

What is the Montgomery THRIVE Critical Home Repair (CHR) Program?

FUNDING: The (CHR) Program is supported through the Montgomery Thrive Fiscal Recovery Fund of the American Rescue Plan Act and administered by the Central Alabama Regional Planning and Development Commission (CARPDC).

PURPOSE: The program's purpose is to support the increasing demand for emergency home repairs. It assists low/moderate income owner occupied households. This program is free to **eligible home owners** on a **first come first served basis** as long as funds remain available.

1. How does the CHR Program work?

Prospective applicants fill-out a one-page application, and provide all of the following accompanying documentation:

Identification (copy of driver's license and social security card for each occupant)

Proof of Income (pay stubs, Social Security statement, retirement or pension, for ALL occupants)

Proof of Property Ownership (copy of deed) and Life Estate interest form, if applicable.

Proof of Residency (copy of electric bill showing the name and address of the home owner)

Property Record Card (from Courthouse or tax assessor's office)

- An Assessment of the property will identify the "critical repair" needs of the residence.
- If your application is approved, CARPDC contractors will review and bid on the repair work at your home.
- A contractor will be selected and assigned to perform the work on your home. You may NOT select or use your own contractor.
- Upon completion, work will be inspected by a certified Building Performance Institute inspector (BPI) for quality and compliance to program standards and guidelines.
- If work does not meet compliance, the contractor will return and complete the rework in a timely manner.

2. Eligible Properties and Repairs

Single-family [site built]* and qualifying manufactured housing, that are owner occupied & within the boundaries of Montgomery County, with critical structural repairs needed or conditions threatening the health and safety of the occupants, will be eligible for this program. The following repairs are examples of possible eligible repairs under the Critical Home Repair (CHR) Program:

- Roof replacement
- HVAC repair or replacement
- Plumbing repairs
- Electrical repairs
- Limited structural repairs**
- Exterior painting
- Septic System **

*apartment or rental units are not eligible

**to be determined by BPI qualified inspector

MONTGOMERY THRIVE CRITICAL HOME REPAIR PROGRAM



NOT Weatherization Assistance

Not Home Rehabilitation Program

**Central Alabama Regional Planning
and Development Commission
430 South Court St.
Montgomery, Alabama 36104**

**Office Number
1-334-262-4300**

CRITICAL HOME REPAIR PROGRAM



(334) 262-4300
430 SOUTH COURT STREET
MONTGOMERY, AL 36104

Hello,

Thank you for your interest in Montgomery Thrive Critical Home Repair (CHR) Program. Our office has been selected as the CHR Program provider in your area. In order to create a new client file we are requesting that you provide the following information in addition to the enclosed application. If you are interested in determining whether or not you qualify, please complete the application in full, **with your signature**, and return it to our office along with all of the following required documents:

- 1) **Proper Identification of Everyone Living in the Home** – This includes copies of Government Issue **photo IDs and social security cards**. For each child 18 or younger, please include documentation of date of birth (e.g. birth certificate).
- 2) **Proof of Income** – This includes income documentation for everyone living in the home for the last 12 months, (e.g. **copies** of the following: check stubs, verification notices from Social Security or other agencies, alimony, and/or a copy of your most recent tax returns)
- 3) **Proof of Ownership** – For a site built home, documentation can include a **copy** of the property tax statement, or the deed. Mobile Homes must include a Bill of Sale or the Title. (Or Life-Estate.)
- 4) **Proof of Residency** – This must include **copies** of your most recent electric and/or gas bills showing **your** name and address.
- 5) **Property Record Card** – This document can be obtained from your local courthouse. **Make sure the document shows the year the home was built**. Any other documentation showing the year your home was built is acceptable. **Note: This is not applicable for Mobile Homes.**

NOTE: Your application for assistance will be incomplete without ALL of the above supporting documents. Once you have completed and signed the application, **send the completed application and all documentation** to the following address:

Montgomery Thrive Critical Home Repair Program
430 South Court Street
Montgomery, AL 36104

For your home to be eligible for the CHR Program, your property must have at least one critical need. Examples include unsafe roof or floor, lack of operational HVAC System, electrical and plumbing hazards, floor and wall repair, ramps or accessibility needs, septic issues, and/ or interior/exterior work needed to dry in / seal the house.

If you are selected for assistance, you should know that the CHRP funding is limited and is intended to address the most critical home repairs **ONLY**.

The CHRP is provided at **no cost to qualifying clients and homes** as long as funding is available. If you have any questions regarding the program or its application, please feel free to call our office at the number listed below.

Sincerely,

The Montgomery Thrive Critical Home Repair (CHR) Program

If you receive Social Security for a "Disability", please provide a copy of your award letter.



Date Received: _____
Office Use Only

Job # _____
Office Use Only

Montgomery THRIVE
CRITICAL HOME REPAIR (CHR) PROGRAM
Central Alabama Regional Planning and Development Commission - CARPDC
430 South Court Street, Montgomery, Alabama 36104
(334) 262-4300

PART A: REQUIRED INFORMATION

LAST NAME		FIRST NAME, MIDDLE INITIAL		SOCIAL SECURITY NUMBER	
ADDRESS		CITY/TOWN		ZIP CODE	COUNTY MY
RACE 1. ☐ WHITE 2. ☐ AFRICAN AMERICAN 3. ☐ HISPANIC 4. ☐ AMERICAN INDIAN 5. ☐ ASIAN 6. ☐ OTHER		EMAIL ADDRESS	TELEPHONE NUMBER(S) ** 2 numbers if possible ** 1. ____ - ____ - ____ 2. ____ - ____ - ____		SEX ☐ MALE ☐ FEMALE
How many persons 18 YEARS OF AGE OR YOUNGER LIVING HERE? _____ How many persons 19 YEARS OF AGE AND OLDER LIVING HERE? _____ How many MIGRANTS & SEASONAL FARM WORKERS LIVING HERE? _____			IS ANYONE DISABLED? ☐ YES ☐ NO IF SO, WHO? _____		
			IS ANYONE ELDERLY (60+)? ☐ YES ☐ NO IF SO, WHO? _____		
			Has this home ever received Weatherization or CDBG assistance in the past? ☐ YES ☐ NO		
WHICH FUEL IS USED MOST FOR HEATING? (CHECK ONE): 1. ☐ ELECTRICITY 2. ☐ NATURAL GAS 3. ☐ LP GAS 4. ☐ KEROSENE 5. ☐ FUEL OIL 6. ☐ WOOD/COAL 7. ☐ OTHER _____					
WHICH TYPE HEAT SOURCE IS USED? (CHECK ONE) ☐ HEAT PUMP ☐ HVAC (CENTRAL HEAT and AIR) ☐ GAS SPACE HEATER(S) ☐ ELECTRIC SPACE HEATER(S) ☐ FIREPLACE ☐ OTHER					
TYPE OF STRUCTURE: ☐ WOOD FRAME ☐ BRICK ☐ MASONRY			IS HOME AIR-CONDITIONED? ☐ YES ☐ NO		
NAME & RELATION Include all residing in Household					
DATE OF BIRTH: MM / DD / YY		____ / ____ / ____	____ / ____ / ____	____ / ____ / ____	____ / ____ / ____

PART B REQUIRED DOCUMENTATION:

The following information must be provided or your application will be considered incomplete:

- * **Identification** (copy of driver's license and social security card for each occupant - please include Birthdates & School Grade)
- * **Proof of Income** (e.g. pay stub, Social Security statement, retirement or pension statement, of each occupant 19 and older)
- * **Proof of Property Ownership** (e.g. copy of deed)
- * **Proof of Residency** (e.g. copy of electric bill showing owner's name and address.)
- * **Property Record Card** (obtained from local Courthouse)

PART C STATEMENT OF AFFIRMATION:

1. I certify that the information I have provided is true and correct to the best of my knowledge. I hereby give my consent for the Montgomery THRIVE Critical Home Repair (CHR) Program to verify the information I have given. **I understand that I am subject to any applicable Federal or State laws concerning fraud, or knowingly providing false or incomplete information in order to obtain assistance.**
2. I have received a copy of the Critical Home Repair (CHR) Program **Policy Statement and Procedures**, and agree to be bound by and abide by same. I understand I have the right to a hearing pending dissatisfaction with my application and or its process, in accordance with the "Grievance Procedure" therein. I understand that if Mold contamination outside of acceptable limits is encountered any time during the Critical Home Repair (CHR) process, work will cease until properly remediated by homeowner.
3. I hereby grant and authorize CARPDC and their duly appointed agents or contractors, the right of entry to my residence to conduct inspections, prepare bids and make repairs. Further, I hereby release and pledge to hold blameless CARPDC and their duly appointed agents from any liability arising from the performance of the critical repair work related to this authorization or eventually arising there from.

Applicant's Signature: _____ **Date:** _____

STATEMENT OF INCOME / BENEFITS

Montgomery Thrive Critical Home Repair Program

I, _____, an Adult household member of the dwelling unit located
(Print Name)
at _____, _____, Alabama do
hereby verify that I have **no income** and receive no assistance or benefits of any kind.

Date: _____

Signature

STATEMENT OF LIFE ESTATE INTEREST

Montgomery Thrive Critical Home Repair Program

I, _____, owner (or joint owner) of the property
(Print Name)
located at _____ in _____, Alabama, hereby
give _____ my permission to reside in said
dwelling unit, or on said property, for the rest of his/her natural life.

Signature

Date

**City of Montgomery, Alabama
and
Montgomery County Commission**

Critical Home Repair (CHR) Program

POLICY STATEMENT and PROCEDURES

Administered By:



**Central Alabama Regional Planning and Development Commission
430 S. Court Street; Montgomery, AL 36104**

***City of Montgomery, AL – Adopted with executed agreement.
Montgomery County Commission – Adopted with executed agreement.***

Financial Assistance Provided Through:

AMERICAN RESCUE PLAN ACT (ARPA)

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Overview

The City of Montgomery and Montgomery County Commission are joining efforts to provide financial assistance to qualified homeowners, where income and tenure qualify the unit for assistance, to provide critical home repair improvements to housing units meeting housing priorities established by the City and County. **The project area for this program is any single-family housing structure within Montgomery County, Alabama.**

The overall objective of the program is to provide critical repairs only for those applicants meeting income and structure requirements as set forth herein. This Critical Home Repair (CHR) program is an initiative that will provide low-and-moderate income homeowners with assistance to fix or replace major home systems affecting health, safety, and/or accessibility. This policy provides priorities, procedures, and guidelines under which the improvements will be conducted and is within eligibility guidelines set out by the U.S. Department of Housing and Urban Development and the Housing and Community Development Act of 1974, as amended.

Critical Home Repair – Definition and Eligibility

The term "critical home repair" as used herein is defined as:

Repairs which might include: unsafe roof or floor, septic system repairs, lack of operational HVAC Systems, electrical and plumbing hazards, floor and wall repair, ramps or accessibility needs, and/or interior/exterior work needed to dry in/seal the house.

Eligible properties must have at least one critical need. Only those units considered eligible and suitable for repairs will be considered for the program and only then after a complete inspection by the Program Inspector/Officer.

As used herein the term "suitable for repair" is defined as:

A housing unit that is economically feasible to structurally repair to bring it into general compliance with adopted standards. Said housing unit must not exceed a \$25,000 cap for the hard costs of repairs.

Program Administration

The City of Montgomery and Montgomery County CHR Program will be conducted with funds made available through the American Rescue Plan Act. Both parties have jointly contracted with CARPDC to administer the program through direct assignment and has placed the responsibility on specific personnel as supervised by, or directly by, personnel of the Central Alabama Regional Planning and Development Commission (CARPDC) (a.k.a. Program Administrator, CHR Program Staff and/or City/County Staff).

Policy Procedures

This program is designed to provide assistance to owner occupied properties who qualify by unit and household income and that otherwise qualify under the terms of this policy.

Emphasis will be placed on providing critical repairs only and in conformance with the established eligible measures list at letter I herein. With specific units not yet identified or determined to be economically feasible to repair, the City of Montgomery and Montgomery County Commission will attempt to address as many units as possible. Priority may be given to households based on the Rating System at letter E below.

Outlined below are the eligibility and procedural guidelines that will be used in the CHR Program.

- A. Eligibility Requirements – In order to participate in the CHR program an applicant must meet all of the following eligibility requirements:
1. Homeowner – The application must be the owner occupant at the subject dwelling, and be able to provide documentation to prove unquestionable ownership and/or life estate interest.
 2. Location – The applicant must reside within Montgomery County, Alabama.
 3. Repair Feasibility – The housing unit of the applicant must meet the definition of "suitable for repair" as contained in this policy.
 4. Local Compliances – The housing unit property taxes must be paid in full at time of application.
 5. Income – An applicant must have total household income from all persons residing in the household that fall, by household size, within the categories that follow:

Household Size	1 person	2 person	3 person	4 person	5 person	6 person	7 person	8 person
Very-Low Income	\$0 to \$15,650	\$0 to \$17,850	\$0 to \$20,100	\$0 to \$22,300	\$0 to \$24,100	\$0 to \$25,900	\$0 to \$27,700	\$0 to \$29,450
Low Income	\$15,651 to \$26,050	\$17,851 to \$29,800	\$20,101 to \$33,500	\$22,301 to \$37,200	\$24,101 to \$40,200	\$25,901 to \$43,200	\$27,701 to \$46,150	\$29,451 to \$49,150
Moderate Income	\$26,051 to \$41,650	\$29,801 to \$47,600	\$33,501 to \$53,550	\$37,201 to \$59,500	\$40,201 to \$64,300	\$43,201 to \$69,050	\$46,151 to \$73,800	\$49,151 to \$78,550

For families with more than 8 persons, \$5,140 will be added for each additional person to determine the Maximum Household Income for that size family.

Definition of Income

- a. **INCOME:** Income means Cash Receipts earned and/or received by the applicant before taxes during applicable tax year(s) but not the Income Exclusions listed in letter c. below. Gross Income is to be used, not Net Income.
- b. **CASH RECEIPTS:** Cash Receipts include the following:
 - 1. Money, wages and salaries before any deductions;
 - 2. Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
 - 3. Regular payments from social security, railroad retirement, unemployment compensation, strike benefits from union funds, worker's compensation, veteran's payments, training stipends, alimony, and military family allotments;
 - 4. Private pensions, government employee pensions (including military retirement pay), and regular insurance or annuity payments;
 - 5. Dividends and/or interest;
 - 6. Net rental income and net royalties;
 - 7. Periodic receipts from estates or trusts; and
 - 8. Net gambling or lottery winnings.
- c. **INCOME EXCLUSIONS:** The following Cash Receipts are not considered sources of Income for the purposes of determining applicant eligibility:
 - 1. Capital gains;
 - 2. Any assets drawn down as withdrawals from a bank;
 - 3. Money received from the sale of a property, house, or car;
 - 4. One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;
 - 5. Tax refunds;
 - 6. Gifts, loans, or lump-sum inheritances;
 - 7. College scholarships;
 - 8. One-time insurance payments, or compensation for injury;
 - 9. Non-cash benefits, such as the employer-paid or union-paid portion of health insurance;
 - 10. Employee fringe benefits, food or housing received in lieu of wages;
 - 11. The value of food and fuel produced and consumed on farms;
 - 12. The imputed value of rent from owner-occupied non-farm or farm housing;
 - 13. Depreciation for farm or business assets;

14. Federal non-cash benefit programs such as Medicare, Medicaid, Food Stamps, school lunches, and housing assistance;
15. Combat zone pay to the military;
16. Child support;
17. Reverse mortgages; and
18. Payments for care of Foster Children.

- B. Applications – During program implementation the CHR Program Staff will announce specific dates for homeowners to submit application. Advertisements, public service announcements and/or other media will be utilized in making the dates and places of application acceptance known. The dates for application submission will be determined by overall program progress and workload. CHR Program Staff personnel will be available to assist in application preparation, as well as, to answer any question an applicant might have concerning the program. Application forms will be available and each applicant must sign the form acknowledging that the information given is true to the best of his/her knowledge. All applications will be kept in strictest confidence and used only by the CHR Program Staff.
- C. Statement of Affirmation – At the time the application is submitted, the applicant will sign at the bottom of the one page application form a Statement of Affirmation that outlines various responsibilities and understandings regarding the program.
- D. Application Processing – After an application has been submitted the Program Administrator will take preliminary steps to verify data submitted such as income, household size, and home ownership. Upon completion of this process each applicant will be notified as to whether or not he/she is eligible for consideration.
- E. Application Rating – Program participation will generally be provided on a “first come – first served” basis. If more applications are received than can be completed under the program, or within a stated application acceptance period, all completed and eligible applications may then be rated using a point system to determine the priority order in which each case will be processed. If rating is necessary, each applicant will then be notified in writing as to the results of the rating within the application grouping. While "first come – first served" is considered to be the least biased means to determine participation, rating may become necessary. Regardless, the City of Montgomery, Montgomery County Commission, and the Program Administrator reserve the right of flexibility to make decisions which ensure program integrity. The rating system to be used on eligible applicants follows:

CRITICAL REPAIR APPLICATION RATING SYSTEM

<u>Criteria Category</u>	<u>Maximum Possible Points</u>
Age (By Head of Household)	
Age 65 or Over	1
Age 64 and Under	0

1

Head of Household		
Female Headed	2	
Male Headed	0	2
Physical/Mobility Disability		
Head of Household	2	
Member of Household	1	2
Dependent Minors (Number)		
6 and Over	5	
4 to 5	4	
1 to 3	3	<u>5</u>
Maximum Total Points Available		10

- F. Priority Number Assignment – The results of the rating system, if necessary, will place a priority number on each rated application to determine the order in which the application will be processed. Otherwise the applications will be processed in the order they are received and determined eligible.
- G. Application Acceptance Suspension – The Program Administrator may terminate or suspend application acceptance and processing when 200 or more applications have been received, or funding thresholds have been met. If acceptance is not terminated in order to gauge demand for the program, applicants will be advised that it is highly unlikely that they will receive help because the Program has more applications than can be funded.
- H. Application Review Process – The procedure to be followed is below:
1. Ownership – Each applicant must provide a copy of the deed (and/or other pertinent information) to the property and subject dwelling for which repairs are being applied for. Where necessary, provision of a "life estate interest" document from the deed holder and all other heirs to the property, may also be submitted as long as it is accompanied with a copy of the deed.

The Program Administrator will review all ownership documentation to determine if the applicant is a homeowner, and if so, resides in the subject dwelling. In addition, documentation that all property taxes are current and paid to date must be provided.
 2. Income and Data Verification – Applicants must provide satisfactory income verification documentation for all individuals residing in the subject dwelling.
 3. Failure to Respond – If, during the application review and income verification phases of application processing, any applicant fails to respond to any request for additional information within 30 days of the date of the request, the application will be declared closed and terminated. Reopening closed files will be contingent upon the status of the program and current applications.
 4. Preliminary Dwelling Inspection – Applicants will be contacted to arrange for a preliminary inspection of their dwellings by CHR Program Staff and/or the

Program Inspector/Officer to determine feasibility of repairs as well as identified and eligible needs. Those applicants whose dwellings are determined not to be suitable for critical home repairs will be notified in writing.

- I. Final Work Write-Up and Bid Process – The Program Inspector/Officer will compile a detailed work write-up, listing items according to the following eligible measures, for use in obtaining a contractor for the repairs. Each write-up will be accompanied by an appropriate drawing of the dwelling unit (if useful) outlining areas where work is to be performed and alterations made. All improvements will be in compliance with appropriate current local International Residential Codes.

CHR ELIGIBLE MEASURES LIST

Dry In Home

- Roofing
- Exterior Wall Repair
- Door & Window Repair/Replacement (very limited)
- Exterior Painting

Health & Safety

- Major Electrical
- Major Plumbing
- Floor Repair
- Steps/Handrail Replacement/Repair

Heating & Cooling

- Furnace, Heat Pump, AC Repair/Replacement

ADA Accessibility

- Door Widening
- Wheelchair Ramps
- ADA Appliances (Toilets, Sinks, Grab Bars)

Interior Repairs

- Interior Ceiling Repairs
- Interior Wall Repairs

Septic System

- Engineering
- Pump Out
- System Repairs and replacements when economically feasible

- J. Contracting – Each contract will be bid or negotiated for the repair work. Where the opportunity may present itself, lump bidding to obtain economies of scale will be utilized. In all cases the contractor must be on the current approved contractor

list maintained by CARPDC. The warranty period for each repaired unit will be one year from the date of the executed Final Inspection Certification.

Approved Contractors: shall be registered with CARPDC, during an approved enrollment period, shall provide Proof of General Liability Insurance (\$1,000,000 min.) and Workers Comp, shall have and maintain proper business licensure, shall have and maintain either a Homebuilders License or General Contractors License, Shall be Certified as a UA Safe State Lead-Based Paint Renovator, and be able to provide an E-Verify MOU. No property owner may serve as his or her own contractor for any part of the work to be undertaken.

During construction, the CHR Program Staff and/or Program Inspector/Officer shall conduct periodic inspections to ensure general contract compliance, but does not guarantee the work of the contractor.

Final payment will be made after work acceptance and execution of the Final Inspection Certification. Prior to this, the contractor must pass the final inspection based on work quality and completion of all bid measures. If lead clearance testing is required, and if an acceptable test is not received and the dwelling must be retested, the Contractor will be responsible for one hundred percent (100%) of the retesting amount and all work associated with additional cleanup to allow the unit to pass testing.

If, during repairs, a need arises for a change order to increase or decrease the amount of work and/or contract amount, a change order will be negotiated as long as the change order does not cause the total CHR funding to exceed the grant maximum of \$25,000.

Mobile Homes, Modular Housing and Other Manufactured Housing

1. The rehabilitation of mobile homes, modular homes or other forms of manufactured housing is eligible and approved properties will be handled the same as stick built structures.
2. Only such forms of housing outlined above will be considered for participation if they are classified as fee simple real estate, including ownership of land where unit sits. In addition, all axels and towing assembly should be removed and the structure affixed in some permanent fashion.
3. No mobile homes, modular homes, or other forms of manufactured housing will be eligible if constructed before 1976.

Deferral-Ineligibility of Repair Service

There may be circumstances when the Critical Home Repair Program should not or may choose to not repair an otherwise eligible unit. Some examples may include, but are not limited to:

- Dilapidated Units – If a dwelling proves to be dilapidated or structurally unsound and unsafe, that dwelling should not be repaired. Dilapidated units are classified as those which do not provide decent, safe and sanitary shelter in their present state and have defects so serious and numerous that the repairs required to reinstate the structure to standard condition would not be economically feasible.
- Unit for Sale – Building or dwelling unit that is for sale, or subject to bankruptcy or foreclosure.
- Infestation – If a building is infested with rats, roaches, or other vermin, the Program should refuse to repair until the condition is corrected.
- Mold and Mildew – If a building is affected by mold and mildew and the area affected is too large for the program crew or contractor to remediate, work should not proceed. When proper mold remediation techniques are performed on the dwelling, the Homeowner can re-submit their application.
- Health or Safety Hazard – When, in the judgment of the auditor or other Program representative, any condition exists which may danger the health and/or safety of the work crew or contractor, the work should not proceed until the condition is corrected.
- There are illegal drugs or illegal activities occurring on the premises.
- One or more occupants in a dwelling have been diagnosed with a contagious and/or life- threatening disease.
- Uncooperative Applicant/Client – When an eligible client is uncooperative with the CHR Program Staff, either in demanding what work be considered for completion, how certain work be prioritized, or by being abusive to the work crew or contractor, or by being unreasonable in allowing access to the unit, every attempt should be made to explain the program and its benefits. If this fails, work should be suspended.

The list above is not intended to be inclusive of all instances in which CHR Program Staff or a Contractor may choose not to Repair a Home. In most instances, corrective measures by the Applicant/Owner may allow program services to proceed.

If obvious discrepancies are found between the information supplied by the client on the application and observed conditions at the time repairs are to be made, CHR Program Staff must resolve these questions prior to commencement of repairs. Some examples

of discrepancies are an obvious change in the client's income, e.g., an unemployed client who is now back to work, a difference in the number of persons living in the dwelling unit, (fewer persons than listed, a person or persons not accounted for who may have income), evidence of business being conducted in the unit, etc.

If at any time prior to the beginning of the actual repairs, a CHR Program Staff member determines that the client is no longer eligible, the home cannot be repaired. When a member of the CHR Program Staff has first-hand knowledge, or reason to believe that circumstances may have changed, the Program Representative should request an updated application from the client.

Grievance Procedures

A. General

Any person who believes he/she has been aggrieved by:

1. Determination by Program Staff – A determination by the CHR Program Staff as to his/her eligibility for a critical home repair grant or the amount of such grant; or
2. Failure to Perform – A failure on the part of the CHR Program Staff and/or Program Inspector/Officer to correctly carry out his/her responsibilities in connection with the inspection and work write-up, or eligibility verification process (excluding contractor performance which is to be conducted under contract procedures) may file a complaint and have his/her case reviewed by the Deputy Administrator of the Montgomery County Commission.

B. Methods of Presentation by Complainant

Oral and/or Written: A person may talk over his case either alone or with the assistance of another person with the Deputy Administrator of the Montgomery County Commission within the time limits set forth below. This oral presentation does not preclude the making of a written presentation. The oral and/or written presentation will be allowed within 15 days of making such request.

C. Time Limits for Making Complaints

Generally speaking, a complaint may be filed for review no later than fifteen (15) days after the date a person is informed of ineligibility for repair assistance, a person is informed what work is required on his/her dwelling, or a person declines to accept the terms and conditions offered to him/her in relation to the repairs of his/her dwelling.

Extensions of time limits may be granted for good cause on an individual basis.

D. Review of Complaints

Upon receipt of pertinent information, whether oral or written, relative to the complaint, the Deputy Administrator of the Montgomery County Commission shall consider the information supplied by the complainant in light of:

1. The material upon which the original determination was made, including all applicable criteria set forth in the CHR Program Policy Statement and Procedures; and
2. Any additional information the Deputy Administrator of the Montgomery County Commission may, in his/her discretion, obtain by request, investigation or research to insure a fair and full review of the complaint.

A written determination shall be made by the Deputy Administrator of the Montgomery County Commission and given to the complainant. The written determination shall state:

1. The decision of the Deputy Administrator of the Montgomery County Commission;
2. The factual and legal basis for the decision and an explanation thereof; and
3. The relief, if any, to which the complainant is entitled and how this may be achieved.

The decision of the Deputy Administrator of the Montgomery County Commission shall be deemed final.

Other Program Policies

- A. Policy Amendment – If circumstances arise through program requirement changes or any other factor this policy may be amended in whole or in part by the City of Montgomery and/or Montgomery County Commission action.
- B. Waiver Policy – The City of Montgomery and/or Montgomery County Commission will not grant any waivers under this CHR program and all policies and procedures will be adhered to as written and stated herein.
- C. Maintenance Policy – The City of Montgomery and/or Montgomery County Commission is not responsible for future maintenance. Repairs provided under this program are limited to the time specified in the individual contract and the warranty provisions stipulated therein. Nevertheless, in order to encourage long term maintenance by the homeowners, the Program Inspector/Officer will provide in-home counseling of owners in the proper care and maintenance of CHR repairs at the time of contract completion.

Adoption

The above stated Critical Home Repair Program Policy Statement and Procedures was officially adopted by the City of Montgomery and Montgomery County Commission, as part of the Montgomery **THRIVE Critical Home Repair (CHR)** Program.