

The New Soft-Story Program offers Homeowners even more support.

MY Step-by-Step HOME RETROFIT PLANNER



www.EarthquakeSoftStory.com

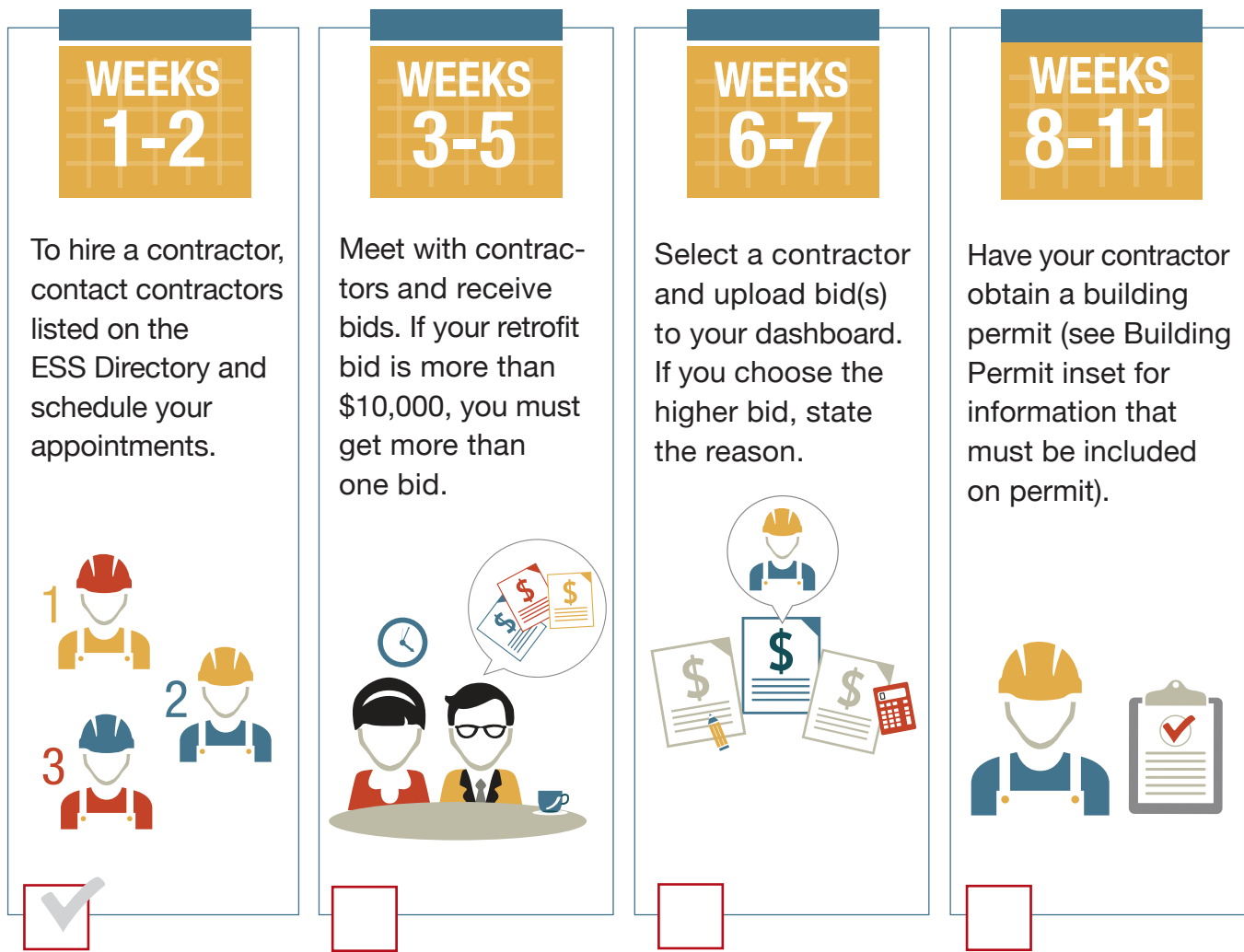
WELCOME TO EARTHQUAKE SOFT-STORY

PRE-RETROFIT

Step 1

You have up to 12 weeks to complete the **Pre-Retrofit** requirements. It is recommended you begin your search for a contractor from the ESS Contractor Directory as soon as possible, as the process of obtaining bids and hiring a contractor can be time-consuming.

To stay on track, you may wish to follow this suggested timeline:



Check as you complete each step.

GET READY TO RETROFIT!

PRE-RETROFIT CONTINUED

BY WEEK
12

You or your contractor must upload these items to your Homeowner Dashboard for approval:

- Copy of your building permit (see inset)
- Plans/Drawings
- Five photos of house exterior with date stamp
- Two photos of garage area before retrofit*
- One crawl space photo if applicable
- Contractor Bid(s)



*In JPG format and as specified in the Rules

BUILDING PERMIT Required Information:

- Description of Work/Project Description that states retrofit is “in accordance with” FEMA P-1100
- Project Address
- City or County
- Permit Number
- Issue Date

NOTE: Building permit must be solely for the seismic retrofit work and may not include other work on the premise.

****Important: Permit must be dated after you were accepted into the program and it must reference FEMA P-1100.**

Do not begin retrofit construction work until after Step 2.

Step 2

Pre-retrofit documents and photos will be forwarded to FEMA. Once FEMA approves, (most likely up to 10 weeks after submission), ESS will notify Homeowner. **After you receive approval from ESS, continue to Step 3.**

RETROFIT

Step 3

You have six months from the day you received approval to schedule and complete construction of your retrofit.



POST-RETROFIT

Step 4

Gather final documentation and upload to your Homeowner Dashboard:

- Five photos of house exterior with date stamp taken after retrofit is complete
- Two photos taken from same vantage point as 'before' photos of garage area after retrofit
- *One photo showing crawl space retrofit, if applicable
- Two photos of water heater bracing and strapping (if water heater is tankless, two photos must show properly installed tankless water heater; no strapping necessary.)
- Building permit with final inspection sign-off
- Invoice from licensed contractor that includes:
 - Business name, address, phone number and contractor license number and date work performed
 - Breakdown of costs by labor, materials, overhead and profit (see Program Rules for complete details)
 - Indicate whether the payment will be sent to homeowner or contractor
- Payment Authorization Form (PAF)



Need Help?

Contact Customer Service Monday-Friday from 8 a.m. to 5 p.m. (excluding holidays) at info@EarthquakeSoftStory.com or **877-232-4300**.