County of Moore

Assistance Policy

For the 2018 Cycle of the Urgent Repair Program

What is the Urgent Repair Program? The County of Moore has been awarded $100,000 by the North Carolina Housing Finance Agency ("NCHFA") under the 2018 cycle of the Urgent Repair Program ("URP18"). This program provides funds to assist very-low and low- income households with special needs in addressing housing conditions which pose imminent threats to their life and/or safety or to provide accessibility modifications and other repairs necessary to prevent displacement of very-low and low- income homeowners with special needs such as frail elderly and persons with disabilities. A total of 13 households will be assisted under URP18.

This Assistance Policy describes who is eligible to apply for assistance under URP18, how applications for assistance will be rated and ranked, what the form of assistance is and how the repair/modification process will be managed. The County has tried to design this URP18 project to be fair, open, and consistent with the County's approved application for funding and with NCHFA's URP Program Guidelines.

The funds provided by NCHFA come from the North Carolina Housing Trust Fund. Additional funds for construction costs are provided by County local matching funds in the amount of $5,000.

Eligibility To be eligible for assistance under URP18 applicants

1) must reside within the County limits of Moore; and own and occupy the home in need of repair or have life estate rights; and must be current on all property taxes
2) must have a household income which does not exceed 50% of the County median income for the household size (see income limits below)
3) must have a special need (i.e. be elderly, ≥ 62 years old, handicapped or disabled, a single parent with a dependent living at home, a Veteran, a large family with ≥5 household members or a household with a child below the age of six with an elevated blood lead level (between 10μg/dl and 20μg/dl)).
4) must have urgent repair needs, which cannot be met through other state or federally-funded housing assistance programs

URP18 Income Limits* for the County of Moore

Number in Household	30% of Median (very-low income)	50% of Median (low income)
1	$13,950	$23,250
2	$15,950	$26,550
3	$17,950	$29,850
4	$19,900	$33,150
5	$21,500	$35,850
6	$23,100	$38,500
7	$24,700	$41,150
8	$26,300	$43,800

*Income limits are subject to change based on annually published HUD HOME Limits.

Outreach Efforts of the Urgent Repair Program The County informs Moore County service providers of housing rehab opportunities through a Public Notice submitted to the Pilot (local paper) as well as on the County website. Moore County will notify each of the following agencies of this Project and provide applications for disbursement:

- Moore County Department of Social Services
- Moore County Health Department
- Moore County Senior Enrichment Center
- Local Municipalities within the County
- Action Pathways (Weatherization Program)
- Meals on Wheels
- Moore County Transportation Services
- Veteran's Administration
- Habitat for Humanity
- Independent Living
- ARC of Moore
- Northern Moore Family Resource Center
- Coalition for Human Care

Selection of applicants: The County has devised the following priority system to rank eligible applicants, determine which of them will be selected for assistance and in what order. Under this system applicants will receive points for falling into certain categories of special need and income. The applications will be ranked according to which receive the most points.

Priority Ranking System for the County of Moore URP18

Special Needs (for definitions, see below)	*Points*
Never served by Moore County	10
Disabled, Elderly or Veteran Household Member *(62 or older)*	6
Large Family *(5 or more permanent residents)*	6
Single-Parent Household *(with one or more children in the home)*	4
Elevated Blood Lead Level Child	4
Income (See Income Table above)	Points
Less than 30% of County Median Income	10
30% to 50 % of County Median Income	5

Under NCHFA Program Guidelines, a minimum of 50% of households assisted must have incomes which are less than 30% of the area median income for the household size, and no household with an income exceeding 50% of the area median income will be eligible. This guideline will be adhered to strictly and will be the primary factor in the selection of those households to be assisted under URP18.

Recipients of assistance under the URP18 will be chosen by the above criteria without regard to race, color, religion, national origin, sex, familial status and disability.

The definitions of special needs' populations under URP18 are:

- *Elderly*: An individual aged 62 or older.

- *Disabled*: A person who has a physical, mental or developmental disability that greatly limits one or more major life activities, has a record of such impairment, or is regarded as having such an impairment.
- *Large Family*: A large family household is composed of five or more individuals living in the home; at least four are immediate family members.
- *Head of Household:* The person or persons who own(s) the house.
- *Household Member*: Any individual who is an occupant (defined below) of the unit to be rehabilitated shall be considered a "household member" (the number of household members will be used to determine household size and all household members are subject to income verification).
- *Occupant*: An occupant is defined as any immediate family member (mother, father, spouse, son/daughter of the head of the household, regardless of the time of occupancy); or non-immediate family member who has resided in the dwelling at least 3 months prior to the submission of the family's application.
- *Single-Parent Household:* A household in which one and only one adult resides with one or more dependent children.
- *Veteran*: A person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable.
- *Child with elevated blood lead level*: A child below the age of six with an elevated blood lead level between 10 □g/dl and 20 □g/dl.

Client Referral and Support Services Many homeowners assisted through the Urgent Repair Program may also need other services. When the Urgent Repair Program staff meets the homeowner during the work write-up process, they will discuss the resources and programs available in the County; provide verbal referrals as needed and provide material to clients/homeowners detailing available services as well as a list of the agencies providing those services with contact information.

What is the form of assistance under URP18? The County will provide assistance to homeowners, whose homes are selected for repair/modification in the form of a loan. Homeowners will receive an unsecured deferred, interest-free loan, forgiven at a rate of $1,000 per year, until the principal balance is reduced to zero.

What is the amount of the loan? The amount of the loan will depend on the scope of work necessary to address the identified imminent threats to life and/or safety, and that will be determined by the County's Rehab Inspector. There is no minimum to the amount of the loan; however the maximum life-time limit according to the guidelines of URP18 is $8,000.

What kinds of work will be done? Only repairs that address imminent threats to the life and/or safety of occupants of the dwelling unit or accessibility modifications will be performed under the County's URP. It should be noted that all deficiencies in a home may not be rectified with the available funds.

All work that is completed under URP18 must meet or exceed NC Residential Building Code.

Who will do the work on the homes? The County is obligated under URP18 to ensure that quality work is done at reasonable prices and that all work is contracted through a fair, open and competitive process. To meet those very difficult requirements,

the County will allow qualified contractors to provide quotes, bids or proposals for the product or services needed on each job. Please request a copy of the County's Procurement and Disbursement Policy for further information. (Homeowners who know of quality rehabilitation contractors are welcome to invite them to bid.)

A minimum of three qualified contractors will be invited to bid on each job, and the lowest responsive and responsible bidder will be selected for the contract. "Responsive and responsible" is described in the Procurement and Disbursement Policy.

A qualified contractor must not be: debarred on any state or federal list; have proper licensing requirements if applicable to the scope of work they are bidding on and have Workers' Compensation insurance, if applicable.

What are the steps in the process, from application to completion? Now that you have the information about how to qualify for Moore County'sURP18, what work can be done, and who will do it, let's go through all the major steps in the process:

1. **Completing an Application form:** Homeowners who wish to apply for assistance must do so by 4:30 pm on September 28, 2018. Apply by contacting the Planning & Transportation Department, 910-947-5010. Proof of ownership and income will be required. Those who have applied for housing assistance from the County in the past will not automatically be reconsidered. A new application will need to be submitted.

2. **Preliminary inspection:** The County's Housing Rehab Inspector will visit the homes of potential loan recipients to determine the need and feasibility of repairs/modifications.

3. **Screening of applicants:** Applications will be rated and ranked by the County based on the priority system outlined on page 2. The households to be assisted will be selected by November 16, 2018. Household income will be verified for program purposes only (information will be kept confidential). If income verification is not received by all household members over the age of 18 by December 21, 2018, that household will be ineligible for assistance. Ownership of property will be verified along with other rating factors. From this review, the thirteen (13) most qualified applicants will be chosen according to the priority system described above. There will also be a list of ten (10) alternates. All applicants will receive notification of their application status by November 16, 2018 in writing or may contact the Planning & Transportation Department, at 910-947-5010 to confirm the disposition of the application.

4. **Applicant interviews:** Approved applicants will be provided detailed information on assistance, program repair/modification standards and the contracting procedures associated with their project at this informational interview.

5. **Work write-up:** The County's Rehab Inspector will visit the home again for a more thorough inspection. All parts of the home must be made accessible for inspection, including the attic and crawlspace, if any. The owner should report any known problems such as electrical short circuits, blinking lights, roof leaks and the like. The Housing Rehab Inspector will prepare complete and detailed work specifications

(known as the "work write-up"). A final cost estimate will also be prepared by the Housing Rehab Inspector and held in confidence until bidding is completed.

6. **Formal agreement:** After approval of the work write-up, the homeowner will sign a formal agreement that will explain and govern the repair/modification process, and an explanation of the Promissory Note, which is considered a forgivable loan. This agreement will define the roles of the parties involved throughout the process.

7. **Bidding:** The work write-up and bid documents will be provided to all contractors at the pre-bid meeting. Tours of the properties to be rehabbed will occur on the day of the pre-bid meeting. The names of the invited contractors will be supplied to the homeowner. Each will need access to those areas of the house, in which work is to be performed, in order to prepare a bid. Contractors will then have at least a week to prepare a bid proposal and complete bid documents before submitting to the County. A bid opening will be conducted at the Planning & Transportation Department at a specified date and time, with all bidders and the homeowner invited to attend.

8. **Contractor selection:** Within six weeks of the bid opening, after review of bid breakdowns and timing factors, the winning bidder will be selected. All bidders and the homeowner will be notified of (1) the selection, (2) the amount, (3) the amount of the County's cost estimate upon request, (4) any support or contingency costs that will be included in the loan amount, and (5) if other than the lowest bidder is selected, the specific reasons for the selection.

9. **Execution of loan and contract:** The loan will be executed as well as the repair/modification contract prior to work beginning on the project. This contract will be between the contractor and homeowner, with the County signing as an interested third party. The cost of the actual work and project related support costs up to the amount of $800 will be included in the loan document.

10. **Pre-construction conference:** A pre-construction meeting will be held at the home. At this time, the homeowner, contractor and program representatives will be present and discuss the details of the work to be done. Starting and ending dates will be agreed upon, along with any special arrangements such as weekend or evening work hours and disposition of items to be removed from the home (such as old plumbing, etc.). If the contract has been executed, the County will issue a "Notice to Proceed" formally instructing the contractor to commence by the agreed-upon date within 5 calendar days of the date stipulated on the "Notice to Proceed".

11. **Construction:** The contractor will be responsible for obtaining any required building and zoning permits for the project before beginning work. The permit must be posted at the house during the entire period of construction. Program staff will closely monitor the contractor during the construction period to make sure that the work is being done according to the work write-up (which is made a part of the rehabilitation contract by reference) and in a timely fashion. Building/Code Enforcement Officers will inspect new work for compliance with the State Building Code as required by the guidelines of URP18. The homeowner will be responsible for working with the contractor toward protecting personal property by clearing work

areas as much as practicable. The contractor will be responsible for all clearing and cleaning arising from and due to construction activities.

12. **Change Orders:** All changes to the scope of work must be reduced to writing as a contract amendment ("change order") and approved by all parties to the contract: the owner, the contractor and two representatives of the County of Moore. If the changes require an increase in the loan amount, a loan modification stating these changes in the contract amount must be completed by the County, and executed by the owner. If the changes result in a decrease in the loan amount, an estoppel informing the homeowner of these changes in the contract amount will be completed by the County and conveyed to the owner.

13. **Payments to contractor:** The contractor will be paid following inspection of and satisfactory completion of all items on the work write-up and change orders, if any, as outlined in the County's URP Procurement and Disbursement Policy.

14. **Post-construction meeting:** Following construction the contractor and the Housing Rehab Inspector will sit down with the homeowner one last time. At this meeting the contractor will hand over all owner's manuals and warranties on equipment and materials to the Housing rehab Inspector for review prior to project closeout. The contractor and Rehab Inspector will go over operating and maintenance requirements for any new equipment installed and discuss general maintenance of the home with the homeowner. The homeowner will have the opportunity to ask any final questions about the work and the loan.

15. **Closeout:** Once each item outlined in section 13 has been satisfied and the homeowner has signed a Certificate of Satisfaction, the job will be closed out (fully completed).

What are the key dates? If, after reading this document, you feel that you qualify for this program and wish to apply, please keep the following dates in mind:

- Applications available to the public starting September 4, 2018.
- Applications must be turned in at the Planning & Transportation Department by 4:30 PM on September 28, 2018.
- Households informed of selection status by November 16, 2018
- Income documents due by December 21, 2018
- Loans made to selected households October 31, 2019.
- All rehabilitation work must be under contract by November 8, 2019.
- All rehabilitation work must be completed by December 31, 2019.

How do I request an application? Just contact:

Moore County Planning & Transportation Department
c/o Community Development Staff
P.O. Box 905
1048 Carriage Oaks Dr.
Carthage, NC 28327
910-947-5010

Or pick up an application at the Moore County Planning & Transportation Department, any library within the County, the County Health Department, or the Department of Social Services office.

Is there a procedure for dealing with complaints, disputes and appeals? Although the application process and repair/modification guidelines are meant to be as fair as possible, the County of Moore realizes that there is still a chance that some applicants or participants may feel that they are not treated fairly. The following procedures are designed to provide an avenue for resolution of complaints and appeals.

During the application process:

1. If an applicant feels that his/her application was not fairly reviewed or rated and would like to appeal the decision made about it, he/she should contact the Project Administrator within five days of the initial decision and voice their concern. If the applicant remains dissatisfied with the decision, the detailed complaint should be put into writing.
2. A written appeal must be made within 10 business days of the initial decision on an application.
3. The County of Moore will respond in writing to any complaints or appeals within 10 business days of receiving written comments.

During the repair/modification process:

1. If the homeowner feels that repairs or modifications are not being completed according to the contract, he/she must inform the contractor and the Community Development staff.
2. The Housing Rehab Inspector will inspect the work in question. If he finds that the work is not being completed according to contract, the Housing Rehab Inspector will review the contract with the contractor and ask the contractor to remedy the problem.
3. If problems persist, a mediation conference between the homeowner and the contractor may be convened by the Community Development staff and facilitated by the project Administrator.
4. Should the mediation conference fail to resolve the dispute, the Project Administrator will render a written final decision.
5. If the Community Development staff finds that the work is being completed according to contract, the complaint will be noted and the Community Development staff and the homeowner will discuss the concern and the reason for the Community Development's staff decision.

Will the personal information provided remain confidential? Yes. All information in applicant files will remain confidential. Access to the information will be provided only to County employees who are directly involved in the program, the North Carolina Housing Finance Agency and auditors.

What about conflicts of interest? No officer, employee or other public official of the County, or member of the Board of Commissioners, or entity contracting with the County, who exercises any functions or responsibilities with respect to URP18 shall have any interest, direct or indirect, in any contract or subcontract for work to be performed with program funding, either for themselves or those with whom they have family or business ties, during their tenure or for one year thereafter. Relatives of

County employees, Board of Commissioners and others closely identified with the County may be approved for rehabilitation assistance only upon public disclosure before the Board of Commissioners and written permission from NCHFA.

What about favoritism? All activities under URP18, including rating and ranking applications, inviting bids, selecting contractors and resolving complaints, will be conducted in a fair, open and non-discriminatory manner, entirely without regard to **race, color, religion, national origin, sex, familial status and disability** .

Who can I contact about URP18? Any questions regarding any part of this application or program should be addressed to:

Housing Rehab Inspector
Carlis P. Sweat
P.O. Box 905
Carthage, NC 28327
910-947-5010

Project Administrator
Stephanie Cormack
P.O. Box 905
Carthage, NC 28327
910-947-5010

These contacts will do their utmost to answer questions and inquiries in the most efficient and correct manner possible.

This Assistance Policy is adopted this 17 day of July 20__.

By: Catherine Graham
Catherine Graham, Chair
Moore County Board of Commissioners

ATTEST: Laura M Williams
Laura Williams, Clerk to the Board
Moore County Board of Commissioners