

**City of Kinston**  
**Assistance Policy**  
**For the 2020 Cycle of the**  
**Urgent Repair Program**

**What is the Urgent Repair Program?** City of Kinston has been awarded \$100,000 by the North Carolina Housing Finance Agency (“NCHFA”) under the 2020 cycle of the Urgent Repair Program (“URP20”). 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 10 households will be assisted under URP20.

This Assistance Policy describes who is eligible to apply for assistance under URP20, 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 City has designed this URP20 project to be fair, open, and consistent with the City’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 contracted administrative and service delivery costs are provided by the City of Kinston in the amount of \$10,000.

**Eligibility** To be eligible for assistance under URP20 applicants:

- 1) must reside within the City limits or Extra Territorial Jurisdiction (ETJ) of the City of Kinston and own and occupy the home in need of repair.
- 2) must have a household income which does not exceed 50% of the “North Carolina Housing Trust Fund, Income Limits by household size” for the household size (see income limits below).
- 3) must have a special need (i.e. be elderly,  $\geq$  62 years old, handicapped or disabled, a single parent with a dependent living at home, a Veteran, a large family with  $\geq$ 5 household members. To be deleted: or a household with a child below the age of six with lead hazards in the home).
- 4) must have urgent repair needs, which cannot be met through other state or federally-funded housing assistance programs

**URP20 Income Limits\* for City of Kinston**

Number in Household	30% of Median (very-low income)	50% of Median (low income)
1	\$13,900	\$23,150
2	\$15,900	\$26,500
3	\$17,850	\$29,800
4	\$20,850	\$33,100
5	\$21,450	\$35,750
6	\$23,050	\$38,450
7	\$24,650	\$41,050
8	\$26,200	\$43,700

\*Income limits are subject to change based on annually published HUD HOME Limits and will be updated each year. This update will not require a re-approval of the governing authority.

**Outreach Efforts of the Urgent Repair Program** City of Kinston will advertise or publish an article about the Urgent Repair Program in the local newspaper serving the City (The Kinston Free Press), provide project information to senior centers throughout the City, City's partner referral agencies, and on the City's website.

**Selection of applicants** The City 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 City of Kinston's URP20**

	<i>Points</i>
<i>Special Needs (for definitions, see below)</i>	
Elderly Head of Household (62 or older)	8
Veteran Head of Household	8
Disabled Head of Household	8
Elderly Household Member (not Head of Household, 5 points for each elderly member)	5
Veteran Household Member (not Head of Household, 5 points for each veteran member)	5
Disabled Household Member (not Head of Household, 5 points for each veteran member)	5
Single-Parent Household (with one or more children in the home)	6
Large Family (5 or more permanent residents)	4
To be deleted: Emergency (may submit without regard to application deadlines)	2
To be deleted: Child under six years of age with lead hazards in the home	2
<i>Income (See Income Table above)</i>	<i>Points</i>
Less than 30% of City Median Income	10
30% to 50% of City Median Income	5
Applicant has never received public housing assistance	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 URP20.

Recipients of assistance under the URP20 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 URP20 are:**

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

- *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; 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 lead hazards in the home:* a child below the age of six living in the applicant house which contains lead hazards.

**Client Referral and Support Services** Many homeowners assisted through the Urgent Repair Program may also need other services. When the Urgent Repair Program staff meet the homeowner during the work write-up process, they will provide the applicant with a resource page with contacts/resources that are available.

**What is the form of assistance under URP20?** The City 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 \$2,000 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 City's rehabilitation specialist. There is no minimum to the amount of the loan; however, the maximum life-time limit according to the guidelines of URP20 is \$10,000.

**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 City's URP. Please understand that all deficiencies in a home will likely not be able to be repaired with the available funds.

All work that is completed under URP20 must meet or exceed NC Residential Building Code.

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.

- 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 sent to a minimum of three contractors on the Approved Contractors' Registry who will be given a minimum of one week in which to inspect the property and prepare bid proposals. 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. A bid opening will be conducted at the City Hall at a specified date and time, with all bidders and the homeowner invited to attend.
- 8. Contractor selection:** Within 72 hours of the bid opening and after review of bid breakdowns and timing factors, the winning bidder(s) will be selected. All bidders and the homeowner will be notified of (1) the selection, (2) the amount, (3) the amount of the City's cost estimate, (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 City signing as an interested third party. The cost of the actual work and project related support costs up to the maximum amount of \$1000 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 City will issue a "proceed order" formally instructing the contractor to commence by the agreed-upon date within 24 hours of the pre-construction meeting.
- 11. Construction:** 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 URP20. The homeowner will be responsible for working with the contractor toward protecting personal property by clearing work areas as much as practicable.

**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 City of Kinston. 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 City 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 City 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 City's Procurement and Disbursement Policy.

**14. Post-construction meeting:** Following construction, the contractor and the Rehabilitation Specialist 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. 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 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 July 29, 2020.
- Applications must be turned in at the City of Kinston's Planning Department by 5:00 PM on September 30, 2020.
- Households selected from applications on October 21, 2020.
- All rehabilitation work must be under contract by October 15, 2021.
- All rehabilitation work must be completed by December 31, 2021.

**How do I request an application?** Just contact:

Adam Short, Planning Director  
City of Kinston  
207 East King Street  
Kinston, NC 28502  
Phone: (252) 939-3269

Or pick up an application at the City of Kinston's Planning Department, 207 East King Street Kinston, NC.

**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 City of Kinston realizes that there is still a chance that some applicants or

participants may feel that they were 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 Adam Short, Planning Director 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 City of Kinston 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 per the contract, he/she must inform the contractor and the Rehabilitation Specialist.
2. The Rehabilitation Specialist will inspect the work in question. If it is found 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.
3. If problems persist, a mediation conference between the homeowner and the contractor may be convened by the Rehabilitation Specialist and facilitated by the City's Planning Director.
4. Should the mediation conference fail to resolve the dispute, the Planning Director will render a written final decision.
5. If the Rehabilitation Specialist finds that the work is being completed according to 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.

**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 City 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 City, or member of the City Council, or entity contracting with the City that exercises any functions or responsibilities with respect to URP20 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 City employees, City Council and others closely identified with the City, may be approved for rehabilitation assistance only upon public disclosure before the City Council and written permission from NCHFA.

**What about favoritism?** All activities under URP20, 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

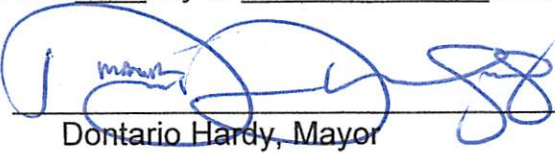
**Who can I contact about URP20?** Any questions regarding any part of this application or program should be addressed to:

Adam Short, Planning Director  
City of Kinston  
207 East King Street  
Kinston, NC 28502  
Phone: (252) 939-3269

Brendan Nolan, Project Manager  
The Wooten Company  
301 W. 14<sup>th</sup> Street  
Greenville, NC 27834  
Phone: (252) 757-1096

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 \_\_\_\_\_ day of \_\_\_\_\_ 2020.

  
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Dontario Hardy, Mayor  
City of Kinston

  
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Attest

