

# Window Repair Program

## Program Guide

Edmonton

In support of the Downtown Vibrancy Strategy and the Chinatown Strategy, using funds to support COVID relief, the City of Edmonton has developed the Window Repair Program, a grant program to assist businesses with broken windows as a result of vandalism. Businesses within the Edmonton Downtown Business Improvement Area, Chinatown and Area Business Improvement Area, and North Edge Business Improvement Area are eligible. ([Map of eligible areas](#))

The grant will cover up to **50% of costs** for eligible repairs **up to a maximum of \$2,500**. Please note that, because the Window Repair Program is a one-time funding program, funding is limited and the grant will be closed to applications once all funding is allocated.

The City of Edmonton reserves the right to consider exceptions and make changes to the Window Repair Program at the Director of Downtown Vibrancy and Safe City's sole and unfettered discretion. The Director of Downtown Vibrancy and Safe City has the sole authority, in their sole and unfettered discretion, to determine the eligibility of proposed work and confirmation of completed work.

In this Program Guide and Application Form, you will find:

1. Window Repair Program - Eligibility Criteria
2. Window Repair Program Grant Process
3. Online Application Information and Link

## Eligibility Criteria

Projects that are eligible to apply for a Window Repair Program Grant must meet **ALL** of the following criteria:

- Must be located within the boundaries of Edmonton Downtown Business Improvement Area, Chinatown and Area Business Improvement Area or North Edge Business Improvement Area
- Must be a commercial street-level business, including not-for-profit businesses.
- If a Commercial Building has a mix of vacant and occupied units, it may be eligible for multiple grants. All businesses with a valid business licence or licence exemption are eligible for separate grants, while any combination of vacant units will be eligible for a single grant.
  - For example, if a building has five units with two licensed businesses and three vacant units, each licensed business may apply for a grant while the building owner/landlord can apply for only one grant for the three vacant units, not one grant for each vacant unit
- Window(s) must have been broken as a result of vandalism
- Repairs/replacement of broken window(s) and associated costs must have been incurred after January 1, 2023
- Must have a valid business licence or valid exemption
- The person submitting the application is the property owner or a person/tenant legally designated by the property owner to complete the Window Repair Program.
- Successful applicants will be notified with an allocation letter.
- The project must not receive funding from the Chinatown Recovery Fund for broken windows.

## Window Repair Program Grant Process

### **Step 1: Apply to the Program**

Applications will be accepted on a first-come, first-served basis starting on January 1, 2023 and will no longer be accepted once all funding is allocated. Please check the website for details ([edmonton.ca/downtown](http://edmonton.ca/downtown))

- Applicants will submit an online application which includes:
  - Contact information
  - Business information
  - Pictures of the broken window with proof of location (facade, address, etc)
  - Signed declaration
  - Review of application will occur a maximum of 10 business days following submission

### Important to Know

- There is no waiting list for the program and incomplete applications will not be kept on file.
- Applications are reviewed on a first-come, first-served basis.
- Review by the Program Manager is not a formal review of plans and does not guarantee that projects will be approved

### **Step 2: Signed Declaration Letter**

- Ensure the proper authority for your business/property has signed the Declaration Letter

### **Step 3: Review and Allocation Letter**

- Applications are reviewed by the Program Manager for completeness and project eligibility. If the Program Manager approves the application, an Allocation Letter will be sent to you.

The Allocation Letter outlines the following:

- The allocated funding for the approved project;
- The description of the project; and
- The date by which the project is required to be completed - three months from the date of the Allocation Letter.

Please note that all decisions by the Program Manager or delegate from the City of Edmonton to approve or decline an application are final.

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### Step 4: Work Phase

- You may begin work on your Window Repair Program project before funding is approved by the Program Manager, however any costs or liabilities incurred remain your sole responsibility. There is no guarantee that an application may be approved and even if an application is approved, there is no guarantee that you will receive funds.
- The project must be completed in its entirety by the deadline in the Allocation Letter. Please let the Program Manager know if there are any changes to the expected timelines.

### Step 5: Submit Required Documentation

You must report completion to the Program Manager by the assigned completion date for your project, which is **three months after the date of the Allocation Letter**. At the time completion is reported, all reimbursement documentation must be submitted. This documentation includes

- Invoices and/or receipts including proof of payment for the eligible work.
- At least one photo of the broken window and successful applicants will also be required to submit a photo of the repair once the work has been completed
- A signed Declaration Letter

### Step 6. Grant is Issued

Once completion is reported, the Program Manager will review the submitted documents. The maximum grant amount issued will be **50% of the total eligible items** of work identified in the Allocation Letter, to a **maximum of \$2,500**. A grant cheque will be sent by mail once all documentation is submitted and verified. Please allow up to 4 weeks for processing and mailing the reimbursement cheque.

### Key Things To Know

The Window Repair Program Manager is here to support you through the grant process. We want you to succeed! However, there are some key things to understand about the grant in order to be successful.

- Eligible businesses will receive a reimbursement grant of up to 50% of eligible costs to a maximum of \$2500
- Businesses may apply multiple times, but the maximum grant is \$2500 per business licence, not per application
- There is no minimum number of windows that need to be replaced
- Single reimbursement only (the grant program will not replace the same window multiple times)
- A police report is not required, but strongly encouraged for your own records
- Windows must have been broken as a result of vandalism.
- Replacement of broken windows prior to Jan 1, 2023, are not eligible under this program.

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- To be eligible for reimbursement under this Window Repair Program, the successful applicant (along with meeting the other requirements of the Window Repair Program) must also provide a receipt for the repairs/replacement with the replacement/repair date included and provide the necessary pictures (before and after replacement/repair)
  - Picture(s) needs to include the window and address (facade)

## Application Package

### Application Form

**Note:** This application form must be completed in full, including

- Part 1: Applicant/Property Information
- Part 2: Eligible Repair Checklist
- Part 3: Attach Required Documentation
- Part 4: Applicant Declaration, Authorization for Agent of the Property Owner, and Verification of Signing Authority (if the property owner is a company)

Incomplete applications, and those that do not meet the eligibility criteria, will not be evaluated or kept on file. Paper copies of the application are also available, please contact the Program Manager and a copy can be sent to you.

Your name, contact information, and project information is collected in accordance with 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act. This information will be used to administer the Window Repair Program. If you have any questions about the collection and use of your personal information, contact the Program Manager. 9th Floor 10111 104 Ave, Edmonton Alberta T5J 0J4. Please note that the name and location of buildings, building details, building designs, grant amounts, and total costs of projects may be released to various organizations, the media, and the public in connection with the Window Repair Program.

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## Part 3: Required Documentation

To complete your submission, you will need to attach the following documentation via the online application

- ❑ At least one photo of the broken window (ie. your project's "before" photos).
  - ❑ **NOTE:** A photo of the repair is also required once the replacement has been completed.
  - ❑ Please ensure the photo contains as much of the facade of the building and address as possible. (for identification purposes)

## Applicant Declaration and Authorization for Agent of the Property Owner

### APPLICANT DECLARATION

I understand that submitting an application package **does not** guarantee funding by way of a Window Repair Program Grant. I further certify that:

- 1. I/we have reviewed the Program Guide and I/we understand the conditions attached to the funding.**
2. I/we acknowledge that my/our windows were damaged as a result of vandalism;
3. This application includes all relevant documentation;
4. All the information in this application, and supporting documents, is true and complete to the best of my/our knowledge;
5. Incomplete applications, and those that do not meet the eligibility criteria, will not be evaluated or kept on file;
6. I/we acknowledge that it is my/our responsibility to determine whether or not my/our Window Repair project needs a permit to complete, and to therefore obtain any necessary permits;
7. I/we understand that all decisions regarding applications are final and cannot be appealed;
8. If a grant is approved, work will be completed as outlined in the application.

Any deviations must be evaluated and approved by the Program Manager.  
Approval is not guaranteed.

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## How to Apply/Contact Us

1. Review the program guidelines to ensure that your project meets the eligibility criteria.
2. Complete and submit your completed online application to the Program Manager.

Contact us to discuss your project.

Window Repair Program - Program Manager

Michael Glazier - [michael.glazier@edmonton.ca](mailto:michael.glazier@edmonton.ca)

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## Attachment 1

### Definitions

Commercial Building: for the purpose of administering the Window Repair Program, a Commercial Building means a building that:

will be used for a commercial purpose at ground level, excluding home-based businesses;  
is designed to support and visually communicate the commercial use of the building; and  
will be street-oriented.

Facade - the exterior of a Commercial Building.