



ORMMS

Oregon Rohingya
Myanmar Muslim Society

Empowering Community.
Preserving Culture. Embracing Hope.



HOME WATER LEAK REPAIR PROGRAM

Free Assistance for Eligible Homeowners

- 💧 Is your water bill unusually high?
- 💧 Do you have a leaking toilet, leaking pipe, low water pressure, or water pooling in your yard?

ORMMS may be able to help eligible homeowners through the Home Water Leak Repair Program, in partnership with the Portland Water Bureau.

PORTLAND
CLEAN ENERGY
COMMUNITY BENEFITS
FUND



1 STEP 1 Check If You May Qualify



You may qualify if you:

- ✓ Own and live in your home
- ✓ Live within the Portland Water Bureau service area
- ✓ Meet program income guidelines
- ✓ Have a suspected or confirmed residential water leak
- ✓ Are willing to provide supporting documentation if requested

Meeting these criteria does not guarantee assistance. Final eligibility will be determined after ORMMS reviews your application and supporting documents.

2 STEP 2 Complete the Initial Eligibility Screening



Scan the QR code:



The screening takes only a few minutes and helps ORMMS determine whether you may qualify for assistance.

You will be asked about:

- Your contact information
- Your property
- Your water leak issue
- Household information
- Basic eligibility questions

3 STEP 3 What Happens Next?

After you submit the screening form:

- 👥 ORMMS reviews your information.
- 📞 We contact you if additional information or documents are needed.
- 📅 If you appear eligible, we will schedule the next steps, which may include:
 - Full application
 - Income verification
 - Property assessment
 - Repair review
 - Coordination with a licensed plumbing contractor

CONTACT ORMMS

- 📍 2410 SE 121st Ave., Suite 208
Portland, OR 97216
- 📞 503-489-5179
- ✉ info@ormms.org
- 🌐 www.ormms.org



📞
**SCAN THE
QR CODE ▶
TO GET
STARTED!**

The City of Portland is committed to providing meaningful access. To request translation, interpretation, modifications, accommodations, or other auxiliary aids or services, or to file a complaint of discrimination, contact 503-823-4000 (311), Relay Service: 711, 503-823-6060, or leakrepair@portlandoregon.gov.



PROGRAM SERVICES MAY INCLUDE

- ✓ Initial eligibility screening
- ✓ Language interpretation and translation.
- ✓ Help completing required forms
- ✓ Property assessment
- ✓ Coordination with licensed plumbing contractors
- ✓ Assistance with qualifying residential water leak repairs
- ✓ Water conservation education and resources



FREQUENTLY ASKED QUESTIONS (FAQ)

- ?** Does it cost anything to apply?
No. Applying for the program is free.

? Does submitting the screening form guarantee assistance?
No. Assistance depends on eligibility, available funding, and final program approval.

? Do I need to own my home?
Generally, this program is intended for eligible homeowners. If you are renting, ORMMS may still be able to provide information, referrals, or other assistance depending on your situation.

? What documents might I need?
If you appear eligible, ORMMS may ask for documents such as:

 - Photo ID
 - Current water bill
 - Proof of homeownership
 - Income documentation
- ?** What types of leaks may qualify?
Examples include:

 - Toilet leaks
 - Faucet leaks
 - Interior plumbing leaks
 - Exterior water service line leaks
 - Water pooling
 - High water bills caused by leaks
 - Other qualifying residential water leaks

? How long does the process take?
Each case is different. ORMMS will keep you informed throughout the eligibility review and repair process.

? Will ORMMS pay me directly?
No. If approved, eligible repair assistance is generally coordinated through the program according to program requirements.

? What if I need help completing the application?
ORMMS provides multilingual assistance and can help you complete the screening and application process.



IMPORTANT REMINDER

Assistance depends on eligibility, available funding, and final program approval. Submitting the screening form does not guarantee assistance.



Empowering Community.



Preserving Culture.



Embracing Hope.