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.

1. To apply:
   - Come in to 1400 S. Flores to fill out an application
   - Print application at www.sanantonio.gov/nhsd/programs/repair
   - If applicant is disabled, someone may pick up / drop off application and documents for them, but they must sign the application (OR we can mail them an application)

2. Please allow up to six months for application processing. The program is first come first serve and demand is high. There are many applications on the list for service.

3. There is no need to reapply if you have submitted an application in 2019. It is still under review.

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 are not required to pay anything unless program agreement is violated.

6. Applicant will hear a response either by letter or phone call when process is complete or if they do not qualify.

7. 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 2019 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 are not required 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. Must bring in home insurance declaration page, with policy date and insurance phone number. We will be checking with insurance if any claims have been made in the last five years. If large claims have been made and 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.