

# Window and Storefront Repair Program

Program Guide

Edmonton

## **APPLICATION INTAKE WILL CLOSE ON FEBRUARY 21, 2025**

The Window and Storefront Repair Program is an expansion of the Window Repair Program. The purpose of this grant program is to assist businesses with costs of repairs to their business as a result of vandalism. Funding initially focused exclusively on covering costs of repairing broken windows, but has now been expanded to cover costs associated with damages to storefronts.

**Businesses within the following Business Improvement Areas (BIAs) are eligible for this program:**

Downtown BIA, Chinatown BIA, North Edge BIA, Kingsway BIA, Beverly BIA, Fort Road and Area BIA, French Quarter and Area BIA, Northwest Industrial Area BIA, Stony Plain Road and Area BIA, 124 Street and Area BIA, The Crossroads BIA, Old Strathcona BIA and Alberta Ave BIA. ([Map of eligible areas](#)).

The grant will cover up to **50% of costs** for eligible repairs **up to a maximum of \$5,000 in funding per business license**. Please note that funding for the Window and Storefront Repair Program is a one-time funding program. Funding is limited and the grant will be closed to applications once all funding is allocated.

The City of Edmonton reserves the right to consider exceptions based on extenuating circumstances and may make changes to the program as needed. The following positions have the authority, in their sole and unfettered discretion, to determine the eligibility of proposed work and confirmation of completed work:

- Branch Manager, Economic Investment Services

In this Program Guide and Application Form, you will find:

1. Window and Storefront Repair Program - Eligibility Criteria
2. Window and Storefront Repair Program - Grant Process
3. [Online Application Information](#)

### **Eligibility Criteria**

Projects that are eligible to apply for a Window and Storefront Repair Program grant must meet **ALL** of the following criteria:

- Must be located within the boundaries of one of the BIAs listed [above](#).
- Must be a commercial street-level business. Only ground-floor repairs will be considered.
- Street level windows in a multi-unit residential building such as a condominium are included in this program.
- Damages must be **a result of vandalism**.
- If the applicant chooses to perform the repairs themselves, only the material/supply costs will be eligible.
- Must have a valid business licence or valid exemption.
- The applicant is the property owner or a person/tenant legally designated by the property owner to complete the Window and Storefront Repair Program.

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- The project must not receive funding from the Chinatown Recovery Fund for broken windows.
- Eligible property includes:
  - 1) Windows
  - 2) Fixtures: any physical property that is permanently attached to the visible, public-facing ground-level exterior of the property (this includes, but is not limited to, lights, benches, security cameras, planters etc.)
  - 3) Building facade: the front of the building including siding, brick or other.

### **Ineligible Expenses including, but are not limited to, the following:**

Automobile repairs  
Rolling shutters, security bars and panels to replace windows  
Anything that is not street-level (no upper floors)  
Repairs for areas that are not public-facing  
Labour costs for "Do it Yourself" (DIY) repair work

### **Window and Storefront Repair Program Grant Process**

#### **Step 1: [Apply](#)**

Applications will be accepted on a first-come, first-served basis starting on January 1, 2023 and will no longer be accepted once all program funding is allocated. Please check the website for details ([edmonton.ca/downtown](http://edmonton.ca/downtown)).

- Information required for online application:
  - Contact information
  - Business License Number or Exemption
  - Photo(s) of damages with proof of location (facade, address, etc)
  - Signed Declaration Letter

#### **Step 2: Review and Allocation Letter**

- Applications are reviewed for completeness and project eligibility. If approved, an Allocation Letter will be sent to you.

The Allocation Letter outlines the following:

- The allocated funding for the approved repairs;
- The description of the repairs; and
- The date by which the repairs are required to be completed - this date will be three months from the date of the Allocation Letter.

Please note that all decisions by the Program Manager or delegate from the City of Edmonton to approve or decline an application are final.

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### Step 3: Work Phase

- Repairs can begin at any point, however **funding is not guaranteed until the Program Manager approves the application and an Allocation Letter is sent to you.**
- The repairs must be completed in its entirety by the deadline in the Allocation Letter. Please let the Program Manager know if there are any changes to the expected timelines.

### Step 4: Submit Required Documentation

You must report completion to the Program Manager by the assigned completion date for your repairs, which is **three months after the date of the Allocation Letter**. At the time completion is reported, all reimbursement documentation must be submitted. This documentation includes

- Invoices and/or receipts including proof of payment for the eligible work.
- At least one photo of the broken window or storefront damage, applicants will also be required to submit a photo of the repairs once the work has been completed. If you do not have a photo of the broken window or storefront damage, please contact the Program Manager to determine if your project is eligible.
- A signed Statutory Declaration Letter.

### Step 5. Grant is Issued

Once completion is reported, the Program Manager will review the submitted documents. The maximum grant amount issued will be **50% of the total eligible items** of work identified in the Allocation Letter, to a **maximum of \$5,000 in funding per business license**. A grant cheque will be sent by mail once all documentation is submitted and verified. Please allow up to 4 weeks for processing and mailing of the reimbursement cheque.

### Key Things To Know

The Window and Storefront Repair Program Manager is here to support you through the grant process. We want you to succeed! Here are some key items to understand about the grant in order to be successful:

- Eligible businesses will receive a reimbursement grant of up to 50% of eligible costs (any combination of windows, fixtures and facade) to a maximum of \$5,000.
- Businesses may apply multiple times, but the maximum total grant amount available is \$5,000 per business license, not per application.
- If a commercial building has a mix of vacant and occupied units it is eligible for multiple grants. All businesses with a valid business licence or licence exemption are eligible for separate grants, while each of the vacant units will be eligible for a grant.
  - For example, if a building has five units with two licensed businesses and three vacant units, each licensed business may apply for a grant while the building owner/landlord can apply for a grant for each of the three vacant units.
- There is no minimum number of windows that need to be replaced.
- There is no waiting list for the program and incomplete applications will not be kept on file.
- A police report is not required, but strongly encouraged for your own records.
- Damage must be a result of vandalism.
- Eligible expenses incurred prior to January 1, 2023, are not eligible under this program.

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- Payment will be made once the business provides a paid receipt or invoice with the replacement date included, and before and after pictures are received.
  - Photos must include the window and address (facade).
- **Successful applicants will be notified with an allocation letter and agreement.**
- Processing time for application submissions is approximately **20 business days**.

### Application Form

**Note:** This application form must be completed in full, including

- Part 1: Applicant/Property Information
- Part 2: Eligible Repair Checklist
- Part 3: Attach Required Documentation
- Part 4: Applicant Declaration, Authorization for Agent of the Property Owner, and Verification of Signing Authority (if the property owner is a company)

Paper copies of the application are also available, please contact the Program Manager and a copy can be sent to you.

Your name, contact information, and project information is collected in accordance with 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act. This information will be used to administer the Window and Storefront Repair Program. If you have any questions about the collection and use of your personal information, contact the Program Manager. 9th Floor 10111 104 Ave, Edmonton Alberta T5J 0J4. Please note that the name and location of buildings, building details, building designs, grant amounts, and total costs of projects may be released to various organizations, the media, and the public in connection with the Window and Storefront Repair Program.

To complete your submission, you will need to attach the following documentation via the online application

- At least one photo of the broken window (ie. your project's "before" photos).
  - NOTE:** A photo of the repair is also required once the replacement has been completed.
  - Please ensure the photo contains as much of the facade of the building and address as possible. (for identification purposes)

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Applicant Declaration and Authorization for Agent of the Property Owner

## APPLICANT DECLARATION

I understand that submitting an application package **does not** guarantee funding by way of a Window and Storefront Repair Program Grant. I further certify that:

1. **I/we have reviewed the Program Guide and I/we understand the conditions attached to the funding.**
2. I/we acknowledge that my/our windows and/or storefront were damaged as a result of vandalism;
3. This application includes all relevant documentation;
4. All the information in this application, and supporting documents, is true and complete to the best of my/our knowledge;
5. Incomplete applications, and those that do not meet the eligibility criteria, will not be evaluated or kept on file;
6. I/we acknowledge that it is my/our responsibility to determine whether or not my/our Window and Storefront Repair Program repairs need a permit to complete, and to therefore obtain any necessary permits. Reimbursement will not be granted to projects completed without the required permits;
7. I/we understand that all decisions regarding applications are final and cannot be appealed;
8. If a grant is approved, work will be completed as outlined in the application.

Any deviations must be evaluated and approved by the Program Manager.  
Approval is not guaranteed.

Contact the Window and Storefront Repair Program Manager  
[downtown@edmonton.ca](mailto:downtown@edmonton.ca)

### Attachment 1

#### Definitions

Commercial Building: for the purpose of administering the Window and Storefront Repair Program, a Commercial Building means a building that will be used for a commercial purpose at ground level, excluding home-based businesses; is designed to support and visually communicate the commercial use of the building; and will be street-oriented.

Residential Building: for the purpose of administering this grant, a Residential Building is defined as a non-commercial multi unit building that has street level windows.

Façade - the exterior of a commercial building.

Fixtures - items attached to the building including but not limited to security cameras, planters, benches, signage, lighting, garbage bins, siding.

Storefront - the first story of the facade of a Commercial Building that fronts onto a public road right-of-way or pedestrian-oriented City-owned open space, contains a public entrance, supports commercial activity, and is a primary visual focus. A Commercial Building may have more than one Storefront.

Allocation Letter- the standard form contract identifying the maximum grant amount, the approved project design, and the eligible improvements that the applicant may seek reimbursement for upon successful project completion. Reimbursement Agreements are between the City of Edmonton and the building owner; or the City of Edmonton, the building owner, and the building tenant.

Mixed-use - means a development that includes Dwellings located above ground-floor Commercial Use Storefronts, or Dwellings located on the ground floor of the building adjacent to or located behind Commercial Use Storefronts, or live-work units.

Vacant Commercial Use Storefront - means a Storefront that is used for the sole purpose of conducting activities related to commercial use, and that has been chronically vacant for at least 6 months. The vacancy may not be the result of major redevelopment or construction within the building.