

**Gila County Housing Services Program Guidelines  
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**GILA COUNTY  
HOUSING SERVICES PROGRAM GUIDELINES**

**PURPOSE**

The Gila County Housing Services Program is designed to serve low income homeowners with health, safety and energy related home repairs within Gila County. The program is generally defined by these guidelines. These guidelines apply only to the housing rehabilitation loans and/or emergency repair grants funded by Gila County Housing Services Program.

**Goals**

- To benefit elderly, handicapped, and families with children whose income levels are at or below 50% to 80% of Gila County Median Income Limits.
- To improve the quality, health, safety and energy efficiency of the housing stock and to promote neighborhood revitalization in Gila County.

**Objectives**

- To utilize a variety of funding sources to allow the implementation of a comprehensive Housing Services Program to bring all eligible properties into compliance with all adopted county building codes and ordinance requirements in order to achieve decent, safe, energy efficient, and sanitary housing conditions.
- To provide technical assistance, counseling and follow-up services to eligible families, including but not limited to:
  - a. Ownership, revitalization, and neighborhood responsibilities
  - b. Budgeting for property taxes and insurance
  - c. Property maintenance
  - d. Energy conservation
- To bring code enforcement activities in conjunction with emergency repairs and rehabilitation services as an educational process to remove health and environmental hazards and promote cleanliness and pride of ownership.
- To provide referral services to the various agencies offering assistance in the areas of housing, medical, financial hardship, legal aid, etc.

The goals and objectives of the Gila County Housing Services Department can be properly implemented and accomplished by having:

- Properly trained personnel to provide assistance from the initial contact through completion of work and loan services
- Properly trained code enforcement personnel (education/human relations) to serve as liaison for all available programs and tasks associated with the Housing Services Department programs
- Network of County and Social Services agencies which will provide support services for the programs listed under this department.

## **FUNDING**

Funding from a variety of sources, such as, Community Development Block Grant (CDBG), HOME, Housing Trust Funds, Arizona Department of Energy, Low Income Home Energy Assistance Program. Any project may have one or any combination of funds as necessary, to accomplish the goal of providing decent, safe housing. Funding limits per unit are: rehab maximum of \$75,000; and reconstruction maximum of \$90,000. When utilizing various funding sources on a project the property value after completion will not exceed FHA 203b limit for Gila County.

## **TARGET AREA**

The target area consists of all of Gila County with the exception of Indian Reservations. A map reflecting the designated rehabilitation area commonly described as Gila County is attached hereto as Attachment 1. Gila County encompasses 4,752 square miles.

## **ACCESSIBILITY**

The program will provide special technical assistance to potential participants who have special barriers to ensure equal access to benefits. For Spanish speaking persons, we will utilize Spanish speaking staff to assist with the entire rehabilitation process.

## **ELIGIBILITY REQUIREMENTS**

- The property must be located within Gila County boundaries excluding Reservation lands.
- Participants must meet 50% to 80% of area median income guidelines for the area based on family size at the time funds are committed to the property. Income must be verified, whenever possible, by third party verifications. *(Owner must sign an authorization to verify income and income must be re-verified if over 6 months time has elapsed since the commencement of the project.)*
- The applicant must provide verification that the property is owner occupied as a primary residence at least 12 months before application, during construction and for the entire recapture period.
- The property must be free from liens that unduly restrict the marketable ownership interest. If the home is on the market for sale, it will not be eligible for assistance.
- The home must be suitable for rehabilitation under the time and funding constraints of the program.
- Participants must meet 50% to 80% (depending on fund source) of area median income guidelines for the area based on family size at the time funds are committed to the property. Income must be verified, whenever possible, by third party verifications. *(Owner must sign an authorization to verify income and income must be re-verified if over 6 months time has elapsed since the commencement of the project.)*
- Homeowner must provide verification of Total Loss Coverage Insurance at the time of application for services.
- Homeowner must hold a Fee Simple Title or a 99-year leasehold on the property, verifiable by a preliminary title search only, deeds alone do not suffice.
- Property taxes must be paid and current at the time of application for services.
- If all funding assistance is not sufficient to rehab the unit to a minimum standard, the application will be denied.

**PREFERENCES**

Gila County will give priority to households with specified target populations (elderly, disabled and families with children 18 years of age and under).

**NON-DISCRIMINATION**

The program will not discriminate against any potential participant based on race, color, religion, gender, family status, handicap, or violate any other applicable federal statute.

**GRANT/LOAN**

- LOANS – Gila County has the ability to negotiate with local Gila County banks to provide principal reduction loans to moderate income homeowners to rehabilitate their homes. Under such agreement the maximum loan amount would be negotiated with the client being able to borrow a certain percent based on their credit worthiness.
- DEFERRED PAYMENT LOANS (DPL) -Any owner-occupied rehabilitation project that exceeds \$14,999, including change orders, shall be provided to the participant in the form of a forgivable non-interest bearing deferred payment loan. This loan shall be secured by a lien and promissory note. The note shall be forgiven over a designated period and as long as the dwelling is occupied by the owner. In the event of the owner’s death, a **qualifying\*** immediate family member who has inherited the property may assume the balance of the deferred payment loan. Any un-forgiven balance of the loan during the recapture period shall become due and payable upon the sale, exchange or transfer of the property. If these guidelines are adopted by other entities with whom Gila County is the sub-recipient, then the Grantor entity shall be responsible for securing the lien and promissory note for the deferred payment loan.
- EMERGENCY REPAIR GRANT (ERG) – This is an outright grant (not to exceed \$10,000) to low income residents to address emergency conditions for the purpose of eliminating a threat to life, safety, and/or eliminating an imminent health hazard. See page 16 for this process.

**RECAPTURE PROVISIONS**

<u>Loan Amount</u>	<u>Recapture Period</u>
Under \$15,000	5 years
\$15000 to \$40,000	10 years
Over \$40,000	15 years

At the end of the Recapture period, Gila County Housing Services Program shall contact the title company and the Gila County Recorder’s Office and proceed to process the loan as “Paid in Full”. Copies of all forms from this procedure shall be retained in the case file, as well as, be provided to the homeowner.

*\*qualifying – must meet all State Housing Fund Income Guidelines, and other criteria as applicable.*

### **PROGRAM INCOME**

Should Gila County Housing Services recapture any funding all the funds recaptured will be sent to the Arizona Department of Housing.

In the event that a homeowner decides to refinance their home after rehab work is completed, the Housing Services Department will make the decision as to whether to allow the refinance to take place. A Rate and Term refinance may be allowed, if the purpose is to re-mortgage the first mortgage for a better interest rate and to lower payment amounts and the new financing is at a fixed interest rate. Balloon interest payments or adjustable interest rates are not allowable. Gila County Housing Services may re-subordinate in these cases. The Housing Services Department will not allow or re-subordinate for refinancing to cash out on equity or to open a line-of-credit, in these situations recapture of outstanding deferred payments will be implemented.

### **DEFERRAL CONDITIONS**

The decision to defer work in a dwelling is difficult, but necessary in some cases. If a decision to defer has been made, work must be postponed until the problems can be resolved and/or alternative sources of help are found.

Deferral conditions may include:

- The client is uncooperative, abusive, or threatening to the crew, sub-contractors, auditors, inspectors, or others who must work on or visit the home.
- There is an animal(s) on the property that poses a health and safety threat to the crew or sub-contractors (ie: a vicious dog, excessive animal excrement inside the dwelling)
- The cleanliness or orderliness of the dwelling poses a health and/or safety problem.
- In the judgment of the Housing Services staff, any condition exists which may endanger the health and/or safety of the crew or sub-contractor, the work should not proceed until the condition is corrected.

### **SELF-HELP OR SWEAT EQUITY**

The Housing Services Department does not operate a self-help or sweat equity program. Gila County will not allow the homeowner to perform any scope of the work. The intent of this restriction is to avoid any question or misinterpretation of warranty items and workmanship warranty in future "call back" notices. The Contractor is made responsible for any damages, theft or materials, etc. at the house until the house is completed. Therefore, any labor provided by other than those for which the contractor is responsible is not allowed. There may be some exceptions but only related to general property improvements, i.e. landscaping. These exceptions must be approved by the Housing Services Manager.

### **THE REHABILITATION STANDARD AND SPECIFICATIONS**

All housing rehabilitation projects will meet State Rehabilitation Standards (Attachment 3) or local code. In addition Gila County has adopted the Uniform Building Code (UBC) (1991), National Electric Code (NEC)(1990), Uniform Mechanical Code (UMC)(1991), Uniform Plumbing Code (UPC)(1991), Uniform Conservation Code (UCC)(1991), as well as, the Uniform

Housing Code (UHC)(1991). The County uses standard specifications, which are tailored to each specific project.

When projects are located within incorporated areas the Housing Services Staff will implement the appropriate city or town code. If no code has been adopted, staff will utilize the County's code and ordinances as applicable.

In addition, energy conservation measures and abatement of hazardous materials (i.e. lead based paint) as prescribed by HUD including and not limited to State adopted HUD Lead-Based Paint Regulations are also included in the scope of work.

General property improvements are also included to upgrade the physical appearance of the home and the neighborhood as a whole.  
See Attachment 3 for more detail.

THE FOLLOWING ARE EXAMPLES OF WORK THAT CANNOT BE CONSIDERED PART OF REHABILITATION:

1. Items that exceed the quality of products as specified, i.e. upgraded carpet/tile
2. Luxury items not considered a necessity, i.e. fireplaces, swimming pools, cable TV connection, etc.
3. Additions for family rooms, recreation rooms, etc. (bedroom additions will be considered based on family structure and over-crowding in existing house).

#### **TEMPORARY RELOCATION**

Temporary housing will be used if necessary to house families whose house is under construction through the rehab program. Funding will be utilized from a variety of programs operated by the Gila County Division of Health and Community Services.

#### **REPLACEMENT REHABILITATION**

Replacement is only allowed under the Rehabilitation Program.

1. Staff will make cost estimates for each dwelling. If the unit is a manufactured home and the cost estimate of the necessary repairs exceeds the budgeted amount and if the repairs that can be made would still not bring the unit "up to code", the decision can be made to replace the unit with a used manufactured home, providing the cost of transport, hookup and after-rehab value is within the allowable cost of the program.
  - a. The replacement manufactured/modular home will be competitively procured through the solicitation of three written quotes, in accordance with Gila County Purchasing Department Policy. If the homeowner refuses to accept the unit selected by Gila County during the first round of the selection process, the homeowner will be allowed a second chance to select a unit. Gila County will again attempt to competitively procure a unit for the homeowner. If the homeowner refuses to accept the unit selected by Gila County during the second round of the selection process, the homeowner's application will be cancelled. The homeowner will be notified in writing of this cancellation and they will have ten (10) days from the date of the cancellation letter to request an Administrative Review/Informal Hearing on the decision to cancel the application. In the Administrative

Review/Informal Hearing, the homeowner must prove “just cause” as to the reason for not selecting a unit.

- b. On used mobile home replacements, all appliances, utilities and fixtures will be in good working order. However, homeowner understands that if this is not a new mobile home, homeowner accepts it “as is”. All appliances and fixtures will be replaced with new, if enough funding is left in their grant.
  
- d. Staff will first try to replace mobiles with new factory built ones, as costs allow.

### **LEAD BASED PAINT HUD REGULATIONS**

In order to comply and implement lead-based paint requirements, the Housing Services Department shall use as guidance the OHD Housing Bulletin #1 issued by the GOHD on December, 2001 (Attachment 6 under Section A). The program shall specifically adhere to the evaluation, disclosure, work requirements, and clearance procedures contained in this Bulletin. Any interim control or abatement procedures of lead-based paint hazards as prescribed by HUD requirements shall be included in the scope of work. The Housing Services Department shall also attempt to obtain lead-based paint general liability insurance for lead-based paint hazards and encourage contractors to secure lead-based paint hazard liability insurance.

Staff will provide the homeowner with the EPA/HUD Pamphlet “Protect Your Family from Lead in Your Home”. Staff shall also provide the homeowner with the Lead Based Paint Notification for the homeowner’s review and signature. Staff shall specifically review the notification form with the homeowner and make every effort to ensure the homeowner is aware of the hazards and ways to avoid lead based paint poisoning. The executed notification is retained in the homeowner/client’s file and a copy is provided to the client. If lead based paint hazards are identified by risk assessment and treated the participant shall be provided with the following notices: Notice of Evaluation and Notice of Lead Hazard Reduction. All brochures are available in alternate format for non-English Spanish speaking persons.

### **MARKETING TO GENERAL PUBLIC/POSSIBLE APPLICANTS**

Gila County makes every effort to promote awareness to the general public by presenting its program to local groups, such as the Chamber of Commerce, the Lions Club, the Rotary Club, Inter-Agency Networks, and any other group that expresses interest. Public Service announcements and press releases are also sent to local radio, television and newspapers to market our program.

The Housing Services Program makes every possible effort to inform and promote program awareness to every segment of the community. Informational materials are distributed across the county and are freely available through various county departments. Although, “word of mouth” is the best and foremost method of communication in our community, the Housing Services Program also advertises in the local newspapers within the county.

The Housing Services Program has also developed a network for referrals from:

1. Gila County Health Department, Public Health Nursing, Public Environmental Health Dept., Public Gila County Public Fiduciary’s Office, Gila County Community Development Office, Gila County Section 8 Housing Program, Workforce Investment Department, Gila County Community Action Program.

2. Gila County Community Development Office advising of dangerous or condemned buildings.
3. Gila County Community Development Office or Gila County Health Department advising of a broken sewer, leaky roof, etc. during their inspections.
4. Various social services agencies (Gila Aging, Child Protective Services, Vocational Rehabilitation Program, etc.) advising of health and safety issues.

All promotional materials and other marketing tasks are done by the Housing Services Program staff on an ongoing basis.

### **MARKETING TO CONTRACTORS**

The Housing Services Department follows the procedures for procurement and contracting as directed in the handbook distributed by the Department of Housing. This handbook and any updating information/additions to the same are kept by the Divisional Program Manager and are available for reviewed and reference by any interested person(s).

It is standard procedure to advertise for rehabilitation bids in the local newspapers (AZ Silver Belt, Payson Round-Up, etc.) which is distributed throughout Gila County. The Housing Services Department also keeps a list of qualified contractors, who are notified by mail, telephone or by fax of any jobs that may be out to bid.

Bids will be solicited from only those contractors who have successfully completed Building Pressures Institute (BPI) training and are currently certified as such.

Every effort is made to obtain a minimum of three (3) bids for each house.

The Administrative Assistant shall retain the files on licensed, insured, bonded and otherwise qualified (not disbarred) contractors who are notified in writing of any bid invitation. Contractors will be encouraged to secure lead based hazard liability insurance as the Housing Services Program will grant preference to those with this type of insurance.

### **STAFFING AND ADMINISTRATIVE STRUCTURE**

The Gila County Housing Services Department currently consists of approximately 5 staff with additional services provided by the county departments listed under the heading of the Division of Health and Community Services on an as needed basis (Attachment 2). The Housing Services Department is administered and staffed as follows:

Division of Health and Community Services Director  
Division of Health and Community Services Deputy Director  
Division of Health and Community Services Divisional Program Manager  
Division of Health and Community Services Divisional Fiscal Manager  
Division of Health and Community Services Housing Services Manager  
Division of Health and Community Services Administrative Clerk, Specialist  
Division of Health and Community Services Weatherization/Rehabilitation Technician  
Division of Health and Community Services Administrative Assistant

The Director provides oversight of the program. The Divisional Program Manager works closely with the Deputy Director providing program oversight and supervision of the staff. The

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Divisional Fiscal Manager will assist the Divisional Program Manager and Deputy Director in monitoring the expenditure of funds for each project and preparing the necessary financial reports.

The Divisional Program Manager and Housing Services Manager are responsible for writing all grant applications for submission to the funding agency(ies).

The Administrative Clerk Specialist will assist the Housing Services Manager with writing/revisions to the program guidelines, compliance issues, and periodical monitoring of the administration of the program(s).

The Housing Services Manager is responsible for the implementation of the program, expenditure of funds and compliance with the program rules and regulations. The Housing Services Manager secondary tasks are those related directly to rehabilitation services and working on a one to one basis with the applicants from identification to completion of the project.

The Housing Services Assistant is responsible for intake, contacting licensed, minority and women owned businesses to request their participation in the Housing Services programs, qualifying the applicant, maintenance of waiting lists, correspondence between department and homeowner, monitoring and data entry of each project. Also assists the Divisional Fiscal Manager with financial management and contract closeouts, and assists the Weatherization/Rehabilitation Technician with program eligibility

The Weatherization/Rehabilitation Technician is responsible for all necessary disclosures, preliminary and subsequent inspection of the subject property, preparation of the plans and/or specifications for bidding, cost estimating, and final close-out of the project. During construction, the Weatherization/Rehabilitation Technician and Technician conduct periodic inspections of the work, interfaces with the homeowner and contractor to ensure quality work, approves change orders for referral to the homeowner and participates in the final walk through. Maintenance, energy conservation, and homeowner responsibility/neighborhood revitalization counseling will be provided to each participant by any member of the Housing Services Department.

Training for the Housing Services Program staff is provided by Gila County and by attending workshops training sessions paid for with grant monies. In addition to the Housing Services Department staff, we will utilize the Gila County Planning/Zoning, Community Development, and Engineering Departments for appropriate technical assistance to the program.

### **PRE-SCREENING PROCESS**

The prospective applicant will complete a pre-screening form to determine the individual's preliminary eligibility, specifically:

- a. Applicant presently owns the property
- b. Location of the home is within the county boundaries
- c. Preliminary (self declared) income information
- d. Determination if Property Taxes and Insurances are current on the property
- e. Household size and composition

Determination of eligibility to be placed on a waiting list is performed at the pre-screening process and the individual is notified in writing within ten (10) working days of this determination.

If the individual is found eligible, the individual is placed on a waiting list. Recertification for continuation on the waiting list is performed every six months. When the individual reaches the top of the waiting list Housing Services staff, with the help of the prospective participant, will complete the application to ensure the information accurately reflects the prospective participant's present situation.

### **APPLICATION PROCESS**

Housing Services staff will verify all income via mailed correspondence from the participant's employer, Social Security Administration, Veteran's Administration, previously filed income tax returns, check stubs, etc. During rehab, income verification shall be valid for a period of six (6) months, after which it must be recertified if the project has not been completed. All information obtained through this process shall be kept in locked files to ensure confidentiality.

The following definitions aid staff in the application process:

- Income - All wages, financial assistance from Social Security, Veteran's Administration, Department of Economic Security, Temporary Assistance to Needy Families, Unemployment Insurance, Alimony, Child Support, and income from any other source by any member of the household.
- Family/Household – All persons occupying the home, including permanent extended family, i.e., elderly parents, single children with children of their own. In the case of more than one family per unit, every effort is made to provide the non-owner with housing assistance through another program to decrease over-crowding.

Prior to the formal application being approved, two eligibility determinations/certifications are made:

- 1). Family – based on income and home ownership (if on waiting list more than 6 months must be recertified.)
- 2). Property – feasible for rehabilitation

Priority will be given to elderly, disabled and families with children whose incomes fall at or below 50% to 80% of Gila County Median Income limits. An exception to this rule would be if an emergency situation<sup>1</sup> is found in the home, and if so determined, this individual would be expedited on an emergency basis.

Upon the approval of the application, income eligibility requirements, home ownership, and proof of insurance, the participant will be notified within fifteen (15) working days of the eligibility determination.

In the application process staff will review each case with the Housing Services Manager. The Weatherization/Rehabilitation Technician and/or Housing Services Manager is responsible for approval or disapproval of each application. Housing Services staff will then inform the applicant of the type and extent of assistance being offered and advise the applicant of the

estimated time line for the sequence of events that will be necessary in the repair/rehabilitation process.

A title search will be conducted by the staff to determine that there are no liens or taxes owed against the property. Should liens and/or arrearages exist, Housing Services staff will meet with the homeowner to attempt to resolve the situation. The Administrative Assistant will verify ownership by obtaining a copy of the deed or title and a tax valuation from the Gila County Assessor's Office. The participant shall provide the Administrative Assistant with verification of total loss coverage insurance on the home. Eligibility determination will not be made nor will the repairs/rehabilitation of the property be commenced until all information/verifications are received.

If the potential participant has a 504/ADA issue or is non-English speaking, staff provides the necessary assistance through the entire process.

The Housing Service Program Manager shall review and authorize each application prior to the project commencing.

Upon acceptance into program, certified staff will schedule an initial property inspection and will conduct a visual assessment to identify lead hazards and determine the Scope of Work. The homeowner is also informed that all contracts are strictly between the owner and contractor. The Weatherization/Rehabilitation Technician and/or Weatherization Technician will monitor the progress, inspect for proper performance and sign off along with the homeowner after both are satisfied with the completed project.

Copies of all forms that are pertinent to the project will be provided to each homeowner at their request.

#### **WORK WRITE-UP**

Work Write-Up Forms are prepared by the Weatherization/Rehabilitation Technician who is experienced in construction and is required to keep abreast of the latest code requirements, construction methods and materials, and particularly, preservation of a designated historical building. It is important in our program to preserve the architectural features of a particular era. In a case where code and preservation conflict, the work shall be done to code, but every effort will be made to provide the "look" of a particular feature, structural or nonstructural. A change order will be prepared, if necessary, and it will bear approval from the homeowner, Weatherization/Rehabilitation Technician, contractor and Housing Services Manager.

The Housing Services Manager is responsible for reviewing the accuracy of the work write-up and the homeowner will approve final work write-up. The work write-up will call for items that meet code as per the Rehabilitation Standards, but will specify brands, sizes, location, etc. The work write-up may be accompanied by a set of plans complete with construction details. The plans will identify all areas of the house and approximate dimensions, door and window location, etc. The work write-up can be specifically cross-referenced.

Only FHA approved improvements are eligible under this program. A Property Inspection Checklist is utilized to assist with ensuring homes meet State Rehabilitation Standards and are safe, sanitary, decent and energy efficient.

The Weatherization/Rehabilitation Technician and staff utilize a computerized specification writing program when preparing the specifications for each project. Sample building specifications are included as Attachment 4, which is a copy of the standardized rehabilitation specifications generated by the Respec program when developing the work write-up for each project. Staff also has the ability to create additional specifications tailored to each project.

### **COST ESTIMATES**

The Weatherization/Rehabilitation Technician is responsible for the preparation of a cost estimate for each job. In addition to the experience and training previously mentioned under the work write-up, the Weatherization/Rehabilitation Technician must keep abreast of the economic conditions in our area with respect to the construction trades, including, but not limited to:

- a. Availability of qualified contractors with emphasis on disabled, women, and minority business enterprises;
- b. Availability/cost of materials;
- c. Present labor costs.

The Weatherization/Rehabilitation Technician will prepare a cost estimate of each individual dwelling based on the technical specifications as determined in the work write-up. The cost estimate will include all costs for materials and labor, as well as, costs for overhead and profit. In order to stretch the rehabilitation dollars, the county and incorporated areas may waive permit fees on all projects.

### **PRE-CONSTRUCTION CONFERENCE**

A Pre-Construction Conference is held on the property site prior to bidding. The Pre-Construction Conference assists in minimizing any misunderstandings with the staff, contractors and homeowners regarding work to be accomplished during the project.

Gila County will only utilize Contractors who have successfully completed a contractor eligibility package. This package includes verification of licensing, insurances, and that contractor is in good standing with the Arizona Registrar of Contractors. Any Contractor that does not complete the process, or has otherwise been deemed ineligible, will not be able to participate in the program.

### **BID AWARDS**

A. **Bid Award:** Bids are awarded by homeowner, however, housing staff will recommend the award be made to the lowest qualified bidder. The Housing Services Manager reserves the right to reject any and/or all bids for reasons including but not limited to the following:

1. The Contractor is not licensed or has had his license suspended or has been disbarred from projects involving certain funding sources (i.e. HUD)
2. The Contractor is not able to proceed with the project in a timely manner due to other commitments.
3. The bid submitted is more than 15% below the Cost Estimate and, in the Housing Rehab Specialist's judgment, the Contractor will not be able to complete the project as specified for the bid price.

4. The Contractor has failed to complete past projects in a timely or workman like manner or has failed to respond appropriately to request for warranty service.
5. The Contractor has failed to provide lien waivers as required or has had mechanic's liens filed by suppliers or subcontractors on past projects.
6. Bidding forms are improperly filled out or incomplete.
7. All bids submitted are more than 15% above the Cost Estimate.

B. Owner Bid Rejection: The Owner may reject any or all bids without cause subject to the following provisions:

1. The Owner may choose to reject the lowest qualified bid recommended by the Housing Services Manager and select a Contractor other than the lowest bidder if the Owner is willing to provide from his own funds and amount equal to the difference between the low bid and the selected bid.
2. The Owner may reject all bids at any time up to three working days after the contract is closed.

C. Delays in Awarding Contract: Generally the contract will be closed and work will begin within thirty days of the date of bid submission. If thirty days have passed since the submittal of bids and no contract has been signed, the Contractor has the option of:

1. Honoring the original bid.
2. Withdrawing his bid.

If the Contractor chooses to withdraw his bid, the project will be offered to the next qualified low bid or a new bid process will begin. The Housing Services Manager reserves the right, with the owner's concurrence, to negotiate any bid.

#### **AGREEMENTS, CONTRACTS, AND OTHER DOCUMENTS**

Each file contains a checklist noting all documents and verifications (such as check stubs, bank statements, property tax statement, title report insurance, etc) required for the housing rehabilitation program. This checklist will reflect the type of documents included in each file and will note those that do not apply as "N/A".

#### **PROPERTY INSPECTIONS**

Property inspections will be performed by a qualified Building Inspector to ensure all work complies with the applicable building codes.

In addition, Housing Services Staff will conduct frequent inspections to monitor progress, identify problems that may occur, initiate change orders that may arise, ensure compliance with State Rehabilitation Standards requirements and non-code items. Staff is certified in the State Rehabilitation Standards inspections, energy audits and in general code requirements. Training in this area is provided with Gila County and/or grant funds.

#### **CHANGE ORDERS**

A Change Order may be requested by the contractor due to circumstances which were unforeseen and not included in the original Work Write-Up. An example would be a safety or code violation that could not be determined until the actual work began. The homeowner must be informed of Change Orders and agree to these changes in writing. The contractor must have written approval

from the Housing Services Manager and or Weatherization/Rehabilitation Technician before undertaking any Change Order work, for any reason. Change Orders must be in writing and documented in the client file. If the Change Order is costly the project may be adjusted as not to exceed the projects budget.

### **PAYMENT AND WARRANTIES**

Payments for services are not approved until all aspects of the repairs/rehabilitation have been performed to the satisfaction of the contract terms, homeowner, and final inspection by the Housing Services Manager, Weatherization/Rehabilitation Technician. In certain cases, progress payments are allowed on large contract amounts.

Warranty information is provided to the homeowner at the time the project is completed. The homeowner must sign the Warranty Documentation Notice to verify receipt of the documents. The Administrative Assistant will also maintain copies of warranties in the client file.

### **REPORTING, CASEMANAGEMENT AND TRACKING**

The Housing Services Program Manager and Divisional Fiscal Manager are responsible for reporting procedures. The Weatherization Technician and the Administrative Assistant are responsible for maintenance of all case files, and the Housing Services Program staff maintains a real time progress chart detailing the progress on each dwelling under construction. The Weatherization/Rehabilitation Technician and Administrative Assistant prepare monthly progress reports to the Housing Services Manager and the Divisional Fiscal Manager. The Divisional Fiscal Manager is responsible for all financial and performance reports to the Arizona Department of Housing including, but not limited to family and contractor profiles (minority, handicapped, ethnicity, etc.). The Administrative Assistant will enter all project completions into a database for the purpose of tracking all current and previous participants in the program.

### **HOUSING MAINTENANCE COUNSELING**

During the construction phase of the project, counseling will be provided on good neighbor policies; maintenance of property and appliances, keeping landscaping neat, not allowing garbage to pile up, changing appliance filters and pads. After construction is completed Housing Services staff will provide energy conservation education including applications for local utility discount programs, as well as, other topics as necessary to enhance homeowner's understanding of their role in the community.

### **ENERGY EFFICIENCY GUIDELINES**

Staff will monitor and test for compliance with energy efficiency measures as per the bid specifications. Bid specifications may be written to include energy efficiency measures as applicable to each home and the homeowner as applicable to conditions present in each home. Energy efficiency measures will be determined by Energy Star Qualified Homes Codes and Standards Information (Attachment 5) be a factor in energy efficiency measures installed in the home. These energy efficiency measures that may be installed in the homes are as follows:

- Photo Voltaic 5KW Panel
- Water saving devices

- Low VOC Paint
- Solar hot water heater
- Spray foam on roof deck
- Metal roofing – in light or white color
- Vinyl windows w/low E rating
- Foam insulation and stucco exterior
- 16 SEER or higher Heating, Ventilation, Air Conditioning units
- Compact fluorescent or LED lights installed in fixtures throughout the home
- Seal and insulate duct systems
- High efficiency HVAC System

#### **AFTER REHABILITATION ASSESSED VALUE**

Staff will obtain a pre-rehabilitation assessment from the Gila County Assessor's Office and at the completion of the rehabilitation project will add the total project costs to the assessed value of the home to determine the after rehabilitation assessed value of the home. This will be documented on the Project Completion Form. The assessed value of the home plus the rehabilitation assistance will not exceed maximum per state unit investment amounts for Gila County.

#### **GRIEVANCE/PROTEST PROCEDURE**

##### Client Grievance Procedure:

Clients can be denied services if they do not meet the eligibility requirements of the Housing Services Department. The following procedures will be followed in order to resolve disputes that may arise in the Housing Rehabilitation Program.

- All participants will be provided a copy of the complaint procedures and will be required to provide a signature to document receipt of the articles.
- Complaints arising from disputes regarding the Housing Services Department will first be verbally or in writing addressed to the Housing Services Manager. Complaints shall be brought to the attention of the Housing Services Manager within 10 days after the client becomes aware of the problem.
- The Housing Services Manager will attempt to resolve the dispute within 5 working days after receipt of the initial complaint.
- If the issue is not resolved within 5 working days with the Housing Services Manager, the participant may refer his/her complaint in writing to the Director of the Division of Health and Community Services at 5515 S. Apache Ave., Globe, Arizona 85501.
- The Director or the Director's designee will be responsible for review and response to the written complaint within 10 working days of receipt.
- Participants who wish to appeal the Director's decision will have 10 working days from receipt of the written decision to notify the Division of Health and

Community Services of his/her intention to appeal the decision to the Board of Supervisors.

- All complaints submitted to final appeal shall be addressed to the Chairman of the Gila County Board of Supervisors, 1400 E. Ash Street, Globe, Arizona 85501.
- The Board of Supervisors will have 15 working days from receipt of the complaint to render a final decision.

This grievance procedure has been approved by the Arizona Department of Housing. Each participant is given a copy of the grievance procedure with a copy being maintained in the case file in the Office of Community Services/Housing Services Department.

Contractor Grievance Procedure:

Bid protests shall be submitted in writing to: Gila County Housing Services Department, 5515 S. Apache Ave., Suite 200, Globe, AZ 85501 within ten (10) days of bid award notification.

Protests must contain at a minimum the name, address and telephone number of the protester, the signature of the protestor or its representative and evidence of authority to sign; a detailed statement of the legal and factual grounds of the protest including copies of relevant data; and the form of relief requested. Within *three (3) business days* of receipt, and after consultation with legal counsel, the Housing Services Manager will respond to the protest. The Gila County Housing Services Department reserves the right to reject any or all bids; to waive irregularities of information in any bid; and/or to take any steps determined prudent in order to resolve the protest.

All contractors involved in the bidding process are provided with notice of the protest procedures, which are set forth in the Contractor Protest Procedure Form and in the Bid Award Notification Letter. In the event of a disagreement between the homeowner and contractor, homeowner and Gila County, applicant and Gila County, and/or Contractor and Gila County, to name a few, the Grievance Procedure or Protest Procedure, whichever is applicable, shall be followed. All complaint/protest documentation will be hand delivered or sent by registered mail.

**CONFLICT OF INTEREST**

If a person is:

An employee, agent, consultant, officer, elected officer or appointed official of the Gila County Division of Health and Community Services/Housing Services Department who has CDBG, SHF or HOME related responsibilities or access to inside information may not obtain a financial benefit or interest from any housing rehabilitation activity for themselves or those with whom they have family or business ties during their tenure.

**EMERGENCY REPAIR GRANT GUIDELINES**

**PURPOSE**

The Emergency Repair Program is designed to assist low income households with minor emergency repairs to their home. This program is available to qualified low income homeowners located within Gila County. The maximum grant amount is \$10,000.

Adopted 4/22/05      Revised 10/15/08

## **ELIGIBLE COSTS**

In order to qualify for an emergency repair grant, the property must be suitable for emergency repairs under the time and funding constraints of the program. If all funding assistance is not sufficient to repair the unit to a minimum standard, the application will be denied. An emergency situation (in need of immediate correction of a code violation(s), which constitutes: (a) a serious and urgent, life threatening hazard that comes about suddenly and unexpectedly; and/or (b) an incipient health and safety hazard (i.e., a code violation that, if not repaired, will cause serious structural damage to the property) must also be present in the home at the time of application for services.

## **TYPES OF REPAIRS**

Any repairs necessary to provide the household members with safe and sanitary living conditions are considered an emergency. Examples are:

1. Plumbing – overflowing of toilets, defective hot water heater, blockage in sewer line, and defective heating systems.
2. Electrical – shortage in electrical wiring, switches, exposed wires, etc.
3. Miscellaneous – leaky roofs or defective entrance doors with improper locking devices, etc.

## **PROCEDURES**

1. The prospective applicant with the assistance of the Housing Services Administrative Assistant will complete a pre-screening form to determine the individual's preliminary eligibility, specifically:
  - a. Individual presently owns and occupies the property;
  - b. Location of the home is within Gila County boundaries; and
  - c. Preliminary income information.
  - d. Property Taxes and Insurance are paid and up-to-date on the property.
  - e. Household size and composition.
  - f. Determine if an urgent and serious emergency situation exists (in the event of an emergency situation, Step 2 will be eliminated and Steps 3 and 4 will be expedited)
  - g. Home is being occupied as a primary residence for at least 12 months prior to assistance.
  - h. If the home is on the market for sale, it will not be eligible for assistance.
2. Determination of eligibility to be placed on a waiting list is performed at the pre-screening process and the individual is notified in writing within ten (10) working days of this determination.
3. A member of the Housing Services Staff will inspect the property to verify emergency.
4. The homeowner will be required to submit an application for services (following steps defined on page 9 of the housing rehabilitation guidelines).

5. Housing Services Staff shall contact a local licensed contractor to get estimates on the repair(s). The repair(s) will be approved by the staff and then will be performed within either: 1) a one to three day period of the initial application for services; or 2) as immediately as possible to alleviate the emergency situation, the repairs performed *shall* be the minimum necessary to alleviate the emergency and further repairs to the home *may* be placed on hold until such time that the Housing Services staff can schedule the completions.
6. Housing Services Staff will conduct an inspection on the work completed. Counseling and education on the maintenance and care of the home, appliances, property, as well as, energy efficiency/savings will be provided before, during and after the work is completed. The homeowner will be asked to complete a Final Inspection Form prior to the final contractor payment being issued.
7. The Administrative Assistant will enter all project completions into a database for the purpose of tracking all current and previous participants in the program.

#### **DEFERRAL CONDITIONS**

The decision to defer work in a dwelling is difficult, but necessary in some cases. If a decision to defer has been made, work must be postponed until the problems can be resolved and/or alternative sources of help are found.

Deferral conditions may include:

- The client has known health conditions that prohibit the installation of materials.
- The building or structure or its mechanical systems, including electrical and plumbing, are in such a state of disrepair that failure is imminent and the conditions cannot be resolved cost-effectively.
- The client is uncooperative, abusive, or threatening to the crew, sub-contractors, auditors, inspectors, or others who must work on or visit the home.
- There is an animal(s) on the property that poses a health and safety threat to the crew or sub-contractors (ie: a vicious dog, excessive animal excrement inside the dwelling)
- The cleanliness or orderliness of the dwelling poses a health and/or safety problem.
- In the judgment of the Housing Services Program Staff, any condition exists which may endanger the health and/or safety of the crew or sub-contractor, the work should not proceed until the condition is corrected.

#### **SELF HELP/SWEAT EQUITY**

The Housing Services Department does not allow the homeowner to perform any scope of the work. The intent of this restriction is to avoid any question or misinterpretation of warranty items and workmanship warranty in future "call back" notices. The Contractor is made responsible for any damages, theft or materials, etc. at the house until the house is completed. Therefore, any labor provided by other than those for which the contractor is responsible is not allowed. There may be some exceptions but only related to general property improvements, i.e. landscaping. These exceptions must be approved by the Housing Services Manager.

### **AFTER EMERGENCY REPAIR ASSESSED VALUE**

Upon approval of the applicant, staff will obtain an assessment from the Gila County Assessor's Office and at the completion of the project will add the total projects costs to the assessed value of the home to determine the after emergency repair assessed value of the home. This will be documented on the Project Completion Form. The assessed value of the home plus the emergency repair assistance will not exceed maximum per state unit investment amounts for Gila County.

A copy of all forms utilized with the Emergency Repair Program can be found in Attachment 8.

### **AGREEMENTS, CONTRACTS, AND OTHER DOCUMENTS**

Each file contains a checklist noting all documents and verifications (such as check stubs, bank statements, property tax statement, title report insurance, etc) required for the emergency repair program. This checklist will reflect the type of documents included in each file and will note those that do not apply as "N/A".

### **GRIEVANCE/PROTEST PROCEDURE**

#### **Client Grievance Procedure:**

Clients can be denied services if they do not meet the eligibility requirements of the Housing Services Department. The following procedures will be followed in order to resolve disputes that may arise in the Emergency Repair Program.

- All participants will be provided a copy of the complaint procedures and will be required to provide a signature to document receipt of the articles.
- Complaints arising from disputes regarding the Housing Services Department will first be verbally or in writing addressed to the Housing Services Manager. Complaints shall be brought to the attention of the Housing Services Manager within 10 days after the client becomes aware of the problem.
- The Housing Services Manager will attempt to resolve the dispute within 5 working days after receipt of the initial complaint.
- If the issue is not resolved within 5 working days with the Housing Services Manager, the participant may refer his/her complaint in writing to the Director of the Division of Health and Community Services at 5515 S. Apache Ave., Globe, Arizona 85501.
- The Director or the Director's designee will be responsible for review and response to the written complaint within 10 working days of receipt.
- Participants who wish to appeal the Director's decision will have 10 working days from receipt of the written decision to notify the Division of Health and

Community Services of his/her intention to appeal the decision to the Board of Supervisors.

- All complaints submitted to final appeal shall be addressed to the Chairman of the Gila County Board of Supervisors, 1400 E. Ash Street, Globe, Arizona 85501.
- The Board of Supervisors will have 15 working days from receipt of the complaint to render a final decision.

This grievance procedure has been approved by the Arizona Department of Housing. Each participant is given a copy of the grievance procedure with a copy being maintained in the case file in the Office of Community Services/Housing Services Department.

#### Contractor Grievance Procedure:

Bid protests shall be submitted in writing to: Gila County Housing Services Department, 5515 S. Apache Ave., Suite 200, Globe, AZ 85501 within ten (10) days of bid award notification.

Protests must contain at a minimum the name, address and telephone number of the protester, the signature of the protestor or its representative and evidence of authority to sign; a detailed statement of the legal and factual grounds of the protest including copies of relevant data; and the form of relief requested. Within *three (3) business days* of receipt, and after consultation with legal counsel, the Housing Services Manager will respond to the protest. The Gila County Housing Services Department reserves the right to reject any or all bids; to waive irregularities of information in any bid; and/or to take any steps determined prudent in order to resolve the protest.

All contractors involved in the bidding process are provided with notice of the protest procedures, which are set forth in the Contractor Protest Procedure Form and in the Bid Award Notification Letter. In the event of a disagreement between the homeowner and contractor, homeowner and Gila County, applicant and Gila County, and/or Contractor and Gila County, to name a few, the Grievance Procedure or Protest Procedure, whichever is applicable, shall be followed. All complaint/protest documentation will be hand delivered or sent by registered mail.

#### **CONFLICT OF INTEREST**

If a person is:

An employee, agent, consultant, officer, elected officer or appointed official of the Gila County Division of Health and Community Services who has CDBG, SHF or HOME related responsibilities or access to inside information may not obtain a financial benefit or interest from any housing rehabilitation activity for themselves or those with whom they have family or business ties during their tenure.

### **MINOR HOME REPAIR PROGRAM GUIDELINES**

#### **PURPOSE**

Adopted 4/22/05

Revised 10/15/08

Minor Home Repair Program is designed to assist persons aged 60 or over or those under age 60 with a disability with minor home repairs to their home. This program is available to qualified residents living in Gila County. This program is designed to help those who do not have the resources to perform or pay for the repairs themselves.

### **ELIGIBLE COSTS**

In order to qualify for the program, the property must be suitable for repairs under the time and funding constraints of the program. Persons whose income level is at or below poverty level will be given priority over those whose incomes are higher than poverty level. The maximum amount of each grant is \$1,500.00.

### **TYPES OF REPAIRS**

The type of repairs ~~Made~~ ~~The made~~ will provide for the safety and/or structural repairs to the home. The repairs must be made to increase or maintain the independence of eligible individuals and to increase the individual's mobility, safety, and access to and around the home. Repairs done to the home may include, but are not limited to:

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- Building of ramps
- Cooler and heater repair/maintenance
- Evaporative Cooler Tune-up Program
- Widening of doorways
- Installation of grab bars
- Screen repair
- Installation of safety mats
- Window repair
- Minor roof repair
- Door repair
- Floor repair

The majority of the funding for this program will be utilized for the Low Income Evaporative Cooler Tune-up Program. The evaporative cooler tune-up program will be bid out to local licensed heating/cooling contractors. The contractor who bids the lowest per cooler price will be awarded the contract and an agreement will be entered into for the evaporative cooler tune-up portion of this program.

### **PROCEDURES**

1. The prospective applicant with the assistance of the Housing Services Administrative Assistant will complete an application by one of several methods. The methods are telephonic, in person, via home visit (for homebound only), and through a downloaded application via the internet.
2. Determination of eligibility is performed at the time of the application.
3. The application is reviewed by the Housing Services staff to determine the best method of resolving the repair.

4. Housing Services Staff shall contact a local licensed contractor to get estimates on the repair(s).
5. The repair(s) will be approved by the staff and then will be performed within either: 1) a one to three day period of the initial application for services; or 2) as immediately as possible to alleviate the emergency situation, the repairs performed *shall* be the minimum necessary to alleviate the emergency and to receive additional repairs to the home *may* be placed on a waiting list for other funding sources.
6. Housing Services Staff will conduct an inspection on the work completed. Counseling and education on the maintenance and care of the home, appliances, property, as well as, energy efficiency/savings will be provided before, during and after the work is completed. The homeowner will be asked to complete a Follow-up Form prior to the final contractor payment being issued.
7. The Administrative Assistant will enter all project completions into a database for the purpose of tracking all current and previous participants in the program.

#### **SELF HELP/SWEAT EQUITY**

The Housing Services Department does not allow the homeowner to perform any scope of the work. The intent of this restriction is to avoid any question or misinterpretation of warranty items and workmanship warranty in future "call back" notices. The Contractor is made responsible for any damages, theft or materials, etc. at the house until the house is completed. Therefore, any labor provided by other than those for which the contractor is responsible is not allowed. There may be some exceptions but only related to general property improvements, i.e. landscaping. These exceptions must be approved by the Housing Services Manager.

#### **GRIEVANCE/PROTEST PROCEDURE**

##### Client Grievance Procedure:

Clients can be denied services if they do not meet the eligibility requirements of the Housing Services Department. The following procedures will be followed in order to resolve disputes that may arise in the Minor Home Repair Program.

- All participants will be provided a copy of the complaint procedures and will be required to provide a signature to document receipt of the articles.
- Complaints arising from disputes regarding the Housing Services Department will first be verbally or in writing addressed to the Housing Services Manager. Complaints shall be brought to the attention of the Housing Services Manager within 10 days after the client becomes aware of the problem.
- The Housing Services Manager will attempt to resolve the dispute within 5 working days after receipt of the initial complaint.
- If the issue is not resolved within 5 working days with the Housing Services Manager, the participant may refer his/her complaint in writing to the Director of the Division of Health and Community Services at 5515 S. Apache Ave., Globe, Arizona 85501.

- The Director or the Director's designee will be responsible for review and response to the written complaint within 10 working days of receipt.
- Participants who wish to appeal the Director's decision will have 10 working days from receipt of the written decision to notify the Division of Health and Community Services of his/her intention to appeal the decision to the Board of Supervisors.
- All complaints submitted to final appeal shall be addressed to the Chairman of the Gila County Board of Supervisors, 1400 E. Ash Street, Globe, Arizona 85501.
- The Board of Supervisors will have 15 working days from receipt of the complaint to render a final decision.

This grievance procedure has been approved by the Pinal Gila Council for Senior Citizens.

**Contractor Grievance Procedure:**

Bid protests shall be submitted in writing to: Gila County Housing Services Department, 5515 S. Apache Ave., Suite 200, Globe, AZ 85501 within ten (10) days of bid award notification. Protests must contain at a minimum the name, address and telephone number of the protester, the signature of the protestor or its representative and evidence of authority to sign; a detailed statement of the legal and factual grounds of the protest including copies of relevant data; and the form of relief requested. Within *three (3) business days* of receipt, and after consultation with legal counsel, the Housing Services Manager will respond to the protest. The Gila County Housing Services Department reserves the right to reject any or all bids; to waive irregularities of information in any bid; and/or to take any steps determined prudent in order to resolve the protest.

All contractors involved in the bidding process are provided with notice of the protest procedures, which are set forth in the Contractor Protest Procedure Form and in the Bid Award Notification Letter. In the event of a disagreement between the homeowner and contractor, homeowner and Gila County, applicant and Gila County, and/or Contractor and Gila County, to name a few, the Grievance Procedure or Protest Procedure, whichever is applicable, shall be followed. All complaint/protest documentation will be hand delivered or sent by registered mail.

**CONFLICT OF INTEREST**

If a person is:

An employee, agent, consultant, officer, elected officer or appointed official of the Gila County Division of Health and Community Services who has Pinal Gila Council for Senior Citizens funding related responsibilities or access to inside information may not obtain a financial benefit or interest from any housing rehabilitation activity for themselves or those with whom they have family or business ties during their tenure.

**Utility Repair, Replacement and Deposit (URRD) Program  
Guidelines**

(Excerpted from Arizona Department of Economic Security Division of Aging and Community Services Administration Utility Repair Replacement Deposit (URRD) Policy Manual Insert)  
Adopted 4/22/05      Revised 10/15/08

## **PURPOSE**

Utility Repair, Replacement was established by state law to help low income individuals who are in crisis situations with deposits for utility services and to make needed repairs and replacements to utility related appliances or systems.

## **ELIGIBLE COSTS**

In order to qualify for the program the total household income must be at or below 150% of Federal Poverty Guidelines. The person must own the appliance that is being repaired or replaced. The maximum amount of each grant is \$2,000.00.

## **TYPES OF ASSISTANCE**

Assistance ~~Made:~~ The may include, but is not limited to:

- Deposits for Gas/Propane, Electricity, Telephone and Water Services
- Repairs to utility related appliances or systems.
- Replacements of heating or cooling systems, water heaters, space heaters and telephones for owners.

The applicant must be the owner of the appliance or system to be repaired and/or replaced.

### **ELIGIBLE APPLIANCES:**

- Water heater
- Cooking Stove
- Furnaces
- Air Conditioners
- Telephone
- Evaporative Coolers
- Refrigerators (energy efficient only)

### **NOT ELIGIBLE APPLIANCES**

- Televisions
- Radios
- Video Cassette Recorder (VCR)
- Hair Dryers
- Blenders
- Water Softeners
- Cable TV
- Satellite Receivers

**All other appliance repair and/or replacement not listed will require prior approval by the DES/CSA Program Manager or the Program Specialist.**

## **PROCEDURES**

### 1. APPLICATION

The prospective applicant with the assistance of the Housing Services Administrative Assistant will complete an application for services.

### 2. CRITERIA FOR REPAIR/REPLACEMENT

Replacement of utility related appliance shall be limited to when repair costs exceed replacement costs or an appliance is found to be inoperable with repairs. Replacement will only occur when a crisis has been documented.

The client must indicate in writing that repairs or replacements have been made prior to payment to vendor. Contractors should establish procedures to assure this occurs.

### 3. OWNERSHIP AND INSPECTION

Ownership of the appliance or utility system can be ascertained by:

- Client providing a receipt of purchase, or
- Client signs a statement of ownership

Inspection of the needed repair and/or replacement may be completed by a qualified Housing Services staff member.

4. PAYMENTS

Payment for a repair or replacement should be made after the completion of work, inspection and receipt of appropriate documentations, such as an invoice.

5. ELIGIBILITY:

- Income must be at or below 125% of federal poverty guidelines, or 150% if one or more household members is aged 60 or over and/or has a disability.
- Must establish and verify identity,
- Must verify United States Citizenship<sup>1</sup>, or verification of immigrant status<sup>2</sup>
- Must be a resident of Arizona
- Household must be in a crisis situation and meet one of the crisis reasons.
- Applicant must be the owner of the appliance or system to be repaired and/or replaced.

Crisis Reasons:

- A loss or reduction of income or public benefits
- Unexpected emergency expense that caused a lack of resources
- A health or safety related emergency

6. An eligibility determination will be issued. For repair/replacements, the Housing Services Staff will make an assessment of the repairs/replacements and determine what type of assistance is necessary to alleviate the problem.

7. For Utility Payments: a voucher will be issued to the appropriate utility company. The client must take the voucher to the company and arrange for service. The client must provide verification that they have paid the rent prior to receiving assistance with deposits.

For Repair/Replacement: Housing Services Staff shall contact a local licensed contractor to get estimates on the repair(s). The contractor who bids the lowest price will be awarded the bid. In the event that we cannot receive at least 3 bids, the staff member will note it in the file and the job will be awarded to the only bidder.

8. The repair(s) will be approved by the staff and then will be performed within either: 1) a one to three day period of the initial application for services; or 2) as immediately as possible to alleviate the emergency situation, the repairs performed *shall* be the minimum necessary to alleviate the emergency. If further repairs to the home are necessary, the person will be placed on a waiting list for other program funding.

9. Housing Services Staff will conduct an inspection on the work completed. Counseling and education on the maintenance and care of the home, appliances, property, as well as, energy efficiency/savings will be provided before, during and after the work is completed.

10. The Administrative Assistant will enter all project completions into a database for the purpose of tracking all current and previous participants in the program.

11. The file is then given to the Community Action Program Manager to complete a final quality review.

### **DEFERRAL CONDITIONS**

The decision to defer work in a dwelling is difficult, but necessary in some cases. If a decision to defer has been made, work must be postponed until the problems can be resolved and/or alternative sources of help are found.

Deferral conditions may include:

- The client is uncooperative, abusive, or threatening to the crew, sub-contractors, auditors, inspectors, or others who must work on or visit the home.
- There is an animal(s) on the property that poses a health and safety threat to the crew or sub-contractors (ie: a vicious dog, excessive animal excrement inside the dwelling)
- The cleanliness or orderliness of the dwelling poses a health and/or safety problem.
- In the judgment of the Housing Services staff, any condition exists which may endanger the health and/or safety of the crew or sub-contractor, the work should not proceed until the condition is corrected.

### **SELF HELP/SWEAT EQUITY**

The Housing Services Department does not allow the homeowner to perform any scope of the work. The intent of this restriction is to avoid any question or misinterpretation of warranty items and workmanship warranty in future "call back" notices. The Contractor is made responsible for any damages, theft or materials, etc. at the house until the house is completed. Therefore, any labor provided by other than those for which the contractor is responsible is not allowed. There may be some exceptions but only related to general property improvements, i.e. landscaping. These exceptions must be approved by the Housing Services Manager.

### **GRIEVANCE/PROTEST PROCEDURE**

#### **Client Grievance Procedure:**

Clients can be denied services if they do not meet the eligibility requirements of the Housing Services Department. The following procedures will be followed in order to resolve disputes that may arise in the Emergency Repair Program.

- All participants will be provided a copy of the complaint procedures and will be required to provide a signature to document receipt of the articles.
- Complaints arising from disputes regarding the Housing Services Department will first be verbally or in writing addressed to the Housing Services Manager. Complaints shall be brought to the attention of the Housing Services Manager within 10 days after the client becomes aware of the problem.
- The Housing Services Manager will attempt to resolve the dispute within 5 working days after receipt of the initial complaint.
- If the issue is not resolved within 5 working days with the Housing Services Manager, the participant may refer his/her complaint in writing to the Director of the Division of Health and Community Services at 5515 S. Apache Ave., Globe, Arizona 85501.

- The Director or the Director's designee will be responsible for review and response to the written complaint within 10 working days of receipt.
- Participants who wish to appeal the Director's decision will have 10 working days from receipt of the written decision to notify the Division of Health and Community Services of his/her intention to appeal the decision to the Board of Supervisors.
- All complaints submitted to final appeal shall be addressed to the Chairman of the Gila County Board of Supervisors, 1400 E. Ash Street, Globe, Arizona 85501.
- The Board of Supervisors will have 15 working days from receipt of the complaint to render a final decision.

This grievance procedure has been approved by the Arizona Department of Economic Security Division of Aging & Community Services.

Contractor Grievance Procedure:

Bid protests shall be submitted in writing to: Gila County Housing Services Department, 5515 S. Apache Ave., Suite 200, Globe, AZ 85501 within ten (10) days of bid award notification. Protests must contain at a minimum the name, address and telephone number of the protester, the signature of the protestor or its representative and evidence of authority to sign; a detailed statement of the legal and factual grounds of the protest including copies of relevant data; and the form of relief requested. Within *three (3) business days* of receipt, and after consultation with legal counsel, the Housing Services Manager will respond to the protest. The Gila County Housing Services Department reserves the right to reject any or all bids; to waive irregularities of information in any bid; and/or to take any steps determined prudent in order to resolve the protest.

All contractors involved in the bidding process are provided with notice of the protest procedures, which are set forth in the Contractor Protest Procedure Form and in the Bid Award Notification Letter. In the event of a disagreement between the homeowner and contractor, homeowner and Gila County, applicant and Gila County, and/or Contractor and Gila County, to name a few, the Grievance Procedure or Protest Procedure, whichever is applicable, shall be followed. All complaint/protest documentation will be hand delivered or sent by registered mail.

**CONFLICT OF INTEREST**

If a person is:

An employee, agent, consultant, officer, elected officer or appointed official of the Gila County Division of Health and Community Services who has URRD related responsibilities or access to inside information may not obtain a financial benefit or interest from any housing rehabilitation activity for themselves or those with whom they have family or business ties during their tenure.

**WEATHERIZATION ASSISTANCE PROGRAM GUIDELINES**

**PURPOSE**

Adopted 4/22/05      Revised 10/15/08

Gila County Weatherization Assistance Program (WAP) is designed to serve low income homeowners with health, safety and energy related home repairs within Gila County. The program is generally defined by these guidelines.

### **ELIGIBLE COSTS**

In order to qualify for the program the total household income must be at or below 150% of Federal Poverty Guidelines. The person must own the home that is being considered for weatherization assistance program. Cost effectiveness will determine the type and amount of funding that is available per home.

### **TYPES OF ASSISTANCE**

Assistance ~~Made:~~ The may include, but is not limited to:

- Repair and/or replacement of heating system
- Installation of ceiling insulation
- Water heater wrap (where allowed)
- Upgrade of evaporative cooler motor to a higher efficiency two-speed motor
- shade screens on all sun struck south, east and west windows and glass doors
- Reflective roof coating on mobile homes
- Storm window or single pane windows on mobile homes
- Water Heater repairs and relocation to a weather protected area if applicable.
- Replacement, of space heating and cooling systems when the cost to repair the equipment is greater than the cost to replace the equipment.
- Installation of low flow shower head
- Space Heating and cooling equipment tune-ups.
- Installation of setback thermostat(s) for persons with mobility problems or other extenuating circumstances.
- Replacement of call, ceiling, and floor forced air supply registers when existing condition limits functioning of control louvers.
- Replacement of evaporative coolers when the cost to repair the equipment is greater than the cost to replace the equipment.
- Fresh air ventilation systems may be installed with prior approval from the Energy Office.
- Installation of a butterfly damper in kitchen or bathroom ceiling exhaust fan(s) or ventilation ports.
- Exterior Doors with LIHEAP/WAP funding.
- Attic ventilation with LIHEAP/WAP funding.

### **RENTAL DWELLING**

No rental dwelling may be weatherized under the terms of the weatherization Assistance Program Contract, unless written permission to perform itemized services is obtained from the owner of the rental unit or the owner's authorized agent. Said written permission is to be retained, along with such other agreements between the Contractor and the rental owner/agent, as part of the job record and client job file.

- a. The fuel information release form shall be signed by the tenant of a rental dwelling prior to the inception of Weatherization services unless the dwelling is part of a master-metered complex in which case this provision does not apply.
- b. The owner of the rental property or the owner's agent shall agree in writing not to raise the rental charge of said dwelling for a minimum period of one year from the date of the completion of Weatherization services as a consequence of the Weatherization investment.

## **PROHIBITION AGAINST WEATHERIZATION SERVICES**

### **Dwelling Units**

- Dwelling units which are vacant or which are designated for acquisition or clearance by a federal, state, or local program within twelve (12) months from the date of scheduled weatherization shall not be provided Weatherization services under this contract.
- Dwelling units which are known to be for sale as evidenced by "For Sale" signs on the property, realtor listing and offering or classified advertisement, shall not be provided Weatherization services under this contract.
- Weatherization services, under this contract, are prohibited where the dwelling unit of an applicant household is located in a designated flood plain unless said dwelling unit is currently covered by flood insurance.

## **HEALTH AND SAFETY PLAN**

**PURPOSE** – to establish the policies and procedures under which health and safety concerns are addressed in the Weatherization Assistance Program (WAP).

**GOAL** – To ensure energy savings are the result of Weatherization Assistance Programs actions while promoting a health and safe environment for clients and WAP worker and contractors.

**SCOPE** – Energy-related health and safety concerns need to be remedied before, or because of, the installation of weatherization materials. Therefore, energy-related health and safety hazards associated with weatherization activities may be remedied or prevented with DOE funds. Measures and their costs must be reasonable and must not seriously impair the primary energy conservation purpose of the program.

The Health and Safety Procedures are applicable to all activities under the WAP.

- A. **Grantee Health & Safety:** The Arizona Energy Office – WAP field monitors will follow all applicable health and safety rules with respect to the conduct of their on-site job visits including the use of face masks, hard hats, appropriate footwear, and such other applicable attire and equipment so as to minimize personal risks.
- B. **Crew and/or Contractor Health and Safety:** Arizona subgrantees and their contractors will comply with the Occupational Safety and Health Administration (OSHA) requirements in all weatherization activities.
- C. **Client Health and Safety:** Weatherization services can be provided in a manner that minimizes risk to workers and clients. Although the Weatherization Assistance Program does not provide all the solutions, awareness of potential hazards is essential to providing quality services. A list of the more common hazards and DOE's preferred approach to them are discussed in Section D of the APPENDIX of Exhibit C of the Contract. Other energy-related hazards should be considered on a case-by-case basis. Grantees and sub-

grantees are required to take all reasonable precautions against performing work on homes that will subject workers or clients to health and safety risks. If there is any doubt that weatherization work can be conducted in a manner that is safe for all parties concerned, the Sub-grantee must not proceed further. Before beginning work on the residence, sub-grantees will take into consideration the health concerns of each occupant, the condition of the dwelling, and the possible effect of work to be performed on any particular health or medical condition of the occupants. When a person's health is fragile and/or the work activities would constitute a health or safety hazard, the occupants at risk will be required to leave the home during these work activities or the work will be suspended until such a time as it can be performed appropriately.

### **PROCEDURES**

1. The prospective applicant with the assistance of the Housing Services Administrative Assistant will complete a pre-screening form to determine the individual's preliminary eligibility, specifically:
  - A. Individual presently owns and occupies the property;
  - B. Location of the home is within Gila County boundaries; and
  - C. Preliminary income information.
  - D. Household size and composition.
  - E. Home is being occupied as a primary residence for at least 12 months prior to assistance.
  - F. If the home is on the market for sale, it will not be eligible for assistance.
2. Determination of eligibility to be placed on a waiting list is performed at the pre-screening process and the individual is notified in writing within ten (10) working days of this determination.

### **APPLICATION**

The prospective applicant with the assistance of the Housing Services Administrative Assistant will complete an application for services.

### **ELIGIBILITY**

- Income must be at or below 125% of federal poverty guidelines, or 150% if one or more household members is aged 60 or over and/or has a disability.
- Must be a resident of Arizona
- Must own and occupy the home as their primary residence.

An eligibility determination will be issued.

Housing Services Technician will prepare a Scope of Work detailing all measures to be completed on the home. The Scope of Work will be then provided to a licensed contractor(s) to receive an estimate for the cost of the measures. The Housing Services Manager and/or Technician will review and authorize the work to be completed as per the Scope of Work. Change Orders will be done when the Scope of Work is altered.

Housing Services Staff will conduct inspections on the work as it is completed. Post Work Audits will be completed on the structure at this time, as well as, counseling and education on the maintenance and care of the home, appliances, property, and energy efficiency/savings will be provided before, during and after the work is completed. The homeowner will be asked to complete a Final Inspection Form prior to the final contractor payment being issued.

The Administrative Assistant will enter all project completions into a database for the purpose of tracking all current and previous participants in the program.

### **DEFERRAL CONDITIONS**

The decision to defer work in a dwelling is difficult, but necessary in some cases. If a decision to defer has been made, work must be postponed until the problems can be resolved and/or alternative sources of help are found.

Deferral conditions may include:

- The client has known health conditions that prohibit the installation of insulation and other weatherization materials.
- The building or structure or its mechanical systems, including electrical and plumbing, are in such a state of disrepair that failure is imminent and the condition\ns cannot be resolved cost-effectively.
- The house has sewage or other sanitary problems that would further endanger the client and weatherization installers if weatherization work were performed.
- The house has been condemned or electrical, heating, plumbing, or other equipment has been “red tagged” by local or state building officials or utilities.
- Moisture problems are so severe they cannot be resolved under existing health and safety measures and with minor repairs.
- Dangerous conditions exist due to high carbon monoxide levels in combustion appliances, and cannot be resolved under existing health and safety measures.
- The client is uncooperative, abusive, or threatening to the crew, sub-contractors, auditors, inspectors, or others who must work on or visit the home.
- The extent and condition of lead-based paint in the house would potentially create further health and safety hazards.
- There is an animal(s) on the property that poses a health and safety threat to the crew or sub-contractors (ie: a vicious dog, excessive animal excrement inside the dwelling)
- The cleanliness or orderliness of the dwelling poses a health and/or safety problem.
- In the judgment of the energy auditor, any condition exists which may endanger the health and/or safety of the crew or sub-contractor, the work should not proceed until the condition is corrected.

### **SELF HELP/SWEAT EQUITY**

The Housing Services Department does not allow the homeowner to perform any scope of the work. The intent of this restriction is to avoid any question or misinterpretation of warranty items and workmanship warranty in future “call back” notices. The Contractor is made responsible for any damages, theft or materials, etc. at the house until the house is completed. Therefore, any labor provided by other than those for which the contractor is responsible is not allowed. There may be some exceptions but only related to general property improvements, i.e. landscaping. These exceptions must be approved by the Housing Services Manager.

## GRIEVANCE/PROTEST PROCEDURE

### Client Grievance Procedure:

Clients can be denied services if they do not meet the eligibility requirements of the Housing Services Department. The following procedures will be followed in order to resolve disputes that may arise in the Emergency Repair Program.

- All participants will be provided a copy of the complaint procedures and will be required to provide a signature to document receipt of the articles.
- Complaints arising from disputes regarding the Housing Services Department will first be verbally or in writing addressed to the Housing Services Manager. Complaints shall be brought to the attention of the Housing Services Manager within 10 days after the client becomes aware of the problem.
- The Housing Services Manager will attempt to resolve the dispute within 5 working days after receipt of the initial complaint.
- If the issue is not resolved within 5 working days with the Housing Services Manager, the participant may refer his/her complaint in writing to the Director of the Division of Health and Community Services at 5515 S. Apache Ave., Globe, Arizona 85501.
- The Director or the Director's designee will be responsible for review and response to the written complaint within 10 working days of receipt.
- Participants who wish to appeal the Director's decision will have 10 working days from receipt of the written decision to notify the Division of Health and Community Services of his/her intention to appeal the decision to the Board of Supervisors.
- All complaints submitted to final appeal shall be addressed to the Chairman of the Gila County Board of Supervisors, 1400 E. Ash Street, Globe, Arizona 85501.
- The Board of Supervisors will have 15 working days from receipt of the complaint to render a final decision.

This grievance procedure has been approved by the Arizona Department of Economic Security and the Arizona Department of Energy.

### Contractor Grievance Procedure:

Bid protests shall be submitted in writing to: Gila County Housing Services Department, 5515 S. Apache Ave, Suite 200, Globe, AZ 85501 within ten (10) days of bid award notification. Protests must contain at a minimum the name, address and telephone number of the protester, the signature of the protestor or its representative and evidence of authority to sign; a detailed statement of the legal and factual grounds of the protest including copies of relevant data; and the form of relief requested. Within *three (3) business days* of receipt, and after consultation with legal counsel, the Housing Services Manager will respond to the protest. The Gila County Housing Services Department reserves the right to reject any or all bids; to waive irregularities of information in any bid; and/or to take any steps determined prudent in order to resolve the protest.

All contractors involved in the bidding process are provided with notice of the protest procedures, which are set forth in the Contractor Protest Procedure Form and in the Bid Award Notification Letter. In the event of a disagreement between the homeowner and contractor,

homeowner and Gila County, applicant and Gila County, and/or Contractor and Gila County, to name a few, the Grievance Procedure or Protest Procedure, whichever is applicable, shall be followed. All complaint/protest documentation will be hand delivered or sent by registered mail.

**CONFLICT OF INTEREST**

If a person is:

An employee, agent, consultant, officer, elected officer or appointed official of the Gila County Division of Health and Community Services who has Weatherization Assistance Program related responsibilities or access to inside information may not obtain a financial benefit or interest from any housing rehabilitation activity for themselves or those with whom they have family or business ties during their tenure.

# ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY SEPTIC SYSTEM GUIDELINES

## PURPOSE

The Arizona Department of Environmental Quality (ADEQ) grants purpose is to improve the water quality conditions on the Tonto Creek watershed by repairing and/or replacing faulty septic systems for residents who reside in the communities of Kohl's Ranch, Bear Flats, Tonto Creek Village and Tonto Village areas of Gila County. See Contract for additional regulations and requirements.

## ELIGIBLE COSTS

In order to qualify for the program the household must reside in one of the target areas and have a faulty septic system that is discharging and/or has runoff directly into Tonto Creek watershed area. See Contract for additional eligibility regulations and requirements.

## TYPE OF ASSISTANCE

Assistance ~~Made: The~~ may include, but is not limited to:

- Repair to Septic System
- Replacement of Septic System

The applicant must be the owner of system to be repaired and/or replaced.

## PROCEDURES

### 1. PRE-SCREENING

The prospective applicant with the assistance of the Special Projects Manager or Housing Services Program Manager will complete a pre-screening form to determine the individual's preliminary eligibility, specifically:

- a. Individual presently owns and occupies the property;
- b. Location of the home is within Gila County boundaries; and
- c. Preliminary income information.
- d. Household size and composition.
- e. Home is being occupied as a primary residence for at least 12 months prior to assistance.
- f. If the home is on the market for sale, it will not be eligible for assistance.

Determination of eligibility to be placed on a waiting list is performed at the pre-screening process and the individual is notified in writing within ten (10) working days of this determination.

2. APPLICATION

The prospective applicant with the assistance of Housing Services Program Manager or Special Projects Manager will complete an application for services.

3. BID PROCESS

The applicant will be provided with an updated listing of licensed contractors to obtain written bids for the soil analysis, septic system design and the construction of the new system. The applicant will solicit at a minimum of three (3) bids for each phase of the process. The bid award will be made in most cases to the lowest bidder, unless there are circumstances that will allow for another bidder to receive the bid. The bid award will be decided upon by the Housing Services Program Manager, Special Projects Manager and the Environmental Health Manager.

4. BID AWARD

The bid award will be via written communication to the contractor. The applicant will also be notified in this manner,

5. PAYMENTS

Payments for each project will be made on an as invoiced basis, except for the construction phase of the project, in which the contractor will be allowed to submit an invoice for fifty percent (50%) of the total construction cost prior to starting work on the project, the remaining fifty percent (50%) and any change order invoices will be paid out at the completion of each project.

6. FINAL INSPECTION

Housing Services Staff will conduct an inspection on the work completed.

7. The Administrative Assistant will enter all project completions into a database for the purpose of tracking all current and previous participants in the program.

8. The file will be retained for a period of five (5) years past the completion of the grant.

**DEFERRAL CONDITIONS**

The decision to defer work in a dwelling is difficult, but necessary in some cases. If a decision to defer has been made, work must be postponed until the problems can be resolved and/or alternative sources of help are found.

Deferral conditions may include:

- The client is uncooperative, abusive, or threatening to the crew, sub-contractors, auditors, inspectors, or others who must work on or visit the home.
- There is an animal(s) on the property that poses a health and safety threat to the crew or sub-contractors (ie: a vicious dog, excessive animal excrement inside the dwelling)
- The cleanliness or orderliness of the dwelling poses a health and/or safety problem.
- In the judgment of the Housing Services and/or Environmental Health staff, any condition exists which may endanger the health and/or safety of the crew or sub-contractor, the work should not proceed until the condition is corrected.

## **SELF HELP/SWEAT EQUITY**

The Housing Services Department does not allow the homeowner to perform any scope of the work. The intent of this restriction is to avoid any question or misinterpretation of warranty items and workmanship warranty in future “call back” notices. The Contractor is made responsible for any damages, theft or materials, etc. at the house until the house is completed. Therefore, any labor provided by other than those for which the contractor is responsible is not allowed. There may be some exceptions but only related to general property improvements, i.e. landscaping. These exceptions must be approved by the Housing Services Manager.

## **GRIEVANCE/PROTEST PROCEDURE**

### **Client Grievance Procedure:**

Clients can be denied services if they do not meet the eligibility requirements of the Housing Services Department. The following procedures will be followed in order to resolve disputes that may arise in the Emergency Repair Program.

- All participants will be provided a copy of the complaint procedures and will be required to provide a signature to document receipt of the articles.
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- The Housing Services Manager will attempt to resolve the dispute within 5 working days after receipt of the initial complaint.
- If the issue is not resolved within 5 working days with the Housing Services Manager, the participant may refer his/her complaint in writing to the Director of the Division of Health and Community Services at 5515 S. Apache Ave., Globe, Arizona 85501.
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- Participants who wish to appeal the Director’s decision will have 10 working days from receipt of the written decision to notify the Division of Health and Community Services of his/her intention to appeal the decision to the Board of Supervisors.
- All complaints submitted to final appeal shall be addressed to the Chairman of the Gila County Board of Supervisors, 1400 E. Ash Street, Globe, Arizona 85501.
- The Board of Supervisors will have 15 working days from receipt of the complaint to render a final decision.

### **Contractor Grievance Procedure:**

Bid protests shall be submitted in writing to: Gila County Housing Services Department, 5515 S. Apache Ave., Suite 200, Globe, AZ 85501 within ten (10) days of bid award notification.

Protests must contain at a minimum the name, address and telephone number of the protester, the signature of the protestor or its representative and evidence of authority to sign; a detailed statement of the legal and factual grounds of the protest including copies of relevant data; and the form of relief requested. Within *three (3) business days* of receipt, and after consultation with legal counsel, the Housing Services Manager will respond to the protest. The Gila County Housing Services Department reserves the right to reject any or all bids; to waive irregularities of

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information in any bid; and/or to take any steps determined prudent in order to resolve the protest.

All contractors involved in the bidding process are provided with notice of the protest procedures, which are set forth in the Contractor Protest Procedure Form and in the Bid Award Notification Letter. In the event of a disagreement between the homeowner and contractor, homeowner and Gila County, applicant and Gila County, and/or Contractor and Gila County, to name a few, the Grievance Procedure or Protest Procedure, whichever is applicable, shall be followed. All complaint/protest documentation will be hand delivered or sent by registered mail.

### **CONFLICT OF INTEREST**

If a person is:

An employee, agent, consultant, officer, elected officer or appointed official of the Gila County Division of Health and Community Services who has ADEQ elated responsibilities or access to inside information may not obtain a financial benefit or interest from any housing rehabilitation activity for themselves or those with whom they have family or business ties during their tenure.