

1 COMPLETE THE FORMAL APPLICATION



Qualified homeowners who submitted a program survey and had an environmental review of their property performed will be invited to complete the formal application. The application may be completed online, over the phone, or by scheduling an appointment at one of the Housing Assistance Centers. In addition to completing the application, homeowners will be required to provide supporting documentation.

As part of the application process, if a homeowner has remaining repair work to complete, the homeowner will be asked to choose between **SOLUTION 1: Program-Managed Construction** or **SOLUTION 2: Homeowner-Managed Construction**. Additional steps and paperwork may be required based on this selection.

2 ELIGIBILITY REVIEW



The Program will review the homeowner's application and supporting documentation to ensure that the information provided confirms that the homeowner meets the eligibility requirements for the program. Examples may include documents to support or prove identity, ownership, occupancy, and income.

3 DAMAGE AND LEAD ASSESSMENT



Once the application is completed and submitted, we will contact you within 4-6 weeks to schedule a damage assessment. During this scheduled appointment, inspectors will inspect the home, document completed work, and determine a scope of work for remaining repairs. Homes constructed before 1978 will receive a lead-based paint inspection.

PRE-CONSTRUCTION WALKTHROUGH (FOR SOLUTION 1 PROGRAM-MANAGED CONSTRUCTION ONLY)

A Pre-Construction Walkthrough may be conducted to verify the scope of work captured in the damage assessment.

At least one homeowner must be present for all inspections.

4 REVIEW GRANT AWARD



Once eligibility has been determined, the homeowner will receive their grant award. The formula for calculating a homeowner's grant award is as follows:

- + Estimated Cost of Remaining Repairs
- + Estimated Cost of Completed Repairs
- Amount of Previous Assistance Received/Offered (Duplication of Benefits)

Once the homeowner reviews their award, they can either accept or request to speak to a case manager. In the event a homeowner believes their grant award is not calculated according to program policy, they have the option to appeal.

5 SIGN GRANT AWARD



Once a homeowner accepts their award, next steps will depend on which solution is selected:

SOLUTION 1: Program-Managed - A program representative will reach out by phone to schedule an appointment to sign the grant award.

SOLUTION 2: Homeowner-Managed - Homeowners must either 1) hire a licensed residential contractor or registered home improvement contractor or 2) self-manage to complete remaining repairs. Depending on which option is chosen, some forms and information will be required before signing the grant award.

SOLUTION 2: Manufactured Housing Replacement Assistance - Homeowners will be required to provide a copy of the purchase agreement from the MHU dealer prior to closing.

SOLUTION 3 ONLY: Reimbursement - A program representative will reach out by phone to schedule an appointment to sign the grant award.

6 REIMBURSEMENT/ REPAIR



Once the grant agreement is signed, if a homeowner is eligible for reimbursement, funding will be requested and a check will be mailed within 3-4 weeks. Under Solution 1, the Program-assigned contractor will contact the homeowner to begin construction. Under Solution 2, payment will be requested upon successful completion of progress inspections and a check will be mailed within 3-4 weeks. A program construction technical advisor will provide assistance to homeowners during this step.