



City of Rocky Mount Administrative Policy

Policy: Housing Repair Program

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SECTION 1. Goals of the Program

The goal of this program is to promote neighborhood stability and preserve the existing supply of single-family homes by assisting low to moderate income homeowners with repairs to their homes.

SECTION 2. Purpose

The purpose of this policy is to set forth the eligibility criteria for participating in program, the application process, define what repairs are eligible for funding, the terms for engaging contractors, and the process for appealing for reconsideration.

SECTION 3. Roles and Responsibilities

3.1 The program will be administered by the following City staff members:

- a. The Community Development Technician (CD Tech) and/or Citizen Assistance Specialist shall serve as the primary contact for questions, concerns, application intake and program promotion. The CD Tech and/or Citizen Assistance Specialist is responsible for requesting, compiling, and filing all necessary documentation to determine eligibility. Additionally, the CD Tech handles the drafting of closing documents. The Citizen Assistance Specialist/HOME Coordinator is also responsible for assisting with the drafting of closing documents.
- b. The CD Tech requests letters of determination for properties in historic districts and flood zones from the Planning Administrator in the Development Services Department. The CD Tech also requests information from the Community Code Division about any open or outstanding Community Code actions (see Section 4.1).
- c. The Housing Rehab Specialist performs both an initial assessment/inspection as well as a post-inspection after repairs have been completed.
- d. The Compliance Administrator is responsible for monitoring the program and doing the grant funding close-out which includes the verification of applicant eligibility and documentation accuracy (i.e. closing documents, invoices, copies of paid receipts, and verification of payments).
- e. There shall be four (4) levels of oversight of the Housing Repair Program
 - Level 1: The Community Development Administrator shall be responsible for overseeing the CD Tech, Citizen Assistance Specialist, Housing Rehab Specialist, HOME Coordinator, and

Compliance Administrator. The Community Development Administrator reviews applications, executes approval/denial letters and approves all requisitions, purchase orders, and payment requests.

- Level 2: The Community Development Director shall be responsible for the Community Development Administrator and Administrative Assistant, overseeing and signing off on all requisitions, purchase orders, and check requests.
 - Level 3: The Assistant City Manager or designee shall hear any appeals that cannot be resolved by the Director of Community Development. If the matter is still unresolved, the City Manager shall hear the matter. The decision of the City Manager is final.
 - Level 4: The City Manager shall render a final determination on any matter that is the subject of appeal.
- f. The CD Tech is responsible for initiating requisitions for approved projects, obtaining purchase orders, and initiating payment requests for submission to the Finance Department.
- g. The CD Tech is responsible for closing each project upon completion by obtaining final inspections reports for the project file, preparing final payment requests, and closing out purchase orders.

SECTION 4. Housing Repair Program Policy

- 4.1 The residential property must be located within the city limits of Rocky Mount, NC to receive assistance. Properties must be single-family residences or duplexes constructed at least forty (40) years ago, based on tax records. If the property is under the minimum housing code, the scope of work must satisfy ALL code violations.
- 4.2 Eligible repairs:
- a) Energy efficiency improvements (replacement windows and doors)
 - b) System upgrades (i.e. plumbing, electrical and HVAC)
 - c) Roof repair and/or replacement and gutters
 - d) Water heater replacement
 - e) Lead, mold, and asbestos abatement/remediation
 - f) Accessibility features for entering and existing the home (i.e. wheelchair ramps, stair rails) and grab bars in bathrooms.
 - g) Installing smoke alarms
 - h) If the property is under the minimum housing code, the scope of work must satisfy all code violations.
- 4.3 Eligible applicants will be selected on a first come, first serve basis. No

- property shall be eligible for more than one (1) grant award in any three (3) year period.
- 4.4 Properties located in the city-designated historic districts must obtain approval for proposed alterations to home exteriors from the Rocky Mount Historic Preservation Commission.
- 4.5 Homeowner assistance under this program shall be granted without regard to race, color, religion, sex, disability, familial status, or national origin under the Fair Housing Act. and, without regard to marital status, age, or source of income under the Equal Credit Opportunity Act. The City of Rocky Mount complies with Fair Housing and Equal Credit Opportunities as a HUD grantee. In addition, the City requires compliance with Chapter 12 of the Rocky Mount City Code of Ordinances regarding fair housing.
- 4.6 The City will provide assistance to homeowners whose homes are eligible for repair/modification in the form of a grant. The amount of the grant will depend on the scope of work necessary to address the renovations and improvements as verified by the City's Housing Rehab Specialist but will not exceed \$15,000. The city will make payments directly to an approved contractor.
- 4.7 Before work begins the City's Housing Rehab Specialist, or a firm contracted for this program, will visit homes of approved program participants and review with the homeowner the proposed renovations, repairs, or improvements. Contracting for work shall be done in accordance to the work write-up produced by the Housing Rehab Specialist.
- 4.8 A responsible contractor is required to:
- a) Hold a contractor's license or other license required for the scope of work being performed issued by the State of North Carolina
 - b) Have proof of valid liability and worker's compensation insurance
 - c) Must be Lead Certified if painted surfaces will be disturbed
 - d) Must be Asbestos Certified if asbestos materials will be disturbed
 - e) Be registered with the Central Contractor Registry (<http://fedgov.dnb.com/webform>) and
 - f) Must be Renovation, Repair, and Painting (RRP) and Lead Certified and must follow specified work practices to prevent lead contamination for work performed in homes built before 1978.
- 4.9 The responsible contractor must comply with the above requirements and be able to complete the work in a timely fashion (30 days from contract

- signing), and at a reasonable price within 15% of cost estimate determined by the Housing Rehab Specialist. Any project not completed within this time frame, without written consent from the Housing Rehab Specialist, will not receive payment. The Housing Rehab Specialist will issue work extensions based on extenuating circumstances such as death or severe illness of a family member residing in the home or a severe weather event.
- 4.10 If lead remediation is required, the homeowner is responsible for relocation during remediation.
- 4.11 The contractor will be responsible for obtaining any required building permits for the project(s) before beginning work. Permits must be posted at the house during the entire period of construction. The Housing Rehab Specialist will closely monitor the contractor during the construction period to make sure that the work is being done in a timely manner and in accordance with the work write-up and contract. City inspectors will inspect work for compliance with the Building Code as required. The homeowner is responsible for protecting personal property by clearing work areas and securing valuables.

SECTION 5. Program Marketing

The Housing Repair Program will be advertised through all available media sources including, but not limited to: the local newspaper/radio station in Rocky Mount, Channel 19 and 13 (local cable access), City of Rocky Mount website, Facebook, Twitter, and Energy Connections Newsletter, ad posted on the Lamar digital billboard, flyers posted in City of Rocky Mount and other local government offices, and neighborhood organization meetings. The program will be advertised and accepted until the application deadline, which will be clearly indicated on all notices.

SECTION 6. Program Schedule

The proposed schedule for implementation of the program is as follows:

<u>Activity</u>	<u>Time Period</u>
Application Period	November 14, 2022 – December 9, 2022
Application Review	Within 60 days
Performance of Housing Repairs	February 15, 2023 – July 31, 2023
Grant Close-out	August 1 – 31, 2023

SECTION 7. Application Process for Housing Repair Program

- 7.1 To be eligible for assistance the applicant must:
- Own the home and reside in the home as the primary residence.
 - Earn less than 80% of Area Median Income (Gross Income BEFORE Deductions).

- c) Provide written evidence of insurance coverage for liability, casualty, and flood damage (if located in a flood zone).
- d) Be current on city and county property taxes; current on payment of utility bills from the City; and have no liens against the property for weed abatement or improvements such as a sidewalk, curb, and gutter, or water and sewer line fees.

Table 1: FY 2022 - 2023: HUD Income Limits

FY 2022 Income Limit Area	FY 2022 Income Limit Category	Persons in Family			
		1	2	3	4
Rocky Mount, NC MSA	30%	\$14,050	\$16,050	\$18,050	\$20,050
	50%	\$23,450	\$26,800	\$30,150	\$33,450
	80%	\$37,450	\$42,800	\$48,150	\$53,500

- 7.2 Homeowners who wish to apply for assistance must submit their application to the Department of Community Development. All applications must be complete with any required attachments in order to be considered. Incomplete applications will be rejected and City staff will notify the applicant of the reason for rejection. Applicants may re-submit revised, updated applications which will be logged new applications to be reviewed and considered in chronological sequence based on date and time of receipt.
- 7.3 Copies of the following documents must be provided along with the application:
- a) Proof of Home Ownership
 - b) Proof of Primary Residence (utility bill, address on pay stub, etc.)
 - c) Proof of Income (tax return bank statement, pay stub, W2, etc.)
 - d) Documentation Indicating the Age of the Home (usually found on tax records)
 - e) Written evidence of insurance coverage for liability, casualty and flood damage (if located in a flood zone).
 - f) Photo ID and Social Security Card
 - g) Social Security Statement of Every Occupant
- 7.4 The applicant agrees to indemnify and hold harmless the City of Rocky Mount and its officials, agents, and employees from all loss, liability claims or expense (including reasonable attorney’s fees) arising from bodily injury, including death or property damage to any person or persons caused in whole or in part by the negligence or willful misconduct of individuals or contractors hired to perform energy efficiency work related to this program, including, but not limited to any claim or suit resulting from or related to

mildew, fungus, moisture intrusion or mold of every type and nature.

- 7.5 Applicants are encouraged to consult their tax advisor concerning the reporting of this grant as income on a tax return. The City of Rocky Mount is not responsible for any taxes that may be imposed as a result of receipt of grant assistance.

Section 8. Completion and Close Out

Upon completion of a rehab project, the CD Tech shall assemble:

- Documentation of all payments to contractors.
- Inspection reports indicating approved work from City of Rocky Mount inspectors for any work requiring city inspection permits.
- Documentation of release of any lien imposed by contractors or subcontractors.
- A certification of satisfaction signed by the homeowner.
- A written statement from the Housing Rehab Specialist certifying all work originally proposed is satisfactorily completed.
- If the house was the subject of any Community Code actions, a statement of compliance with the minimum housing code issued by the Community Code Division.

Section 9. Appeals Process

The appeals process is designed to provide transparent, fair, and impartial resolution for all complaints, matters of conflict, policy interpretations. The following procedures are designed to provide an avenue for the resolution of complaints and appeals.

- 9.1 During the application process, the City of Rocky Mount will respond in writing to any complaints or appeals within thirty (30) business days of receiving written comments.

If an applicant feels that his/her application was not fairly reviewed and would like to appeal the decision, he/she should contact the Community Development Director at City of Rocky Mount, P.O. Box 1180, Rocky Mount, North Carolina 27802 or 252-972-1100, within thirty (30) days of the initial decision and detail the concern in writing. The Community Development Director will recommend terms of resolution. The City Manager shall render a final determination on the matter that is the subject of appeal.

- 9.2 No officer, employee or other public official of the City, or member of the City Council, or entity contracting with the City, who exercises any functions or responsibilities with respect to this Housing Repair Program

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. All other City employees, relatives of City employees, and others closely identified with the City, may be approved for rehabilitation assistance but must be disclosed publicly. Applications from City employees will be reviewed and approved by the City Manager's Office.