



## FREQUENTLY ASKED QUESTIONS

The mission of the City of Cleveland’s Storefront Renovation Program (SRP) is to revitalize, support, and promote the City’s commercial retail districts in our neighborhoods. The Storefront Renovation Program Sign-Only Incentive offers financial support to businesses located in approved, previously rehabilitated and structurally sound buildings without maintenance issues.

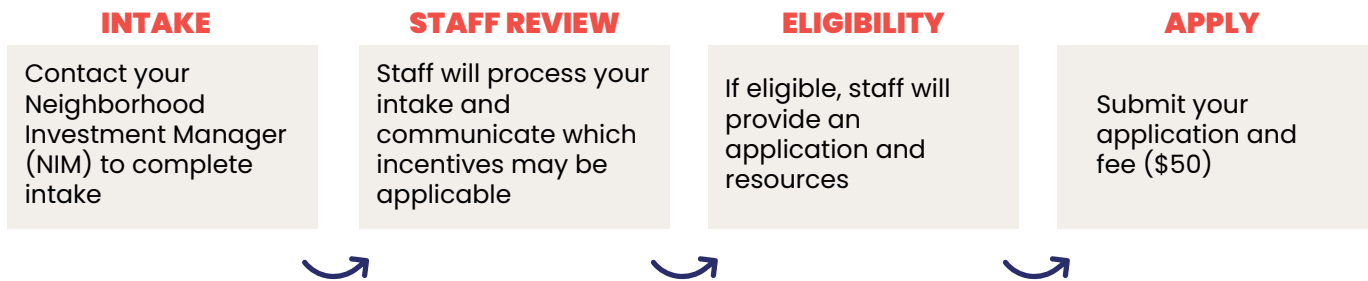
### What is the Storefront Renovation Program’s Sign-Only Rebate Program?

The SRP Sign Only Rebate is an Economic Development incentive program that offers a 50% rebate, up to \$5,000, on eligible signage expenses for businesses that meet the program’s eligibility requirements.

### How much private investment must an approved applicant contribute?

Applicants must pay the entire cost of the project up front and must be willing to spend a minimum of \$2,000 in private investment toward the new signage package, not including permit and contractor procurement fees. Once the project is completed to the specification of the Rebate Agreement, the applicant will provide proof of contractor payment(s), permits, final product images and other documentation to allow SRP Staff to process a rebate request on their behalf. Applicants who are successful in all requirements typically receive a rebate payment within two months of the completed rebate request package.

### What are the steps to determining if my project is eligible for the Renovation Sign Only Program?



### Who is my Neighborhood Investment Manager (NIM)?

Visit [makeitincleveland.org](http://makeitincleveland.org) and navigate to the Economic Development Staff page, scroll to Neighborhood Development to find out which NIM is in your region.



## How will Staff determine eligibility for the Sign Only Rebate Program?

SRP Staff may ask applicants to provide recent images or may conduct a site visit to determine eligibility.

## What projects are ELIGIBLE for the Storefront Renovation Program's Sign-Only Rebate Incentive?

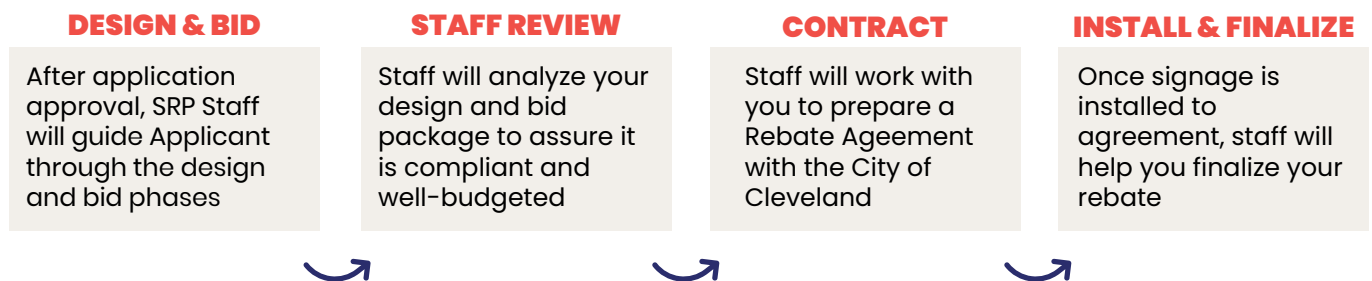
Commercially zoned properties with a walk-in retail or commercial service, that are in buildings that are well maintained, show no signs of structural issues, and those that are permit and code compliant (or working toward compliance) may be eligible.

## What types of projects are NOT eligible for the Storefront Renovation Program's Sign-Only Rebate Incentive?

*Excluded projects include, but are not limited to:*

- Exclusive/private event or membership-based businesses that are not open to the public;
- Exclusively residential (leasing offices not eligible);
- Industrial warehouse, manufacturing, automotive-related properties and/or studios without walk-in retail;
- Arcades, strip malls, shopping center plazas;
- Schools, churches, community centers;
- Tobacco, vape, alcohol or other age-restricted product shops.

## What is the process if my application is approved?



## Can I get a rebate on a sign that was previously designed, fabricated and/or installed?

No. A sign design prepared by a qualified contractor may be eligible, subject to SRP Design Specialist approval. Any sign fabrication work performed, and any deposits or costs incurred prior to the execution of a Rebate Agreement with the City of Cleveland are **not reimbursable** through the Storefront Renovation Program.

**For more information about the Storefront Renovation Program and other incentives, please visit [makeitincleveland.org](https://makeitincleveland.org)**

