work covered under NYC Rapid Repairs.
3. The homeowner must then decide whether or not to proceed with any or all work. If the homeowner chooses, the NYC Rapid Repairs crew may begin the process to repair your home. A homeowner can choose to stop the work and terminate the NYC Rapid Repairs crew at any time.
4. When the NYC Rapid Repairs crew 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 crew to arrive during your scheduled time. The homeowner must sign (or have already signed) a “Right of Entry” form, which allows a NYC Rapid Repairs crew to legally enter your home. A NYC Rapid Repairs crew 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 crew can then start the work.

What happens after the NYC Rapid Repairs crew 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 crew completes emergency repairs, a homeowner may want or need to contact qualified professionals to complete permanent repairs and finishes.