# Choanoke Area Development Association of NC, Inc.



Serving Northeastern North Carolina Since 1962
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# Assistance Policy 2022 Urgent Repair Program

# What is the Urgent Repair Program?

Choanoke Area Development Association of N.C., Inc. (CADA) has received \$264,000 from the North Carolina Housing Finance Agency (NCHFA) under the 2022 cycle of the Urgent Repair Program (URP 22). The program provides funding to assist very low and low-income households with special needs in Bertie, Halifax, Hertford, Martin and Northampton Counties. These funds are used for housing conditions which pose imminent threats to the life and/or safety of homeowners or to provide accessibility modifications and other repairs necessary to prevent displacement of very-low and low-income homeowners with special needs such as the frail, elderly, veterans and persons with disabilities. A total of 32 households are planned to be assisted under URP 22.

Funds for this 2022 cycle of the Urgent Repair Program (URP 22) are from the State appropriated North Carolina Housing Trust Fund.

Funds will benefit households with income at or below 50% of the area median income and 50% or households assisted must have incomes at or below 30% of the area median income. The purpose of the Urgent Repair Program (URP) is to help individuals with special needs remain in their homes. This program will begin October 1, 2022 and will continue until December 31, 2023, or until funds are exhausted, whichever should occur first.

CADA will also use funding from the Weatherization Assistance Program (\$50,000), the Heating Appliance Repair and Replacement Program (\$20,000), and Duke HHF, Dominion WAP, and BCBS HHI (\$25,000) to provide additional assistance when applicable.

# What is the purpose of this policy?

The purpose of this policy is to explain the program and to inform all interested homeowners in Bertie, Halifax, Hertford, Martin and Northampton Counties how to apply for assistance so homeowners who are eligible have equal access to the program. This Assistance Policy describes who is eligible to apply for assistance under the URP22, how applications for assistance will be rated and ranked, what the terms of assistance are, and how the whole application and repair work process will be managed. CADA has designed this program to be fair, open and consistent with CADA's approved application for funding and with NCHFA's Urgent Repair Program requirements.

### What geographical area will be served?

CADA will serve homeowners who live in their homes located within Bertie, Halifax, Hertford, Martin and Northampton Counties. Homeowners living anywhere within one of the five counties are eligible to apply. Funds will be allocated to residents of each county based on the number of people in poverty in each county.

County	Number of Families	Funding Amount	
Bertie County	5 Families	\$41,250	
Halifax County	10 Families	\$82,500	
<b>Hertford County</b>	6 Families	\$49,500	
Martin County	6 Families	\$49,500	
Northampton County	5 Families	\$41,250	

Applications will be ranked on a county-by-county basis. The applicants with the greatest needs in each county will be served first.

# Are there household income limits for the program?

All interested homeowners must have incomes at or below 50% median income. Households with incomes at or below 30% median income are given priority and 50% of the homeowners must have incomes at or below 30%. Household incomes are based on the number of people in the household.

Bertie, Halifax, Hertford, Martin and Northampton Counties 2022 Income Limits for CADA's Urgent Repair Program

Number of Household	30% of Median Income	50% of Median Income
1 Person	\$13,750	\$22,900
2 Person	\$15,700	\$26,200
3 Person	\$17,650	\$29,450
4 Person	\$19,600	\$32,700
5 Person	\$21,200	\$35,350
6 Person	\$22,750	\$37,950
7 Person	\$24,350	\$40,550
8 Person	\$25,900	\$43,200

Income limits are based on June 15, 2022 annually published HUD HOME Limits.

#### How will the program help?

The program will assist very low-income homeowners with special needs to correct conditions that are a threat to their life or safety or a threat to the life or safety of a physically challenged household member, or place the owner or a household member at risk of being removed from the home.

Eligible repairs include:

- Combustion appliances, chimney hazards;
- Electrical system hazards;
- Plumbing system hazards;
- Imminent structural system failures (e.g. roofs, floors, porches, steps);
- Adaptations /modifications of bathrooms, kitchens, doors;
- Ramps, handrails, etc., that increase the accessibility of the unit for frail or disabled residents;

- Mitigation of environmental hazards such as lead-based paint, mini-blinds containing lead, windows with lead-based paint, asbestos or soil gases, which can be addressed by inexpensive reduction activities;
- Repairs to prevent the imminent displacement of eligible households; or,
- Other repairs approved by the North Carolina Housing Finance Agency on a case-by-case basis.

Program funds may be used for urgently needed repairs or modifications without regard to whether the unit will meet any local, state or federal housing quality standards at the completion of the work. However, all work must be performed in accordance with all state and local permitting, inspections, licensing and insurance requirements including the new Renovation, Repair and Painting Rule. All work completed using program funds must meet North Carolina State Residential Building Code for One and Two Family Dwellings.

Note: The loan provided to a homeowner may not correct all housing problems or needs.

# Who is eligible to apply?

Homeowners that are residents of Bertie, Halifax, Hertford, Martin and Northampton Counties may apply if:

- The family or household's income must be below 50% of the area median income (priority will be given to families below 30% of the area median); and at least 50% of families assisted must be below 30%;
- The family has an unmet urgent/emergency housing need;
- The family will not be eligible for assistance on the house from other funds/programs for six months;
- Owner/occupants of manufactured homes may apply:
- Family has special needs: Elderly (62 or older); Handicapped, Disabled or physically and/or mentally challenged members of the household.
- Large households with five or more individuals; at least four are immediate family members.
- Families with a child or children below age six with lead hazards in the home.
- Single Parents with at least one dependent child in residence.
- Military veteran households defined under Title 38 of the U.S. Code as: "A person who
  served on in the active military, naval, or air service, (i.e. Army, Navy, Air Force, Marine
  Corps and Coast Guard; a commissioned officer of the Public Health Service; or as a
  commissioned officer of the National Oceanic and Atmosphere Administration or its
  predecessors), and who was discharged or released there from under conditions other
  than dishonorable.

# What is the Definition of Special Needs Population?

- Elderly: An individual aged 62 or older
- <u>Disabled</u>: 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 impairment.
- Head of Household: The person or persons who own(s) the house.
- <u>Single-Parent Household</u>: A household in which one and only one adult resides with one or more dependent children.

- <u>Large Family</u>: A large family household is composed of five or more individuals; at least four are immediate family members.
- <u>Household Member:</u> 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.
- Emergency: A situation in which a household member has an immediate threat of being evicted or removed from a home due to health or safety issues within a time frame that the program can complete a repair or stop eviction or removal. These applications will be received at any time during the funding cycle and evaluated on the ability of the program to complete the work in a timely manner that meets the goal of assisting homeowners to remain in their home.
- <u>Veteran</u> defined above as living in the household who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable. Substantiating documents include a DD 214 or other military separation documents.
- Households with a child below the age of six with lead hazards in the home.

## What may program funds not be used to do?

Program funds may not be used:

- In conjunction with any source of state or federal assistance (CDBG, HOME. HPG, 504 grants, etc.), other than <u>Weatherization Assistance Program</u>, Heating Appliance Repair Replacement Program (HARRP), Home and Community Care Block Grants provided by the <u>North Carolina Division of Aging and Adult Services</u>, or contributions from local offices of Independent Living.
- On any dwelling unit that other sources of state or federal assistance are available at the time of the repair work; or,
- On any dwelling unit that other sources of state or federal assistance are likely to become available within six months following the completion of the repair work.

# What are the terms of assistance?

Program assistance provided to owner-occupants must be in the form of a loan covering the hard and soft costs of the URP funds associated with the repair/modification of the unit. Homeowners will receive an unsecured deferred, interest-free loan, forgiven at a rate of \$3,000 per year, until the principal balance is reduced to zero.

CADA will use loan agreements and other documents provided by the North Carolina Housing Finance Agency.

# What is the maximum assistance under the Urgent Repair Program?

The amount of the loan will depend upon the scope of work necessary to address identified imminent threats to life and/or safety. Maximum assistance provided by the Urgent Repair Program to eligible applicants is \$12,000. This maximum loan amount covers home repairs up to \$10,000, agency soft costs up to \$1,000, and agency administrative costs up to \$1,000.

#### Is there a minimum amount of Assistance?

There is no minimum amount of program funds that can be spent on any assisted dwelling unit.

Note: CADA reserves the right to determine if the repair of a particular housing unit will not be cost effective and will not be a wise investment of program funds.

## How does a homeowner apply?

CADA uses an open application process and works from a waiting list. Interested persons are encouraged to apply. Potential Clients should call their county's local CADA Resource Center and speak with a CADA staff person. (contact numbers are attached) Applicants may also complete an intake form on line via CADA's website at <a href="www.nc-cada.org">www.nc-cada.org</a>. An application form must be completed and all required documentation must be received before an application is reviewed. CADA will advertise in local newspapers and through community agencies and organizations a date for receiving applications to be reviewed and prioritized.

- Applicants must provide proof that they own and occupy the property/house. A copy of the deed is required;
- Applicants must provide social security numbers and proof of income for household members;
- Applicants must sign all required application documents;
- Applicants must allow CADA staff and contractors to inspect property; and,
- Homeowners with life rights that have been recorded may apply. A copy of the recorded document is required.

### How will CADA rank applications?

Applicants must first meet the income and targeted population guidelines. Each county is assigned a number of units based on percentage of poverty. Those applicants receiving the highest scores will be served first. The Intake Specialist completes and scores applications received. Applications are then reviewed by the Program Manager upon receipt and are prioritized starting with the earliest date and reviewed again within a 10-15-day period before assessment. Applicants are ranked/selected by the following criteria.

Selection Criteria	Points
Applicant has income less than 30% of median income	13 points
Emergency (may submit without regards to application deadlines)	4 points
House has not received assistance from federal or state rehab programs in the past 5 years	

Single-Parent Household (with one or more children in the home)	
Large Family (5 or more permanent residents)	
Modifications/adaptations of unit needed for owner or household member to	
remain	
Water, wastewater or pluming problems	2 points
Children in household have elevated blood lead levels (between 10ug/dl and	
Applicant has income 30% to 50% of Median Income	
Disabled, Elderly, or Veteran Household (62 or older)	
Disabled, Elderly, or Veteran Household Member (not Head Of	4 points
Household)	

# **Priority Ranking System for UPR 2022**

If a homeowner will be receiving assistance within six months from Community Development rehabilitation programs, the homeowner will not be eligible for the Urgent Repair Program.

# Rehabilitation, process - What services will CADA provide?

CADA staff will provide the following services for the applicant:

- Help complete application for assistance;
- Help owner to obtain proof/verification of income and ownership;
- Inspection of unit -check house to verify urgent need;
- Complete work write-up and cost estimates and provide "before rehab" pictures
- Bid process -sending request for bids to approved contractors;
- Contractor procurement -selection of contractor based on bids;
- Hold pre-construction conference between homeowner. CADA representative. and contractor;
- NCHFA URP grant agreement and contract with contractor CADA will ensure that all documents are prepared and signed:
- Oversight of work;
- Process change orders make sure that all change orders are reviewed and signed prior to work by homeowner, contractor and CADA;
- Inspect work to see that it meets standards and was completed according to work write-ups;
- Do final inspection to determine that work is completed according to work write-up, and provide "after rehab" pictures;
- Make payment to contractor after satisfactory completion of work;
- Close-out/completion of project after all work is satisfactorily completed;
- Explain to homeowner how to operate/maintain any equipment that is installed
- Provide warranties for equipment:

- Refer homeowners to other services they or household members may need such as Home Health, DSS, Vocational Rehab, home-delivered meals, emergency assistance, legal services, etc.;
- Coordinate with county building inspector when repair work requires county inspections or permits.

# What are the steps in the process?

CADA has allocated each county a number of households to be assisted based on the percentage of poverty in each county. Applications will be rated on a county-by-county basis. Applicants receiving the highest scores will be assisted first.

- 1. <u>Completing an Application Form:</u> Homeowners who wish to apply for assistance must do so by December 31, 2022. Contact your local CADA office to apply. Proof of ownership and income will be required. Those who have applied for housing assistance from CADA in the past will not automatically be reconsidered. A new updated application is required.
- 2. <u>Preliminary Inspection</u>: CADA's Rehabilitation Specialist will visit the homes of potential loan recipients to determine the need and feasibility of repairs/modifications. The Rehab Specialist may need to return for a more detailed inspection.
- 3. <u>Screening of Applicants:</u> Applications will be rated and ranked by CADA based on the priority system outlined on page 5. The households to be assisted will be selected by January 31, 2023.
- 4. Household income will be verified for program purposes only (information will be kept confidential). Ownership of property will be verified along with other rating factors. From this review, the thirty two (32) most in need applicants will be chosen according to the priority system described above. There will also be a list of (3) alternates for each county.
- 5. <u>Applicant Conference:</u> Approved applicants will be provided detailed information, a copy of this assistance policy, program repair/modification standards and the contracting procedures associated with their project at this informational conference.
- 6. Work Write-Up: CADA's Rehabilitation Specialist 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, plumbing problems, etc. The Rehabilitation Specialist will prepare a complete and detailed work specification (known as the "work write-up"). A final cost estimate will also be prepared by the Rehabilitation Specialist and held in confidence until bidding is completed. Pre-and-post construction photos will be included in the file. The homeowner must sign the work write-up and will receive a copy of the work write-up and this assistance policy.

- 7. <u>Formal Agreement:</u> After approval of the work write-up, the homeowner will sign a formal agreement that will explain and govern the repair/modification process. This agreement will define the roles of the parties involved throughout the process.
- 8. <u>Bidding:</u> The work write-up and bid documents will be mailed to all contractors from the Approved Contractors Registry, who will be given no less than seven days in which to inspect the property and prepare bid proposals. The names of the invited contractors will be supplied to the homeowner. Each contractor will need access to those areas of the house, in which work is to be performed, in order to prepare a bid. A bid opening will be conducted at the CADA office at 120 Sessoms Drive in Rich Square, NC at a specified date and time, with all bidders invited to attend.
- 9. <u>Contractor Selection:</u> Within 72 hours of the bid opening, after review or bid breakdowns and timing factors, the winning bidder will be selected. All bidders and homeowners will be notified of (1) selection, (2) the amount, (3) the amount of CADA's cost estimate, and (4) if other than the lowest bidder is selected, of the specific reasons for the selection.
- 10. Execution of Loan Agreement and Contract: The loan agreement will be executed as well as the repair/modification contract. This contract will be between the contractor and the homeowner, with CADA as an interested third party. No work is to begin prior to an executed, signed, contract.
- 11. Pre-Construction Conference: A pre-construction conference will be held at the home. At this time, the homeowner, contractor, and program representatives will 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 dispositions or items to be removed from the home (such as old plumbing, etc.). A contract (as indicated in item 9 above) will be executed prior to the commencement or work and a notice to proceed will not be issued before the contract is signed. Within 24 hours of the pre-construction conference, CADA will issue a "proceed order" formally instructing the contractor to commence by the agreed-upon date.
- 12. <u>Construction</u>: The contractor will be responsible for obtaining any required building 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. Code Enforcement Officers will inspect new work for compliance with the State Building Code as required by the guidelines of URP22. The homeowner will be responsible for working with the contractors toward protecting personal property by clearing work areas as much as practicable.
- 13. <u>Change Orders:</u> All changes to the scope of work must be produced in writing as a contract amendment and (change order) approved by the owner, the contractor and two (2) representatives of CADA. If the changes require an adjustment in the

loan amount, a loan modification stating theses changes in the contract amount must be completed by CADA, and executed by the owner. Change orders cannot exceed 10% of the contract amount.

- 14. <u>Payments to Contractor</u>: The contractor will be paid following inspection of and satisfactory completion of all items on the work write-up, as well as, the receipt by CADA of the contractor's invoice and release of liens signed by all subcontractors employed on the job and by all materials suppliers from whom materials for the job were purchased.
- 15. <u>Post-construction Conference</u>: Following construction the contractor and the Rehabilitation Specialist will meet with the homeowner one last time. At this conference the contractor will provide to the homeowner all owner's manuals and warranties on equipment. The contractor and Rehabilitation Specialist 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.
- 16. <u>Closeout:</u> Once each item outlined has been satisfied and the homeowner has signed a Certification of Satisfaction, the job will be closed out.

### Who will do the work on the Homes?

#### **Contractors**

CADA is obligated under URP22 to ensure that quality work is completed at reasonable, prices and that all work is contracted through a fair, open, and competitive process. To meet those very difficult requirements, CADA will invite bids only from contractors who are part of an approved list of contractors.

To be on the list, contractors must (1) complete an application form, listing several references—and recent jobs completed, and (2) receive the "conditional approval" of CADA. Once a contractor who has been conditionally approved has successfully completed one job for CADA, his or her status is upgraded to "regular approval" meaning that they will be allowed to bid on a regular rotation as long as they remain in good standing. To remain in good standing, contractors must have current certifications, licenses, and required insurances, must not be on the disbursement or exclusion lists for state or federal contracts, and must have successfully completed previous work for CADA.

A minimum or three approved 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" means the contractor (1) is deemed able to complete the work in a timely fashion, and (2) that the bid is within 15% (in either direction) of CADA's cost estimate.

#### **Volunteers**

When applicable, volunteer labor may be used. This will be explained to applicants. When volunteer labor is used, *CADA* staff oversees purchasing the materials and will provide the following services as defined above:

Prepare work write-up

Execute formal agreement;
Execute loan agreement;
Hold pre-construction conference
Inspect work:
Execute change orders:
Hold post-construction conference with homeowner:
Close-out

### **Selection Process**

Applicants may contact the local CADA office in their county or complete an intake form on line via CADA's website. The Intake Specialists in each county will assist with completing applications and assembling the required documentation.

When the application and all documentation have been completed, the Intake Specialist will note the date received and use the Priority Ranking System for URP 2022 to rank the application. Each county has a required target of proposed number of units and program funds.

The applications and documentation are then reviewed by the Program Manager and prioritized by date and ranking points from the Priority Ranking System for URP 2022 for each county. Applications are prioritized starting with the earliest date and reviewed again within a 10-15 day period before assessment. Applicants will be notified in writing by the designated Community Services Manager of the status of their application.

CADA accepts applications daily; however, due to limited funding, applicants may be placed on a waiting list. When additional funding is received, all applicants on the waiting list will be notified to update their application, if the application is six months old or older.

### What is the appeals procedure?

CADA's established appeals procedure will apply for applicants to this program. The appeals procedure is attached. It is posted (large poster) in CADA offices and is given to applicants that are denied assistance. This policy defines to whom and how to appeal for each program.

## Final Appeal:

After following the above procedures, any applicant or homeowner who remains dissatisfied with CADA's final decision may appeal in writing to Mike Handley, Manager of Housing Rehabilitation, NCHFA, 3508 Bush Street Raleigh, NC 27609, (919) 877-5627.

CADA does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in the provision or services, programs, activities, or employment opportunities.

CADA does not discriminate on the basis of disability in the programs and activities that it operates pursuant to the requirements of the Americans with Disability /Act of 1990, Public Law 10 1-336. This policy extends to both employment by and admission to and participation in the programs, services and activities of CADA.

### **During the repair/modification process:**

If the homeowner feels that repairs or modifications are not being completed according to the contract, he/she must inform the contractor and the Rehabilitation Specialist.

- 1. The Rehabilitation Specialist will inspect the work in question. If he finds that the work is not being completed according to contract, the Rehabilitation Specialist will review the contract with the contractor and ask the contractor to remedy the problem.
- 2. If the problems persist, a mediation conference between the homeowner and the contractor may be convened by the Rehabilitation Specialist and facilitated by CADA's Executive Director.
- 3. Should the mediation conference fail to resolve the dispute, the Executive Director will render a written final decision.
- 4. If the Rehabilitation Specialist finds that the work is being completed according to the contract, the complaint will be noted and the Rehabilitation Specialist and the homeowner will discuss the concern and the reason for the Rehabilitation Specialist's decision.
- 5. The CADA Appeals Procedure may apply to the process.

### 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 CADA employees who are directly involved in the program, the North Carolina Housing Finance Agency and auditors.

# **Client Referral System:**

It has been and will continue to be CADA's policy to do needs assessment and make referrals for both housing and non-housing needs for applicants when they have authorized CADA to do so. Information about other services will be provided to all applicants. Non-Housing referrals include referrals for food stamps, energy assistance, healthcare, transportation, nutritional assistance, chronic disease clinics, vocational rehab, assisted living. etc. CADA has established a network for receiving and sending referrals. CADA will follow-up on the status of all referrals made on the behalf of URP applicants. Referrals and follow-up will be documented.

### What about conflict of interest?

No Board Member of CADA, who exercises any functions or responsibilities with respect to URP22 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 CADA employees and Board Members, may be approved for rehabilitation assistance only upon public disclosure before the CADA Board and written permission from NCHFA.

# What about favoritism?

All activities under URP22, 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, creed, sex, color or national origin.

### Who can I contact about URP22?

Any question regarding any part of this application or program should be addressed to: Jacqueline Melton (252) 332-2692.

#### Marketing of program

CADA will advertise the availability of program funding through media releases, community meetings, contact with service providers in the five-county area, the CADA website, and in the Roanoke Chowan News Herald. The Roanoke Rapids Daily Herald, the Martin Enterprise and the Bertie Ledger newspapers. Referrals will be encouraged. Information about the program will

be posted.

**How do I request an application or information?** Contact:

Jacqueline Melton Hertford County 105 North Academy Street Building B Ahoskie, NC 27910 252-332-2692

TDD: 1 (800) 735-2962

Or contact any of the CADA Community Service Centers listed below:

**Bertie County** 

128 East Granville Street

Windsor, North Carolina 27983 Telephone: 252-794-3107

TDD: 1 (800) 735-2962

Attention: Brent Hignite 252-287-4496

**Halifax County** 

116B West 3rd Street

Roanoke Rapids, North Carolina 27870 Telephone: 252-537-1111

**TDD:** 1 (800) 735-2962 **Attention: Debbie Hardy** 

**Brent Hignite** 252-287-4496

**Hertford County** 

105 North Academy Street Building B

Ahoskie, North Carolina 27910 Telephone: 252-332-2692

TDD: 1 (800) 735-2962 Attention: Jacqueline Melton

**Brent Hignite** 252-287-4496

Martin County 407 East Blvd.

Williamston, NC 27892

Telephone: 252-792-7816 Ext.204

**TDD:** 1(800) 735-2962 Attention: Roy Moore

**Brent Hignite** 252-287-4496

Northampton County Post Office Box 530 120 Sessoms Drive

Rich Square, North Carolina 27869 Telephone: 252-539-4155

TDD: 1 (800) 735-2962

**Attention: Marion Williams** 

**Brent Hignite** 252-287-4496

This Assistance Policy was adopted the	day of 2022.
	Christopher S Moody
	CADA Executive Director
Attest	