



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 the week of June 13, 2021, the City of Columbia Community Development Department will be sending out Registered letters updating all applicants of their final status in the DR Program.

Q: How will they contact me?

The City of Columbia Community Development Department will send out letters via e-mail and/or postal mail providing your final status in the program. As stated in the city's recovery plan, the goal was to prioritize the most vulnerable populations with the greatest need to be served first. Unfortunately, the funds provided cannot meet all the unmet needs as a result of the October 2015 storms.

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

Please feel free to contact us by one of the following methods listed below. You will be prompted to leave a message and your call will be returned in 24 to 48 hours.

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, all applicants moving forward to construction will be assigned a new case manager who is employed by the Construction Management firm. New case managers will be reaching out to applicants once the application has been moved from Eligibility to Damage Assessment.



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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. Adjustments to the original scope of work may be required in order to comply with City of Columbia building codes; and, given the time that has passed since the original scope of work was completed, there is also the possibility that additional repairs may be identified.

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 the program pay my temporary relocation expenses if I am required to move from my home?

The city and its Construction Management firm will assist applicants in finding assistance to cover these costs if they do not have any other options for the time they will be out of their homes. Because funds are limited, it is important that the majority of those funds are used for the actual repairs or reconstruction of applicants' homes.

Q. If my home is to be reconstructed, will it be rebuilt the same size and look as what I had?

If, based on the new scope of work, it is determined that reconstruction/replacement is warranted; the Construction team will present the city-approved residential replacement alternative, based on occupants and household need, for acceptance by homeowner.

Q: Will the program pay for a temporary storage unit for my furniture and other personal items during the time of relocation?

Yes, the program can cover the cost of a storage POD.



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Q: Will the program pay for someone to move my belongings into a storage unit and back into my home if I cannot do it myself?

You will need to arrange for someone to assist you with moving your belongings into the storage unit and back once construction is complete.

Q: How long will it take to complete the repairs and/or reconstruction of my home?

It is difficult to give a specific timeline. It is anticipated that construction work will be completed within 3 to 9 months depending on the required repairs and environmental remediation such as lead-based paint and asbestos removal. It is important to note that currently many building materials are in short supply which will add to the construction time.

Q: Is there an appeal process if I do not agree with the city's assessment of my need and/or priority?

Yes, the city will provide the information needed to appeal when they send out the final status letters/emails.

Q: I applied to the Small Rental Repair Program. When will I know if my unit(s) will get repaired?

The Small Rental Repair Program is closed.

Additional questions? You may contact us by one of the following methods. You will be prompted to leave a message and your call will be returned in 24 to 48 hours.

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