

# Sanford/Lee County

Planning and Development  
P.O. Box 3729, Sanford, N.C. 27331-3729

## MEMORANDUM

TO: Urgent Repair Program (URP) Housing Rehabilitation Applicants  
Previously Unserved & Newly Interested Applicants  
FROM: Karen Kennedy, Community Development Manager *KK*  
SUBJ: URP 20 Client Application Intake Process  
DATE: February 2, 2021

Attached is an Urgent Repair Program (URP) housing application for you to complete. Please read this memo and the assistance policy in its entirety. The original plan was to send these out in January but unfortunately, most of our programs are behind due to COVID delays. Therefore, grant extensions are necessary from the state funders.

Several of you have applied for programs in the past and/or called to be placed on program waiting lists. Limited annual funds make this application process continual for many of you whom reapply each year. Please remember we can only help 10-14 houses in each program so I understand the frustration you may feel with reapplying and staying on the waiting list. Previously unserved applicants must complete the paperwork with every new program according to the project guidelines.

The City has applied for another program entitled Essentials Single Family Rehabilitation (ESFR) and I hope to hear from the application later this year. Applications are often reviewed for both programs.

With every project, applicants are scored and rank based on the eligibility information described in the *Assistance Policy* and ranked against all applicants during that application phase. A copy of the *Assistance Policy* is included for you to **review and keep** for your files. Make sure to review the information on page 1 detailing eligibility, with further explanations of a special need on pages 2-3. The application may be confusing so please fill in what you can and call me with any questions.

***The items for you to include, where applicable, are listed below.***

*For all applicants:*

1. Please complete the enclosed **application** and sign where highlighted.
2. Please attach current **income information** for all residents over 19 in the house. Dependent upon the income source of household members, the following information is required for each member:
  - If applicant has income from employer submit 2020 W2's or current tax return. At a minimum, please bring copies of at least two recent pay stubs.

- Social Security or SSI Applicants will need a **current Statement of Benefits (2021)** document from the Social Security Office which states the **monthly amount** being received for this year. A copy of your checking account statement with deposit information is no longer accepted.
  - If receiving Retirement Benefits from an employer, please submit your **1099** document showing all retirement benefits received in 2020 or a statement that shows your monthly retirement benefit amount prior to any deductions for other employers sponsored benefits, such as medical insurance.
3. Copy of the **deed** and/or lifetime rights document for proof of ownership of your house; **if not** already on file from previous application.
  4. Return and date the **receipt** stating you have received and reviewed the **Assistance Policy**.
  5. Please submit a **copy of your county or city tax bill/receipt** showing that all property taxes are paid and current. If your taxes are collected with your mortgage, please note this on your application.
  6. If **mobile home**, copy of **title** showing the unit is in your name.
  7. If applicable, **Veterans** will need to submit a copy of their **DD214**.

I understand that given COVID constraints, gathering information from employers, Social Security and other agencies may take time and require calls, appointments, etc. Once you have any of the documents above and you elect to send me your original documents, I will be glad to copy and send them back to you. I realized last spring, mailing documents with stamped return envelopes became the new normal for this application process. Our offices continue to have limited public interaction. However, I will place a box in the first floor lobby for you to drop off your documents if you so choose.

I ask for you to understand **this is not a quick process!** The review of applications and proceeding through the project's process takes time.

Please return the completed application package by **5 pm, March 31, 2021** via:

**Mail:**

Karen Kennedy, CD Manager  
 City of Sanford  
 PO Box 3729  
 Sanford, NC 27331

**OR**

**Hand Delivery:**

Buggy Building  
 115 Chatham Street  
 First Floor- Box in the Lobby  
 Sanford, NC 27330

I may be reached at **919-718-4657 x 5391** or [karen.kennedy@sanfordnc.net](mailto:karen.kennedy@sanfordnc.net) if you have additional questions. Please remember, in order to be considered for the project, I must have your information by **5 pm, March 31, 2021**.

Thank you for your interest in our programs.

**NORTH CAROLINA HOUSING FINANCE AGENCY**  
**URGENT REPAIR PROGRAM**  
*Application & Eligibility Certification*

(page 1 of 2)

**Applicant Data**

Name of Homeowner(s) (First, MI, Last): \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ County: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

**If the Applicant was referred by someone other than self, complete the following:**

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Relationship to Owner: \_\_\_\_\_  
 Notes: \_\_\_\_\_

**Household Membership**

Name (First, MI, Last)	Sex	Birth Date	SS# (last 4 digits)	Race Code*	Hispanic**	Relation to Homeowner
a.						
b.						
c.						
d.						
e.						
f.						
g.						

**Gross Income Work Table**

**Dollars / Household Member / MONTH**

Source	a	b	c	d	e	f	g	Total
1) Wages								
2) Retirement/Pension								
3) Social Security								
4) Supplemental Security Income								
5) Public Assistance								
6) Child Support								
7) Interest								
8)								
9)								
10)								
Monthly Sub-Total (sum rows 1-10)								
Annual Sub-Total (12 x row above)								

Annual Gross Household Income (sum Annual Sub-Total for columns a-g):

**Applicant Certifications**

**I hereby certify that:**

- 1) I own and occupy the home described above as my primary residence;
- 2) The household and income information listed above is complete and true to the best of my knowledge;
- 3) This information is provided to qualify me for the Urgent Repair Program (Program). The Program is intended to assist low- and very low-income homeowners with special needs in correcting substandard housing conditions which pose an imminent threat to their life or safety or in performing accessibility modifications or other repairs necessary to prevent imminent displacement.
- 4) I give permission for \_\_\_\_\_ to access information to verify the contents of this application and to facilitate the repair of my home.
- 5) I understand that this Program grant may not rectify all deficiencies in my home nor make the home conform to any local, state or federal housing quality standards.
- 6) I have been advised that my gender, race and ethnicity will be determined based upon observation and/or surname if I do not self disclose the information.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

Co-Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

**NORTH CAROLINA HOUSING FINANCE AGENCY**  
**URGENT REPAIR PROGRAM**  
*Application & Eligibility Certification*

(page 2 of 2)

**Applicant Data**

Name of Homeowner(s) (First, MI, Last): \_\_\_\_\_  
 Street Address: \_\_\_\_\_

**Qualifying Income Table (for reference) Maximum Gross Household Income**

Household Size	1	2	3	4	5	6	7	8
a) Statewide non-metro 30%								
b) Statewide non-metro 50%								
c) County 30%								
d) County 50%								

**Qualifying Questions**

Does the applicant own this home? YES  NO   
 Does the applicant's household qualify based on the income criteria? YES  NO   
 Mark all Special Need(s) by which the Applicant qualifies:  Single-Parent Household  
 Owner 62+  Member Disabled  EBLL Child  Veteran\*\*\*  Household Size 5+

**Eligibility Certifications**

I hereby certify that:

- 1) All of the above information has been reviewed or documented in accordance with the Program Guidelines.
- 2) The Applicant is eligible for assistance under the Program;
- 3) There is no other state or federal source of funds available now, or likely to be available within the next six months, which could pay for the proposed repairs.

\_\_\_\_\_  
 Authorized Officer                      Organization                      Date

**Eligible Urgent Repair Needs:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Case Notes (for office use only) Name of interviewer:** \_\_\_\_\_

Non-housing problems:  
 \_\_\_\_\_  
 \_\_\_\_\_

Action taken for referrals? YES  NO  If yes, specify: \_\_\_\_\_

Other:  
 \_\_\_\_\_  
 \_\_\_\_\_

\*Race Code: White (11); Black/African American (12); Asian (13); American Indian/Alaska Native (14); Native Hawaiian/Other Pacific Islander (15); American Indian/Alaskan Native & White (16); Asian & White (17); Black/African American & White (18); American Indian/Alaska Native & Black/African American (19); Other Multi-Racial (20); and, Asian/Pacific Islander (21).

\*\*Hispanic: Yes or No.

\*\*\*Veteran: A person who served in the active military, and who was discharged or released therefrom under conditions other than dishonorable.

**CITY OF SANFORD  
ASSISTANCE POLICY  
FOR THE 2020 CYCLE OF THE  
URGENT REPAIR PROGRAM**

**EMERGENCY and HEALTH Notifications:** Due to the current COVID-19 pandemic, increased awareness of the need to protect City of Sanford/Lee County representatives and the homeowners they serve from various health related exposures has become more apparent than ever. Homeowners participating in URP program must agree to follow all local, state and federal guidelines for emergency preparedness surrounding the COVID-19 pandemic and any other emergency declared that includes their property address for the duration of construction on the property.

*Note: For persons who cannot speak English well or are in need of translation assistance, please contact the Sanford/Lee County Planning and Development Department to utilize their Language Assistance Plan.*

**What is the Urgent Repair Program?** The City of Sanford has been awarded \$100,000 by the North Carolina Housing Finance Agency ("NCHFA") under the 2020 cycle of the Urgent Repair Program ("URP20"). This program provides funds to assist very-low and low- income households with special needs in addressing housing conditions which pose imminent threats to their life and/or safety or to provide accessibility modifications and other repairs necessary to prevent displacement of very-low and low- income homeowners with special needs such as frail elderly and persons with disabilities. A minimum total of 10 households will be assisted under URP20.

This Assistance Policy describes who is eligible to apply for assistance under URP20, how applications for assistance will be rated and ranked, what the form of assistance is and how the repair/modification process will be managed. The City has tried to design this URP20 project to be fair, open, and consistent with the City's approved application for funding and with NCHFA's URP Program Guidelines.

The funds provided by NCHFA come from the North Carolina Housing Trust Fund. Additional funds for construction costs are provided by the City of Sanford and County of Lee in the amount of \$10,000. The City has engaged the services of Triangle J Council of Governments to act as the City's agent in this process and help the City implement this program.

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

- 1) must reside within the county limits of Lee County and own and occupy the home in need of repair,
- 2) must have a household income which does not exceed 50% of the statewide non metro median income for the household size (see income limits below),
- 3) must have a special need (i.e. be elderly,  $\geq 62$  years old, handicapped or disabled, a single parent with a dependent living at home, a Veteran, a large family with  $\geq 5$  household members or a household with a child below the age of six with an elevated blood lead level (between  $10\mu\text{g}/\text{dl}$  and  $20\mu\text{g}/\text{dl}$ )),
- 4) Residents must have all current, local real estate property taxes paid or a pre-approved tax payment plan with the local government, and

- 5) must have urgent repair needs, which can not be met through other state or federally- funded housing assistance programs.

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

Number in Household	30% of Median (very-low income)	50% of Median (low income)
1	\$14,700	\$24,500
2	\$16,800	\$28,000
3	\$18,900	\$31,500
4	\$21,000	\$35,000
5	\$22,700	\$37,800
6	\$24,350	\$40,600
7	\$26,050	\$43,400
8	\$27,700	\$46,200

*\*Based on NC Housing Trust Fund Statewide Non-Metro income limits with a median family income of \$70,000. Income limits are subject to change based on annually published HUD income limits.*

**Marketing the Program:** The City will advertise for the program on the City of Sanford's website and local city sponsored cable TV channel. Since the City of Sanford has a history of participation in the Urgent Repair Program, word of mouth has also assisted in marketing the program. Information about the program is available in the Sanford/Lee County Planning Department upon request. In addition, applications will be mailed to all interested persons and/or applicants on the City's rehabilitation waiting list that have not been served in previous programs.

**Selection of Applicants:** The City has devised the following priority system to rank eligible applicants, determine which of them will be selected for assistance and in what order. Under this system applicants will receive points for falling into certain categories of special need and income. The applications will be ranked according to which receive the most points.

**Priority Ranking System for City of Sanford's URP20**

<i>Special Needs (for definitions, see below)</i>	<i>Points</i>
Not Addressed in Last Round of URP/ESFR Due to Insufficient Funds	4
Veteran, Elderly and/or Disabled Head of Household (62 or older)	4
Veteran, Disabled or Elderly Household Member (not Head of Household)	3
Single-Parent Household (with one or more children in the home)	3
Large Family (5 or more permanent residents)	2
Elevated Blood Lead Level Child	2
Emergency Situation/Seriousness of Imminent Threat to Health and Safety (may submit without regard to application guidelines, case by case basis)	5
<i>Income (See Income Table above)</i>	<i>Points</i>
Less than 30% of County Median Income	10
30% to 50% of County Median Income	5

*\*In the event of a tie score, preference will be given to the applicant with the lower income.*

Under NCHFA Program Guidelines, a minimum of 50% of households assisted must have incomes which are less than 30% of the area median income for the household size, and no household with an income exceeding 50% of the area median income will be eligible. This guideline will be

adhered to strictly and will be the primary factor in the selection of those households to be assisted under URP20.

Seriousness of imminent threat to health and safety is defined as something that could impact the health or safety of the applicant; such as unsafe electrical, no source of heat, unsafe component in the home that could result in a fall. In some instances, a life or death situation may have already occurred; such as a fallen tree on a roof or a dangerous infestation of vermin. If this occurs the applicant can receive top priority and can be placed in front of other applicants. The seriousness of these threats will be evaluated by the Rehabilitation Specialists.

Recipients of assistance under the URP20 will be chosen by the above criteria without regard to race, creed, sex, color or national origin.

**The definitions of special needs' populations under URP20 are:**

- *Elderly*: An individual aged 62 or older.
- *Disabled*: A person who has a physical, mental or developmental disability that greatly limits one or more major life activities, has a record of such impairment, or is regarded as having such an impairment.
- *Large Family*: A large family household is composed of five or more individuals; at least four are immediate family members.
- *Head of Household*: The person or persons who own(s) the house.
- *Household Member*: Any individual who is an occupant (defined below) of the unit to be rehabilitated shall be considered a "household member" (the number of household members will be used to determine household size and all household members are subject to income verification).
- *Veteran*: A person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable. Military is defined as Army, Navy, Air Force, Marine Corps, and Coast Guard; as commissioned officer of the Public Health Service; or as a commissioned officer of the National Oceanic and Atmospheric Administration (NOAA) or its predecessors.
- *Occupant*: An occupant is defined as any immediate family member (mother, father, spouse, son/daughter of the head of the household, regardless of the time of occupancy); or non-immediate family member who has resided in the dwelling at least 3 months prior to the submission of the family's application.
- *Single-Parent Household*: A household in which one and only one adult resides with one or more dependent children.
- *Child with elevated blood lead level*: a child below the age of six with an elevated blood lead level between 10µg/dl and 20µg/dl.
- *Emergency*: Immediate threat of being evicted or removed from a home due to health or safety issues within a time frame that the URP program can complete and repair to stop eviction or removal such as a local agency referral or inquiry requiring immediate attention. Application reviewed at time of need and on case by case basis.

**Client Referral and Support Services:** The City will screen potential clients on their housing needs and accept referrals from Sanford/Lee County service providers which may include, but not be limited to, Social Services, Public Health, local Sheriff and Police Departments, Brick Capital CDC, Coalition to Improve Quality of Life, Johnston Lee Harnett Community Action, HAVEN of Lee County, Reach Out Crisis Center, and local food pantries.

In the event that a client has not already been made aware of potential benefits that he/she may be eligible to receive; the Project's Client Counselor will make verbal and written referrals as needed and provide printed materials to clients detailing available services. Upon receipt of the formal application from the applicant and after ranking and rating the applications, the Program Administrator will visit the top ranked applicant's home to assess not only the housing need, but other needs as well. The Administrator will ask the applicant and/or family household members of other needs and how and if those needs are being met. If it is determined that other services are needed and the applicant is unable to make contact with the appropriate agency, the Program Administrator will first contact the Lee County Department of Social Services to make a referral. The DSS agency serves as a lead agency for adult protective and family services and economic services (e.g. food stamps, Medicaid, CASP, Work First transportation, and in-home care service).

If there is evidence of child/elder abuse or neglect or situations of immediate danger/threat, the Program Administrator will immediately report the situation to DSS during normal working hours. After hours reports will be made directly to the local Sheriff of Police departments. Households needing financial or emergency assistance will be referred to the DSS, which provides those emergency services.

Referrals to/from other agencies are maintained electronically with income referrals initially acknowledged by email. The Project Administrator will notify the referring agency of any assistance provided to the applicant. For referrals from the City and County, the Project Administrator will initially contact the agency via email to ensure the applicant has been interviewed and again within 60 days to track assistance provided.

**What is the form of assistance under URP20?** The City will provide assistance to homeowners, whose homes are selected for repair/modification in the form of a loan. Homeowners will receive an unsecured deferred, interest-free loan, forgiven at a rate of \$2,000 per year, until the principal balance is reduced to zero.

**What is the amount of the loan?** The amount of the loan will depend on the scope of work necessary to address the identified imminent threats to life and/or safety, and that will be determined by the city's rehabilitation specialist. There is no minimum to the amount of the loan; however, the maximum life-time limit per homeowner according to the guidelines of URP20 is \$10,000.

**What kinds of work will be done?** Only repairs that address imminent threats to the life and/or safety of occupants of the dwelling unit or accessibility modifications will be performed under the city's URP. It should be noted that all deficiencies in a home may not be rectified with the available funds. All work that is completed under URP20 must meet or exceed NC Residential Building Code.

**Who will do the work on the homes?** The City is obligated under URP20 to ensure that quality work is done at reasonable prices and that all work is contracted through a fair, open and competitive process. To meet those very difficult requirements, the City will invite bids only from contractors who are part of an "approved contractors' registry".

To be on the registry, contractors must (1) fill out an application form, listing several references and recent jobs completed, and (2) receive the "conditional approval" of the City. Once a contractor who has been conditionally approved has successfully completed one job for the City, his or her status is upgraded to "regular approval", meaning that they will be allowed to bid on a regular



rotation as long as they remain in good standing. Homeowners who know of quality rehabilitation contractors that are not on the City's Approved Contractors Registry are welcome to invite them to apply.

Homeowners who know of quality rehabilitation contractors that are not on the approved contractors' registry are welcome to invite them to apply for the registry.

A minimum of three approved contractors will be invited to bid on each job, and the lowest responsive and responsible bidder will be selected for the contract. "Responsive and responsible" means (a) the contractor is deemed able to complete the work in a timely fashion, (b) the bid is within 15%, in either direction, of the City's cost estimate, (c) there is no conflict of interest (real or apparent) and (d) have not been debarred/suspended or are ineligible entities.

This policy incorporates the policies included in the City of Sanford's Procurement and Disbursement Policy for the program provided to all contractors participating in the Urgent Repair Program. A copy of the project's Procurement and Disbursement Policy is attached.

**What are the steps in the process, from application to completion?** Now that you have the information about how to qualify for the City of Sanford's URP20, what work can be done, and who will do it, let's go through all the major steps in the process:

- 1. Completing an application form:** Applications will be accepted on a continuous basis but homeowners who wish to apply for assistance in the first funding cycle must do so by March 31, 2021. Apply by contacting Karen Kennedy, City of Sanford at 919-718-4657 x 5391, 115 Chatham Street, Sanford, NC, 27330. Proof of ownership and income will be required. Those who have applied for housing assistance from the City of Sanford in the past will not automatically be reconsidered. Applications will be mailed to qualified, but unserved applicants of the most previous ESFR and URP programs. However, they must complete a new application form and provide updated income information.
- 2. Preliminary Inspection:** The City's Rehabilitation Specialist will visit the homes of potential loan recipients to determine the need and feasibility of repairs/modifications.
- 3. Screening of Applicants:** Applications will be rated and ranked by the City based on the priority system outlined on page 2. The households to be assisted will be selected by July 1, 2021, if not sooner. Household income will be verified for program purposes only (information will be kept confidential). Ownership of property will be verified along with other rating factors. From this review, the ten (10) most qualified applicants will be chosen according to the priority system described above. There will also be a list of three (3) alternates.
- 4. Applicant Interviews:** Approved applicants will be provided detailed information on assistance, program repair/modification standards and the contracting procedures associated with their project at this informational interview.
- 5. Work Write-Up:** The City's Rehabilitation Specialist will visit the home again for a more thorough inspection. All parts of the home must be made accessible for inspection, including the attic and crawlspace, if any. The owner should report any known problems such as electrical short circuits, blinking lights, roof leaks and the like. The Rehabilitation Specialist will prepare complete and detailed work specifications (known as the "work write-up"). A final cost

estimate will also be prepared by the Rehabilitation Specialist and held in confidence until bidding is completed.

6. **Formal Agreement:** After approval of the work write-up, the homeowner will sign a formal agreement that will explain and govern the repair/modification process. This agreement will define the roles of the parties involved throughout the process.
7. **Bidding:** The work write-up and bid documents will be mailed to a minimum of three contractors on the Approved Contractors' Registry who will be given one week in which to inspect the property and prepare bid proposals. The names of the invited contractors will be supplied to the homeowner. Each will need access to those areas of the house, in which work is to be performed, in order to prepare a bid. A bid opening will be conducted at the Community Development office at a specified date and time, with all bidders and the homeowner invited to attend.
8. **Contractor Selection:** Within 24 hours of the bid opening, after review of bid breakdowns and timing factors, the winning bidder will be selected. All bidders and the homeowner will be notified of (1) the selection, (2) the amount, (3) the amount of the City's cost estimate, and (4) if other than the lowest bidder is selected, of the specific reasons for the selection. All contractors are provided a copy of the City of Sanford's Procurement and Disbursement Policy for the project as part of this process.
9. **Execution of Loan and Contract:** The loan will be executed as well as the repair/modification contract. This contract will be between the contractor and the homeowner, with the City signing as an interested third party.
10. **Pre-Construction Conference:** A pre-construction conference will be held at the home. At this time, the homeowner, contractor and program representatives will discuss the details of the work to be done. Starting and ending dates will be agreed upon, along with any special arrangements such as weekend or evening work hours and disposition of items to be removed from the home (such as old plumbing, etc.). Within 24 hours of the pre-construction conference, the City will issue a "proceed order" formally instructing the contractor to commence by the agreed-upon date.
11. **Construction:** The contractor is responsible for obtaining any required building permits for the project before beginning work. The permit must be posted at the house during the entire period of construction. Program staff will closely monitor the contractor during the construction period to make sure that the work is being done according to the work write-up (which is made a part of the rehabilitation contract by reference) and in a timely fashion. Sanford/Lee County Inspection Officers will inspect new work for compliance with the State Building Code as required by the guidelines of URP20. The homeowner will be responsible for working with the contractor toward protecting personal property by clearing work areas as much as practicable. In addition, homeowners are responsible for allowing access to water and electrical utilities, and responsible for paying bills to the utility companies throughout the process.
12. **Change Orders:** All changes to the scope of work must be reduced to writing as a contract amendment ("change order") and approved by all parties to the contract: the owner, the contractor and two representatives of the City of Sanford. If the changes require an adjustment in the loan amount, a loan modification stating these changes in the contract amount must be completed by the City, and executed by the owner.

- 13. Payments to Contractor:** The contractor will be paid following inspection of and satisfactory completion of all items on the work write-up, as well as, the receipt, by the city, of the contractor's invoice and a release of liens, signed by all any sub-contractors employed on the job and by all material suppliers from whom materials for the job were purchased.
- 14. Post-Construction Conference:** Following construction the contractor and the Rehabilitation Specialist will sit down with the homeowner one last time. At this conference the contractor will hand over all owner's manuals and warranties on equipment and materials to the homeowner. The contractor and Rehabilitation Specialist will go over operating and maintenance requirements for any new equipment or materials installed and discuss general maintenance of the home with the homeowner. The homeowner will have the opportunity to ask any final questions about the work and the loan.
- 15. Closeout:** Once each item outlined above has been satisfied and the homeowner has signed a Certificate of Satisfaction, the job will be closed out.
- 16. The warranty period:** It is extremely important that any problems with the work that was performed be reported by the homeowner to the City of Sanford Rehabilitation Specialist, or other City of Sanford Community Development representative, as soon as possible via phone or in writing. All bona fide defects in materials and workmanship reported within **one year** of completion of construction will be corrected free of charge by the Contractor. The only exception is when the NCHFA's monitoring visit occurs after the one year has expired. The contractor is expected to address additional work required by NCHFA staff.

**What are the key dates?** If, after reading this document, you feel that you qualify for this program and wish to apply, please keep the following dates in mind:

- Letters to past URP applicants, as well as more recent interested individuals, to discuss the application intake process will be mailed in late January, 2021, if not sooner.
- All applicants have until March 31, 2021 to ensure all verification forms and related documents are submitted to our office.
- Qualified applicants will be selected by July 1, 2021, if not sooner.
- All rehabilitation work must be under contract by December 31, 2021.
- All rehabilitation work must be completed by February 1, 2022.

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

Karen Kennedy, Community Development Manager  
Sanford/Lee County Planning & Development Department

Office:  
115 Chatham Street (First Floor)  
Sanford, NC 27330  
Or:

Mail:  
PO Box 3729  
Sanford, NC 27331

(919) 718-4657 x 5391

Or pick up an application at the Sanford/Lee County Planning Department or Broadway Town Hall.

**Is there a procedure for dealing with complaints, disputes and appeals?** Although the application process and repair/modification guidelines are meant to be as fair as possible, the City of Sanford realizes that there is still a chance that some applicants or participants may feel that they are not treated fairly. The following procedures are designed to provide an avenue for resolution of complaints and appeals.

During the application process:

1. If an applicant feels that his/her application was not fairly reviewed or rated and would like to appeal the decision made about it, he/she should contact Community Development Manager Karen Kennedy within five days of the initial decision and voice their concern. If the applicant remains dissatisfied with the decision, the detailed complaint should be put into writing.
2. A written appeal must be made within 10 business days of the initial decision on an application.
3. The City of Sanford will respond in writing to any complaints or appeals within 10 business days of receiving written comments.

During the repair/modification process:

1. If the homeowner feels that repairs or modifications are not being completed according to the contract, he/she must inform the contractor and the Rehabilitation Specialist.
2. The Rehabilitation Specialist will inspect the work in question. If he finds that the work is not being completed according to contract, the Rehabilitation Specialist will review the contract with the contractor and ask the contractor to remedy the problem.
3. If problems persist, the homeowner must put the concern in writing and a mediation conference between the homeowner and the contractor may be convened by the Rehabilitation Specialist and facilitated by the City's Community Development Manager or Planning and Development Director.
4. Should the mediation conference fail to resolve the dispute, the Community Development Director will render a written final decision.
5. If the Rehabilitation Specialist finds that the work is being completed according to contract, the complaint will be noted and the Rehabilitation Specialist and the homeowner will discuss the concern and the reason for the Rehabilitation Specialist's decision.

**Will the personal information provided remain confidential?** Yes. All information in applicant files will remain confidential. Access to the information will be provided only to City employees who are directly involved in the program, the North Carolina Housing Finance Agency and auditors.

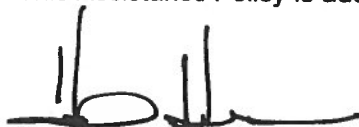
**What about conflicts of interest?** No officer, employee or other public official of the City, or member of the City Council, or entity contracting with the city, who exercises any functions or responsibilities with respect to URP20 shall have any interest, direct or indirect, in any contract or subcontract for work to be performed with program funding, either for themselves or those with whom they have family or business ties, during their tenure or for one year thereafter. Relatives of City employees, Council Members and others closely identified with the City, may be approved for rehabilitation assistance only upon public disclosure before the City of Sanford Council and written permission from NCHFA.

**What about favoritism?** All activities under URP20, including rating and ranking applications, inviting bids, selecting contractors and resolving complaints, will be conducted in a fair, open and non-discriminatory manner, entirely without regard to race, color, religion, national origin, sex, familial status and disability.

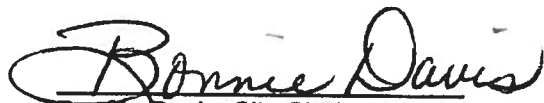
**Who can I contact about the URP20 program?** Any questions regarding any part of this application or program should be addressed to:

Karen Kennedy, CD Manager  
City of Sanford  
115 Chatham Street  
Buggy Building (First Floor)  
Sanford, NC 27330  
Phone (919) 718-4657 x 5391  
[karen.kennedy@sanfordnc.net](mailto:karen.kennedy@sanfordnc.net)

This Assistance Policy is adopted this 1<sup>st</sup> day of September, 2020.

  
\_\_\_\_\_  
Hal Hegwer, City Manager

ATTEST:

  
\_\_\_\_\_  
Bonnie Davis, City Clerk

## Receipt of URP 20 Assistance Policy

I hereby acknowledge review and receipt of the URP 20 *Assistance Policy* for the project which I have applied for housing rehabilitation assistance.

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Homeowner

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Date