



NIAGARA ORLEANS REGIONAL LAND IMPROVEMENT CORP.
HOME IMPROVEMENT PROGRAM

Funded by the New York State Landbank Initiative

FAQ's

- Q. **The application has a character limit when completing the fields regarding the project and current condition. Can we attach an extra page?**
- A. If you need to attach an additional page, please feel free to do so but note on the application there is additional documentation.
- Q. **Can the application be emailed?**
- A. Yes, please email to norliclandbank@gmail.com
- Q. **Are applications considered first come, first served?**
- A. Applications are accepted daily and are date stamped. We will be reviewing the applications as they are received to make sure they are complete and all documents received. After the deadline of May 29, 2026, the applications will be reviewed for need. We will do the best of our ability to award as many grants as possible but in the event that there are more eligible applications than funding, we will also be reviewing the date received as a factor.
- Q. **What is acceptable for proof of income?**
- A. You need to submit your 2025 Income Tax form 1040. This will show your gross income and any dependents.
- Q. **I am a senior and do not submit an income tax return. What do I submit as proof of income?**
- A. Please submit your annual statement or W-2 from Social Security showing what your yearly income is.
- Q. **My taxes and homeowners are paid through my escrow account. What do I need to submit with the application?**
- A. Please submit a copy of your escrow statement showing that your taxes and homeowners have been paid. You may contact the treasurer's office to receive a copy of your paid taxes or your insurance company to get a receipt.
- Q. **Are you required to submit both the bill & receipt for taxes and homeowners?**
- A. Please provide a copy of your bill as well as your proof of payment. For taxes, a stamped paid copy of your taxes from the Treasurer's office is acceptable.
- Q. **Are available funds on a HELOC acceptable as ability to pay for the project?**
- A. Yes. Please obtain a statement showing how much available credit you have in your account.
- Q. **What is the SBL # on the application?**
- A. The SBL # refers to Section Block Lot. It will be located on your tax bills. If you cannot find the #, The Treasurer's office will be able to assist you.

- Q. **Can you apply for more than one project?**
A. Yes. Please include each project you want to complete on your application and note them in priority order. You must also describe the condition of each project in detail. If we cannot fund Your first choice, we may be able to grant you funding for a different priority.
- Q. **Is the Contractor list on your website?**
A. You will be provided a copy of the contractor list after you have received acceptance into the program. An onsite visit is required by our construction management firm and at that time you will receive a workplan and the list of contractors. We will also post them online at a later date.
- Q. **I recently had my roof replaced but now need a chimney repair or gutter replacement. Can I apply?**
A. Unfortunately, both a chimney repair and gutter replacement will only be considered as part of A roof replacement project.
- Q. **Can Central Air conditioning replace window air conditioners?**
A. Yes. A new install of an energy efficient central air conditioning unit would be acceptable.
- Q. **Typically a furnace & central air are installed together. Would these need to be separated and do they need to be prioritized as separate requests?**
A. Yes. These are separate projects. Due to limited funding, you will probably only be awarded funding for one so there is a need to prioritize them on your application.
- Q. **Would upgrading the main electrical service to support an auxiliary building qualify?**
A. No. The upgrade would be for the main residence only. Our construction manager will evaluate your homes needs and develop a workplan accordingly.
- Q. **Does replacing electrical wiring within the house qualify or just the main service box?**
A. Just the main service box will qualify.
- Q. **How are change orders handled if additional work is required after the quote is obtained?**
A. Please submit a copy of your change order. Please note that prior to commencing the Work, you will receive a grant agreement stating the maximum amount you will receive. If the additional work is in excess of your grant amount, you will be responsible for any additional expenses.
- Q. **When will approvals be issued?**
A. Approvals will be sent out approximately 10-14 days after the deadline of May 29, 2026.
- Q. **Will we hear back if our application is incomplete?**
A. You will receive an acceptance/denial letter via email & mail. That will include an explanation And if your application was incomplete.
- Q. **If the max grant allowed for a roof is \$20,000 and a chimney is \$3,000, are you awarded the max grant allowed for both projects?**
A. Yes, we will take into consideration the cost of both projects when awarding your grant but with limited funding available, we cannot guarantee you will get the maximum.
- Q. **How far in the project planning process do you need to be to apply?**
A. You need to wait until you have been approved and an agreement is signed to obtain quotes.