



City of Columbia-Community Development Department

1401 Main Street, 4th floor, Columbia, SC 29201

Phone (803)545-3373



Applicant Frequently Asked Questions (FAQs)

Q: When will someone contact me regarding my status in the DR Program?

Beginning September 1st, thru September 30th, 2020, staff from the City of Columbia Community Development Department will reach out to you to see if you have any questions or concerns regarding your status in the DR Program.

Q: How will they contact me?

Community Development staff will call you at the designated phone number on your DR application. They will also be sending out letters via e-mail and/or postal mail providing details on the program as well.

Q: How can I contact someone if I have questions?

Many of our City staff are still working remotely. Please feel free to contact us by one of the following methods listed below:

Phone: 803-545-4668

Address: 1401 Main Street, 4th Floor
Columbia, SC 29201

Fax: 803-255-8912

E-mail: CityRecovery@columbiasc.gov

Q: Will I have a new case manager assigned to me and if so, when will I be notified of the individual's name and contact information?

Yes, you will be assigned a new case manager. Your new case manager should reach out to you by the beginning of January 2021 to update you on the status of your application.

Q: How long will it be before the repairs to my home will be started/finished?

The estimated time for work to resume will be early next year.



We Are Columbia

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Q: Will my home still be repaired to the level that was planned according to the original scope of work?

All housing will be repaired to meet Program requirements to include the International Property Maintenance Code as adopted by the City of Columbia. Adjustments to the original scope of work may be required in order to comply with the aforementioned standards.

Q: Will I have to vacate my home during repairs?

You may have to vacate your home during repairs. A determination will be made based upon the extent of repairs to the home and based upon whether or not components in the home tested positive for hazardous materials.

Q: Will I still be allowed to select the contractor to perform repairs to my home?

Yes, to the extent allowed based upon program policies and procedures and federal regulations.