

Program Guidelines for the City of Evert's Neighborhood Enhancement Program

July 1, 2019 – December 30, 2019

The City of Evert was awarded \$30,000 for the NEP Program by MSHDA. The city is also leveraging \$10,000 for sidewalk repair and/or replacement and tree planting in front of the home(s) selected in the NEP program. If tree planting or sidewalk repair is not appropriate or needed the council may allocate the funds to other expenses for the project.

General Provisions

- Goal/Desired Outcome. The Neighborhood Enhancement Program's goals is to focus on historic homes that need assistance in maintaining their character. A historic home would be a least 75 years in age. The desired outcome is to preserve historic residential homes in our residential neighborhoods.
- Program Location. The city will focus on "old town" plat neighborhood. See attached map.
- Owner Contribution (if applicable). Owner contributions are welcomed but not required. If the scope of work requires more funds and the homeowner would like to contribution more funds to increase the impact of the scope of work contributions will be accepted. Any funds must be placed in City's escrow fund prior to project start. Lines of credit are not secure. (Can be nullified by the time project starts.)
- Fair Housing/Equal Opportunity/Non-Discrimination. The City of Evert will abide by the Fair Housing Act and regulations. The City of Evert does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor. The City of Evert does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.
- Identity of Contact Persons. Sarah Dvoracek, City Manager and/or Mark Wilson, Public Works Director will be the point of contact for the NEP Program. For questions regarding the program please contact city hall (231) 734-2181 or visit www.evert.org
- Conflict of Interest Statement. City of Evert is committed to integrity and fairness in the conduct of all of its activities. Inevitably, the interests of Council/Staff/Volunteers will involve them in organizations, causes, and other endeavors that intersect with the affairs of the City of Evert. This conflict of interest statement is intended to give guidance on disclosure of conflicts. This conflict of interest statement applies to all persons holding positions of responsibility and trust on behalf of the City of Evert, including, but not limited to members of the council, volunteer committee members, and city staff (Council/Staff/Volunteers). Individuals worthy of affiliation with the City of Evert will govern themselves by the spirit of this statement.
 1. Each Council/Staff/Volunteer has the duty to place the interest of the City of Evert foremost in any dealings on behalf of the city. This accountability supersedes any conflicting loyalty to business interests, personal interests, or paid or volunteer service to other organizations.
 2. No Council/Staff/Volunteer will derive any personal profit or gain, directly or indirectly, by reason of his or her service to the City of Evert.
 3. The conduct of personal business between any Council/Staff/Volunteer and the organization is prohibited (no self-dealing).
 4. Council/Staff/Volunteers may not obtain for themselves, their relatives, or their friends a material interest of any kind from their association with the City of Evert.

5. If a Council Member/Staff/Volunteer has an interest in a proposed transaction with the organization in the form of a significant personal financial interest in the transaction or in any organization involved in the transaction, or holds a position as trustee, director, or officer in any such organization, he or she must make full disclosure of such interest before any discussion or negotiation of the transaction and abstain from decision-taking actions. With disclosure to other participants, the work of the City of Evert is furthered by the willingness of conflicted persons to share information bearing upon the matter under consideration.
6. No Council/Staff/Volunteer may accept any payment or article of value from a city, potential city, or supplier, except nominal hospitality such as meals or token recognitions. In general, board members and staff should make every effort to decline to accept gifts on behalf of the City of Evert, but in cases where it could be considered ungracious to decline, the city representative should make clear that the gift is being accepted on behalf of, and will be given to, the City of Evert.
7. If a conflict, or the potential appearance of a conflict exists, the council member must recuse themselves by not influencing, attempting to influence, or participating in that discussion and/or vote.

• Complaint Resolution. Review committee, Procedures, Filing Complaints/Appeal Process, Response, Dispute Resolution, Final Recourse, Reinstatement

A homeowner and contractor complaint resolution process are a formal procedure to log, investigate, and resolve any homeowner dissatisfaction or problems. The aim of such a process is to turn around a dissatisfied resident into a satisfied one.

To provide excellent services and products there is a need to assess the information obtained from homeowner complaints. Although most people do not like complaints, this information provides invaluable insight into homeowners' requirements, opinions, and viewpoints. The information obtained from a complaint can be used to more effectively manage residents' interactions, adapt products and services, and modify or better control a specific process. Homeowner complaint information needs to be used to reach an effective solution for the complaining homeowner but also to improve processes and products/services to prevent the same grievance from arising with future homeowners for future MSHDA grants.

1. Homeowners and contractors will be informed of the complaint procedure when they are selected to participate in the program or upon receipt of a written complaint.
2. Establish a timely response. A homeowner and contractor's initial complaint will be responded to by the program administrator within 15 working days of the date of the complaint.
3. Require that the City Manager of the city be informed of any complaint the program administrator fails to resolve. The city council may ask the city manager to review the case and recommend a resolution.
4. The establishment of a review committee will be comprised of three people, will hear all cases that cannot be successfully resolved by the program administrator (and city manager if he/she is part of the complaint procedure). The committee members will serve a two-year term. The review committee will be comprised of:
 - A person with building/construction expertise (completely separate from the contractor who is part of the complaint);
 - A local community representative; and
 - A representative of the city (but should not be administrator or staff member of housing program).
 The claimant may choose to make a presentation or submit a written description (including documentation) to the committee for review.
5. The city will notify the client in writing of the review committee's decision within 15 working days of the date of the hearing.

REFERRAL TO DISPUTE RESOLUTION SERVICES REQUIRED IF CONFLICT NOT SATISFACTORILY RESOLVED

Should the above-listed efforts fail to resolve all outstanding issues; city must seek the services of the closest Dispute Resolution/Mediation Program. This process is for all parties involved including contractor and homeowner. A list of Community Dispute Resolution Program (CDRP) Mediation Centers may be found at <http://courts.mi.gov/administration/scao/officesprograms/odr/pages/community-disputeresolution-program.aspx>. Attached is a process map for a typical complaint procedure (See Attachment A/Client Complaint Procedure). In the event that MSHDA is contacted directly by a complainant, he/she will be referred to the city for implementation of policy procedures. If all previously outlined steps have failed to resolve the complaint, the city may contact MSHDA in writing, detailing the complaint and verifying its compliance with the above listed steps. After all disputes have been resolved, then reinstatement of the contractor will occur. NOTE: All liability to third parties, loss or damage as a result of claims, demands, costs, or judgments arising out of activities, such as direct service delivery, to be carried out by the City in the performance of its HID-funded grant agreement shall be the responsibility of the City, and not the responsibility of the Authority, if the liability, loss, or damage is caused by, or arises out of, the actions or failure to act on the part of the City, any subcontractor, anyone directly or indirectly employed by the City, provided that nothing herein shall be construed as a waiver of any governmental immunity that has been provided to the City or its employees by statute or court decisions.

- Program Administration. Confidentiality, Files, File Retention, Approval Authority,

Grant Agreement and Program Compliance

Confidentiality Policy for Employees, Volunteers and Council Members. Respecting the privacy of our homeowners, donors, members, staff, volunteers and of the City of Ewart itself is a basic value of the city. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the city manager. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. Employees, volunteers and board members of the City of Ewart may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of the City of Ewart that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

Program Guidelines Language for Administration/File Retention:

MSHDA-Funded Housing Resource Fund Grants. These records document housing resource fund grants that are provided by MSHDA. They may include, but may not be limited to, grant agreements, payment requests, correspondence, progress reports, monitoring reports, and applications.

The city will retain all grant records

The City of Ewart will comply with all rules and regulations required by MSHDA for the program administration of the NEP Program. City staff will assist with the program administration including but not limited to confidentiality, files, file retention, approval authority, the grant agreement, and program compliance.

Eligibility Requirements

Property

- Building Types Assisted

1. Home must be located within the “old town” plat neighborhood
(*Disclosure: if lack of qualified applicants in the “old town” neighborhood other homes may be considered*)
2. Homes must be single family, owner occupied, and must be approved by MSHDA
3. Licensed contractor and/or building inspector may be contacted for their expertise to ensure property condition is overall in satisfactory condition before applicant is selected
4. Homes must be historic meaning at least 75 years or older

- Property Condition Criteria

1. Applicants must own the home (proof required)
2. Home must be primary residence (proof required)
3. Taxes & insurance must be up to date (proof required)
4. Lead-Based Paint/Asbestos Compliance: Lead-Based Paint/Asbestos Test, if applicable, must be performed on the home prior to grant funding the project. The homeowner is responsible to submit payment to the City of Evert to request testing. The City of Evert will order the testing on the home and will forward all reports to the homeowner once completed. If for some reason the homeowner or project does not qualify for grant funding, the upfront payment for the testing amount will not be reimbursed. Referrals will be provided if mitigation is determined necessary. Therefore, only homes without lead/asbestos are eligible to participate.

Eligible Activities

- Limitations on the scope of work

1. Homeowner, contractor, and city must all develop a scope of work and timeline that is agreed to, in writing, by all parties.
2. Homeowner and contractor must sign contract.
3. All improvements must be completed to current building code and standards.
4. All improvements must be exterior only.

- Minimum/Maximum Levels of Assistance

1. Maximum funding amount per project is \$7,499 with no lien or pay back requirements, minimum funding amount per project will be \$1,000.
2. City’s Lien Requirements (if project exceeds \$7,499) The guidance below will mostly pertain to NEP city’s with homeowner/homebuyer rehab activities that expend \$7,500 or more on each specific address. The \$7,500 is comprised of all material and labor costs and/or the total NEP investment whichever is greater for a specific address. MSHDA liens will be required for all assisted single-family properties that receive \$7,500 and above in NEP funds. This will be in the format of a 5-year 100% forgivable lien. The lien must be recorded and after the 5-year period is over, the balance will be forgiven. Homeowners are required to fill out and sign forms to ensure lien is placed on home. Once signed, the mortgage only, will then need to be sent to the County Register of Deeds office for recording. The homeowner(s) sign the attached Homeowner or Homebuyer Certification document. The original recorded mortgage, original signed note, and the original signed Homeowner or Homebuyer Certification form should be returned to MSHDA. For consistency purposes, all NEP liens should contain the name of Diane Miller and all documents will initially be forwarded to the Housing Initiatives Division for intake and mortgage log entry.
3. If the city does receive qualified applications for the NEP program, it is possible that one qualified applicant may receive the entire grant amount of \$30,000 if the homeowner complies with the lien requirements

- Eligible/Ineligible Costs

1. All improvements must be exterior only such as, but not limited to: siding, roofing, exterior doors, exterior windows, exterior paint, porches, decks.
2. No interior improvements examples include furnaces/drywall/interior painting

- Minimum Requirements and Standards

1. Homeowner must agree to scope of work
2. Homeowner must agree to energy audit
 - a. Home Energy Analysis/Audit Component-
An energy analyst will inspect and identify the best opportunities to save energy and money while improving comfort within the home. Must identify target areas of opportunity to make valuable home improvements. Audit will provide a better understanding of homes' energy efficiency.
Action Steps
Step #1: Identify Utility company servicing the home
Step #2: Determine what is currently being offered as a service by the utility company
Step #3: Have assessment completed by an industry professional
Step #4: Review and evaluate results
Step #5: Plan project parameters
3. Homeowner must agree to all required rules and regulations per MSHDA
4. Homeowner must agree to lead and/or asbestos testing if applicable. Homeowner must agree to pay for lead/asbestos testing.
5. Applicants must agree to home inspection by licensed contractor and/or building inspector prior to application selection
6. Homeowners must agree to before and after photographs of project
7. Homeowners must agree to scope of work, understand expectations of project and cost of estimates

Application Process

- Notice of Available Funds

- Application Intake Process/Review

1. The city will accept applications until August 9 at 12 pm.
2. City officials (including city manager, chief of police, and department of public works director) will review the applications and select applicants on August 13
3. Applications will be selected based on the most significant neighborhood impact (old, historic homes that are in need of major exterior improvements which are surrounded by well-maintained homes will be considered first)
4. The applicant must be the owner and occupy the assisted property
5. The applicant must not own any property that is subject to any citation of violation of the state and/or local codes and ordinances
6. The applicant must not have been the prior owners of any property transferred to the county treasurer or to a local government as a result of tax foreclosure proceedings.
7. The applicant must have a household income at or below 120% of Osceola County's median income (located below).
8. Homeowner must sign the Self Certification Form
9. Homeowners will be notified of grant program by social media/newspaper/utility billing/posters

Household Size	1	2	3	4	5	6	7	8
Income Limits	\$46,850	53,550	\$60,250	\$66,950	\$72,300	77,650	\$83,050	\$88,400
120% AMI								

- Applicant Selection Process. The city officials will make every effort to select applicants with the most significant neighborhood impact in the old town neighborhood. Homes over the age of 75 that are in desperate need of exterior improvement in order for the home to be salvaged, will be considered first. If the city does not receive any qualified applicants for historic homes, focus on other homes may be considered. The city will also consider the opinion of a licensed contractor and/or building inspector to inspect the overall condition of the home prior to selection. Homeowners must agree to photos taken from the beginning of the project, during, and after the project. The city agrees to take all photos before, during, and after of the project to ensure success.

Selected applicants will be notified via telephone of award.

Notice of Available Funds will be published on the city’s website, video logs, and social media sites.

Contractor/Vendor Selection

Procurement – Small purchase procedures are used to provide written documentation on how the city will validate that the expenses made are reasonable and necessary.

The city staff and homeowner will work together to gain understanding of the improvements to be made and will visit the site. A work write-up and project costs will be developed and staff will meet again to discuss options. If any unforeseen conditions appear after the initial write up improvements may be added separately based on available funding.

A minimum of two written quotes/cost estimates obtained via phone, internet, etc., that are comparable in scope for each activity are needed in order to release a notice to the contractor of them receiving the work.

The estimates can be from: Stores – dated, activities itemized by type and cost Contractors – can be verbal quotes on telephone if clearly documented with the date, time, parties on the call, activities itemized by type and cost.

- Contractor Verification of Eligibility (State Licensing, Insurance Certifications, etc.) all contractors must be state licensed and provide proof and provide proof of required insurance certification
- Contract Approval, Award and Notification- contractor will be notified via telephone of approval, award, and notifications
- Pre-Construction Meeting-pre construction meeting must be attended by the awarded contractor
- Notice to Proceed – contractor will receive a letter formally stating notice to proceed after city and MSHDA agree to scope of work
- Contractor Performance-contractor must be professional and abide by timelines given in contract and must notified city and homeowners of any changes in timeline. Contractors must agree to bid and scope of work. If homeowner or city is not satisfied by contractor’s performance there will be a meeting with all parties to discuss miscommunications
- Change orders-all change orders must be approved by MSHDA, city, and homeowner

- Permits and Inspections/Notification Procedures (local and state code) contractors must abide by all local and state codes, all fees from the city will be waived
- Construction and Contractor Payment Provisions (holdback provisions – minimum 5%) the contractor will receive 50% of the bid at the beginning of the job and 50% at the completion of the job
- Contract Extensions- contract extensions will be granted by city and homeowner and MSHDA
- Damages- The contractor will be responsible for any damages and must be conscious and must take pictures before construction, during construction and after construction, contractors will be required to create a daily log of all activities
- Recognized Participants Clause- the contractor agrees to participant with MSHDA, city and homeowner is this NEP Grant and recognizes all work must be completed as stated in the contract signed by the contractor and homeowner

Licensing

The city must ensure whether or not the work being performed requires a contractor. Refer to the Licensed Building Trades Guidance (below) to determine if a contractor is required based on the work being performed. If it is determined that a contractor is not required then the city must determine that the person performing the work is knowledgeable, experienced and capable and assume responsibility and oversight of their work performance from a cost and completion perspective.

Volunteers

Volunteers must first be approved by MSHDA. We will allow volunteer labor for work not requiring a licensed contractor, based on local/state/federal requirements as long as lead/asbestos testing is conducted upfront and property does not have lead/asbestos issues identified based on test results.

If a property owner is identified to complete the work (and meets the criteria for approval including the information listed in the licensing and volunteers) then all purchases including supplies and equipment must be purchased and completed by the city on their behalf based on the procurement process outlined above.

Construction Activity Guide

- The city will oversee and pre-approve all activities requested to be undertaken on a per address basis.
- The city must follow procurement procedures, obtain bids for all necessary work (labor and materials), and determine reasonableness prior to issuing a notice to proceed.
- A determination of licensing, insurance, lead, asbestos, and other local requirements, including but not limited to permits, must be made by the city.
- The selected bid must also be accepted by the homeowner.
- An approval confirmation must be formally signed and dated by the homeowner, city and contractor.
- Pre-approval by MSHDA must be secured prior to any work being performed and/or costs being incurred.

Contractor will receive notice to proceed only after all requirements are met by all parties, homeowners, city, and MSHDA.

- A determination of required inspections and/or confirmation that all other local requirements were met must be made by the city and local building inspector.
- Completion and satisfaction with work must be formally signed and dated by the homeowner, city and contractor prior to request and release of funds.

Licensed Building Trades

All contractors offering to do work which totals \$600 or more in labor and materials must be licensed by the Department of Licensing and Regulatory Affairs. A Residential Builders license allows a contractor to build a complete residential structure and to do maintenance & alteration (remodeling) work on a residential structure. A Maintenance & Alteration license indicates that the holder has met requirements for one or more of the following trades:

- basement waterproofing
- carpentry
- concrete
- excavation
- house wrecking
- insulation
- masonry
- painting and decorating
- roofing
- screen and storm sash
- gutters
- siding
- swimming pools
- tile and marble

The trades for which a maintenance & alteration contractor is qualified to practice are listed on the license. The holders' state license must be displayed in the place of business and all contractors and their salespersons must carry a pocket card which you should ask to see. If they cannot show you a license, check the department's License Information database or call the Licensing Division at 517-373-8068.

Activity License Requirements

Required

- New Construction/Remodeling of homes, apartment buildings, condominiums, townhouses, etc.
- Carpentry
- Concrete
- Excavation
- Insulation Work Required Masonry
- Painting & Decorating
- Siding
- Roofing
- Screen & Storm Sash
- Gutters
- Tile & Marble
- House Wrecking
- Swimming Pools
- Replacement windows/doors /garage doors
- Laying wood floors
- Basement Waterproofing

Not Required

- Drywall
- Fences
- Awnings

- Sewer and septic, water lines, sprinklers
- Pavers without mortar
- Asphalt paving
- House moving
- Carpeting and vinyl floors (not wood)
- Plaster and Lath