



CITY OF SAN ANTONIO
**NEIGHBORHOOD & HOUSING
SERVICES DEPARTMENT**



UNDER 1 ROOF - FREQUENTLY ASKED QUESTIONS

The Under 1 Roof program fully replaces worn and damaged roofs with new, energy-efficient asphalt roofs for qualified homeowners.

www.sanantonio.gov/NHSD/Programs/Repair

Applications can be dropped off at the Financial and Housing Recovery Center at the Central Library 600 Soledad St. **Appointments are necessary.**

For an appointment call: (210) 207-2275

If you have a question about your application *after you submit*, please call (210) 207-6459

If you applied previously, there is no need to reapply as your application is on the waiting list.

1. To apply:
 - Make an appointment by calling (210) 207-2275. No walk-ins allowed due to COVID-19 safety protocols.
 - Appointments will be held at the Financial and Housing Recovery Center at the Central Library 600 Soledad St., San Antonio TX 78205.
 - If applicant is disabled, someone may pick-up / drop-off application and documents for them, but the applicant must sign the application.
 - You can also print application from www.sanantonio.gov/nhsd/programs/repair and mail the application and all supporting documents to 1400 S. Flores, San Antonio TX 78204. Documents submitted by mail will not be returned.
2. Please allow up to **six months** for application processing. The program is first come first served and demand is high. There are many applications on the waiting list.
3. There is no need to reapply if you applied in a previous year. Your application remains on the waiting list.
4. This program is **NOT an emergency roof replacement program.**
5. There will be a **five-year Restrictive Covenant**, where homeowner must maintain property as their homestead, and maintain property taxes, but they are not required to pay anything for the roof unless program agreement is violated.
6. Applicant will hear a response from us either by letter or phone call when paperwork is finished processing or if they do not qualify.

7. Applicants must have **100 percent ownership of property** and **all owners must live in the home.**
8. Income limits per household size are listed on application.
9. Income documents required for all household members over age of 18:
 - Three **months** paystubs and/or 2020 awards letter for Social Security or retirement, etc.
or the most recent two years tax returns
 - If applicant is over the age of 62, disabled, or a veteran, they may not need to bring in income documentation, and may be over income and still qualify
10. Must be within San Antonio city limits, District 1 – 10.
11. Must have current year Homestead Exemption.
12. Must have property taxes paid - an account with deferred taxes or repayment plan are acceptable, but **homeowner must bring in proof of payment plan.**
13. Cannot have current federal or state tax liens or child support judgments.
14. Property must have less than 1,700 square feet of living area.
15. Must bring in copies of ID for homeowners (we can make copies).
16. If you have homeowner's insurance, you must submit the declaration page with the policy date and the insurance company's phone number. We will be checking with the insurance company to see if any claims have been made in the last five years. If large claims have been paid, applicant may not qualify.
 - If applicant does not have home insurance, it is not necessary to have for application.
17. **No metal, gravel roofs, clay tiles, or wood shingles.**