



GARLAND

Home Improvement Incentive Program Frequently Asked Questions

Please review the [Home Improvement Incentive Program Policy](#), as it should answer most questions about the program. However, below are some FAQ's our office has received from residents.

1. When is the deadline?

There is no deadline. The program was approved by a one-time budget allocation by City Council, and so the program is funded on a first-come first-served basis until the funding runs out.

2. What DCAD value do I use to see if I am over the \$200,000 total appraised value cap?

Find your property address on the [Dallas County Appraisal District](#) website, and it is the first value shown, which is the Improvement value plus the Land value. DCAD refers to it as the "Market Value." City Council just recently increased the minimum home value to \$200,000, so it will likely not change for the remainder of the year.

3. How can I submit an application?

You can mail it to:

The Office of Neighborhood Vitality
City of Garland
PO Box 469002
Garland, TX 75046

Email it to: Neighborhoods@garlandtx.gov (also on the application)

Or submit the application in person to:

Main Street Municipal Building
800 Main St, Garland, TX
2nd Floor, Planning Department Front Desk

4. Can I submit for repairs that I've recently made?

No. No improvements made prior to application approval will qualify for the rebate.

5. How long does it take?

Once we receive an application, and it has all the required documentation, it takes up to two weeks to approve it. Once an application is approved, the applicant will receive a Notice to Proceed letter. The applicant has six months from the date of that letter to complete the improvements. The letter will have additional instructions on what to do after the improvements are complete, which entails two one-page forms. Once we receive those forms, the City will cut you a check for 50% of the agreed upon cost within 30 days.

6. I pay my property taxes through my mortgage, so how do I prove that I am current on my taxes?

There is a [website on the application](#) that you can visit to print a page that provides this proof. Use it to find your address, select your address, and then print the page for your property that shows a Past Due of \$0.00. This can be done for the [City of Garland and Garland ISD at the same website](#), simply click on “Select Your Tax Office” on the home page.

7. I pay my insurance through my mortgage, so how do I prove that I am current on my insurance?

Printed pages from the insurer showing a policy number and active policy date are required.

8. Are DIY projects allowed?

The City Council determined that if homeowners are able to perform the work to the quality demanded by the building permit, then the materials can be rebated at 50%, with a maximum rebate of \$10,000. Please note, you will need to include some calculation or justification for how you determined the amount of material needed as well as cost (similar to the line-item estimate we require from contractor bids). DIY labor is not rebated.

9. Are City of Garland employees eligible?

Yes.

10. Is this a loan that is paid back?

No. This is a rebate. The applicant must pay all costs associated with the qualifying, approved improvement, and then is rebated after the work is complete.

11. Do I have to acquire all the permits to include in the application?

No. If the application is approved, the contractor will acquire the permits, unless the applicant chooses to do so themselves after the application is approved. References in the policy for which improvements require a permit are reminders for the applicant.