

Habitat for Humanity Repair Program Order of Operations

**Please note that there are no guarantees of services at any stage of this process before an agreement is signed. As a result, all verbal agreements are null and void and HFHMM's only obligation is that which appears on signed agreements between HFHMM and the owner of a given home. **

Inquiry stage:

Homeowners interested in the program received informational packet and return an Inquiry Sheet in order to be added to our wait list and receive an application when funding is available

Application stage:

Homeowners on the wait list will be forwarded an application at a time when applicable funding is available. That application is to be filled out and returned (accompanied by the correct documentation) within two weeks of receipt

Eligibility stage:

Applications that are submitted to the program are reviewed for eligibility. (i.e. Income verification and homeowners insurance). (2 turn around. Incomplete applications are sent back to homeowners with a letter detailing the missing documentation and are given a two week deadline to provide that documentation.

Home Visit stage:

Complete applications deemed eligible for the program will receive an in person home visit to better assess the needs of the home within two weeks of application review outcome. The home visit is an informal home audit and takes about 45 minutes to complete.

Approval stage:

If approved, homes which have legitimate health and safety concerns and/or weatherization need within Habitat's capacity are sent a letter detailing a tentative work scope as well as an indication of any estimates HFHMM will have to acquire from professionals in specialized trade (i.e. plumbing, HVAC, electrical, etc.). There are no guarantees at this stage. Not until an agreement is signed between the homeowner and HFHMM is HFHMM obligated to provide services of any kind.

Estimates Stage:

Applicants who are approved into the program and whose homes require estimates from trade professionals will receive calls from these professionals in order to schedule a time for those professionals to come out, take a look and write up an estimate for the proposed services. Homeowners are not to make any contact with the professionals outside of scheduling and showing them the same issues they've shown to HFHMM during the home visit.

Agreement stage:

Homeowners approved into the program will schedule a time for HFHMM staff to visit their home for the reading and signing of the Repair and/or Weatherization agreement in person. The agreement is to be read verbatim and initialed/signed by the homeowner line by line allowing time for questions.

Repair stage:

Services agreed upon in the Repair and/or weatherization agreement are carried out to the satisfaction of both parties either with volunteers, staff or contractors. (Contractors/and professionals will schedule services independently).

Completion stage:

Upon completion of all services listed in the agreement, homeowners will receive a packet with copies of agreement paperwork and certificate of completion to sign and send back. They are given two weeks to sign it and send it back or make written mention of any issue with the work performed. After 2 weeks, their file is considered closed.

** Denial of an application/applicant or client can happen at any time throughout the process if one or more of the following occurs: Deadlines are missed, an unwillingness to partner is displayed, an application remains incomplete, homeowner fails to respond, homeowner is hostile with HFHMM staff, volunteers or professionals, or there are safety issues present which go beyond HFHMM's abilities to mitigate.