

Compassionate Grant – Frequently asked questions

1. How do I report basement flooding?

To report basement flooding:

- Call **3-1-1**, or
- Submit a report online at [Report Basement flooding](#)

Please be patient, City staff will respond as soon as possible.

2. What to do if your [basement is flooded](#)

3. Is my [basement safe to enter](#)?

4. How does the Compassionate Grant program help residents?

Basement flooding can result in a lengthy, expensive clean-up. The grant helps a resident to quickly address some of the clean-up or replacement costs.

5. My basement flooded because of a collapsed pipe. Am I eligible?

Only residents affected by a sewer surcharge are eligible for a compassionate grant.

Causes of basement flooding such as foundation cracks, leaking window wells, or faulty appliances are the responsibility of the homeowner and should be addressed as part of their private property maintenance. The City may provide [other assistance](#) for collapsed pipes.

6. Are there other financial assistance programs that can help protect my property from basement flooding?

Yes, the City offers Better Homes Ottawa, Rain Ready Ottawa and Residential Protective Plumbing programs.

7. Can I apply for a grant every time my basement floods?

Residents are eligible every five years given the completion of flood mitigation measures.

Without mitigation measures, there continues to be the risk of flooding due to sewer surcharging. The installation of a backwater valve or [other preventive measures](#) may reduce the risk of basement flooding.

Examples of mitigation measures include:

- Confirmation of participation in the Residential Protective Plumbing program

- Confirmation of participation in the Rain Ready Ottawa program for redirecting downspouts or disconnecting a downspout from the storm or combined sewer system
- Paid invoice or before and after photos for the redirection, extension, or disconnection of downspouts
- Paid invoice for professional maintenance of a protective plumbing device