

**Effective:
September 20, 2024**

**Four Square Community Action, Inc.
Assistance Policy
For the 2024 Cycle of
Essential Single-Family Rehabilitation Loan Pool
ESFRLP24 - SWAIN COUNTY**

61 Milton Mashburn Rd
Andrews, NC 28901



PO Box 2290
Andrews, NC 28901

Four Square Community Action Inc.
Assistance Policy
For the 2024 Cycle of the
Essential Single-Family Rehabilitation Loan Pool – Swain County

What is the Essential Single-Family Rehabilitation Loan Pool?

Four Square Community Action has been awarded Membership by the North Carolina Housing Finance Agency (“NCHFA”) under the 2024 Cycle of the Essential Single-Family Rehabilitation Loan Pool (ESFRLP). This program provides Members with funds via a “loan pool” to assist with the rehabilitation of moderately deteriorated homes that are owned and occupied by lower-income, special need households. ESFRLP assists eligible households by facilitating aging in place, meeting minimum housing code requirements, promoting long-term affordability, lowering operating costs, and stabilizing pre-1978 homes that include children aged 6 or under whose health is threatened by the presence of lead hazards.

Four Square Community Action has been allocated an initial set-aside of \$162,000 which it plans to apply toward the rehabilitation of three houses in Swain County. After demonstrating successful use of this allocation, Four Square Community Action may access additional funds, when available, on a unit-by-unit basis from the ESFRLP loan pool to assist additional homes.

This Assistance Policy describes who is eligible for assistance under ESFRLP, how applications for assistance will be ranked, what the terms of assistance are, and how the rehabilitation process will be managed. Four Square Community Action has designed the ESFRLP project to be fair, open and consistent with its approved application for funding and with ESFRLP Program Guidelines.

The funds provided by NCHFA come from the US Department of Housing and Urban Development’s (HUD) Federal HOME Investment Partnerships Program. Assistance for construction-related costs (hard costs) will be provided as no interest, no payment loans which are forgiven at the rate of \$8,000 per year. Non-construction-related costs (soft costs including lead/asbestos inspections/clearances, radon testing and environmental reviews) will be provided in the form of a grant.

Who is Eligible to Apply?

There are three major requirements to be eligible for ESFRLP assistance:

- 1) The housing unit to be rehabilitated with ESFRLP funds must be located in Swain County and must be owner-occupied. The household occupying the unit must have an elderly, disabled and/or veteran (see definitions) fulltime household member or a child aged 6 or under threatened by lead hazards in the home;
- 2) The gross annual household income must not exceed 80% of the Area Median Income for Swain County (see income limit table on the following page) and;

3) The cost of rehabilitation cannot exceed the ESFRLP Program limit of \$40,000 and must include all Essential Rehabilitation Criteria as described in the ESFRLP Administrator's Manual for the 2024 Cycle (available online at www.NCHFA.com). Unfortunately, not all homes can be rehabilitated to meet the Essential Rehabilitation Criteria with the limited funding available. Some otherwise-eligible households may be deemed ineligible for assistance because their homes fail this test.

What Types Of Houses Are Eligible?

Properties are eligible only if they meet all the following requirements:

- The property must require at least \$5,000 of improvements to meet the more stringent of either the ESFRLP Property Standards or, if a local code requirement (or code enforcement official) is more stringent than a specific ESFRLP Property Standard, the more stringent local minimum housing code requirement(s) will be used.
- Site-built and off frame modular units listed as real property are eligible for assistance. Manufactured housing is eligible for assistance if the foundation and utility hookups are permanently affixed including removal of all transporting equipment (e.g. wheels, axles, tongue) and installation of a masonry foundation and tie-downs.
- No more than fifty percent (50%) of the total area of the unit may be used for an office or business (e.g. day care, hair salon, room rental, etc.). Program funds may only be used to improve the residential exterior, interior and systems portion of mixed-use buildings.
- The property must be free of environmental hazards and other nuisances as defined by all applicable codes or regulations, or any such hazards or nuisances must be corrected as part of the rehabilitation of the home. Four Square Community Action's Energy and Housing Repair Programs Director (E&HRP Director) or designee will determine the presence of any known environmental hazards/nuisances on the site and if they can be removed through rehabilitation.
- Properties cannot be located in the right-of-way of any impending or planned public improvements. Four Square Community Action staff will assist in making this determination.
- The property cannot be located on a site that is endangered by mudslides, landslides or other natural or environmental hazards. If needed, the E&HRP Director or designee will work with the homeowner to make this determination.
- The property may be located in the 100-year flood plain if the lowest finished floor level (verified by an elevation certificate provided by the homeowner) is above the base flood elevation and the property will be covered by flood insurance. The property must comply with Swain County's flood plain ordinance. All things considered equal; properties located outside the 100-year flood plain will be given priority over properties located in the 100-year flood plain. Four Square Community Action will verify whether the home is in the flood plain.

- Properties that have a known infestation of bed bugs, fleas, mites or any other ectoparasites will not be evaluated until the infestation has been eliminated.
- If any ESFRLP Program representative of Four Square Community Action suspects that the home is being used for criminal activity or the homeowners are engaging in criminal activity, the household will not be served. Properties that have been approved will be removed from the program if criminal activity is suspected. Homeowners that disagree with this decision must employ the complaint process outlined in the Assistance Policy
- The property cannot have been repaired or rehabilitated with public funding of \$30,000 or more within the past 10 years without NCHFA approval.

2024 Income Limits for Swain County's Essential Single-Family Rehabilitation Loan Pool

Effective June 01, 2024

Effective 7/1/23

County	Median Income	Percent Median Income	Household Size (Number of Household Members)								Post-Rehab Value
			One Person	Two Person	Three Person	Four Person	Five Person	Six Person	Seven Person	Eight Person	
Swain	\$77,000	30%	\$16,000	\$18,300	\$20,600	\$22,850	\$24,700	\$26,550	\$28,350	\$30,200	\$209,000
		50%	\$26,650	\$30,450	\$34,250	\$38,050	\$41,100	\$44,150	\$47,200	\$50,250	
		60%	\$31,980	\$36,540	\$41,100	\$45,660	\$49,320	\$52,980	\$56,640	\$60,300	
		80%	\$42,600	\$48,700	\$54,800	\$60,850	\$65,750	\$70,600	\$75,500	\$80,350	

Family sizes in excess of 8 persons are calculated by adding 8% of the four-person income limit for each additional family member. That is, a 9-person limit should be 140% of the 4-person limit, the 10-person limit should be 148%.
The HOME income limit values for large households (9-12 persons) must be rounded to the nearest \$50.
Therefore, all values from 1 to 24 are rounded down to 0, and all values from 25 to 49 are rounded up to 50.

How are applications ranked?

There are many more ESFRLP-eligible households (with eligible houses) than can be assisted with the available funds. Therefore, Four Square Community Action 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. Applications will be ranked according to which receive the most points.

If there are more eligible applicants with eligible houses than can be treated with existing funding, Four Square Community Action may be able to treat additional houses with unrestricted pool funds.

Pool applicants will come from the original applicant list and be considered according to which household received the most points.

If alternate pool applicants are not identified on the original applicant list and must be solicited, the solicited, eligible, pool applicants will be selected on a first come, first to qualify, first served basis.

**Priority Ranking System for Four Square Community Action
2024 Essential Single-Family Rehabilitation Loan Pool**

<i>Emergency Need</i>	<i>Points</i>
Threat of imminent displacement/removal; must meet Special Need(s) & income requirements; applications received at any time	10
<i>Special Needs (for definitions, see below)</i>	<i>Points</i>
Household with a child under age 6 with lead hazards in the home	5
Elderly Household (62 or older)	5
Disabled	5
Veteran Household	5
Multiple Disabled, Elderly or Veteran Household Members (more than 1)	10
<i>Income (See Income Table above)</i>	<i>Points</i>
Less than 30% of County Median Income	5
30% to 50% of County Median Income	3
50% to 80% of County Median Income	2

Definitions under ESFRLP are:

- *Child with lead hazards in the home:* a child below the age of six living or visiting weekly in the applicant house which contains lead hazards.
- *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 document of such impairment, or is regarded as having such an impairment
- *Head of Household:* The person or persons who own(s) the house.
- *Household Member:* Any individual who is an occupant (defined below) of the unit to be rehabilitated shall be considered a "household member" (the number of household members will be used to determine household size and all household members are subject to income verification).
- *Occupant:* An occupant is defined as any immediate family member (mother, father, spouse, son/daughter of the head of household, regardless of the time of occupancy) or non-immediate family member who has resided in the dwelling unit for at least 3 months prior to the submission of the family's application.
- *Veteran:* A person who is a military veteran, is defined as one who served in the active military, naval, or air service (i.e. Army, Navy, Air Force, Marine Corps, and Coast Guard; as a commissioned officer of the Public Health Service; or as a commissioned officer of the National Oceanic and Atmospheric Administration or its predecessors), and who was discharged or released there from under conditions other than dishonorable. Provide DD-214 form to demonstrate.
- *Emergency:* A situation in which a household member has an immediate threat of being displaced or removed from a home due to health or safety issues within a time frame that the program can complete a repair to stop displacement or removal. These applications will be received at any time during the funding cycle and elevated based on the ability of the program to complete the work in a timely manner that meets the goal of assisting homeowners to remain in their home. This may be documented with a doctor's letter or condemnation notice.

Recipients of assistance under ESFRLP will be chosen by the above criteria without regard to race, color, religion, age, national origin, sex (including gender identity and orientation), familial status, limited English proficiency and disability.

What Are The Terms of Assistance Under ESFRLP?

The form of ESFRLP assistance is a 0% interest, forgivable loan covering the hard costs associated with the rehabilitation of the home and a grant for the soft costs. These will be two separate documents or sets of documents.

The Loan: NCHFA will create loan documents for the homeowner(s) including a Promissory Note and Deed of Trust covering hard costs for the rehabilitation in an amount not to exceed \$40,000. This loan covering the hard costs remains 0% interest and forgivable at \$8,000 per year for as long as the owner resides in the home or until the balance is reduced to \$0. The term of the loan is dependent upon the loan amount and the number of years it takes to bring the balance of the loan to \$0 when forgiven at \$8,000 per year. For example, if the amount of the loan is \$37,452, then the term is 5 years (\$32,000 forgiven over the first 4 years and \$5,452 forgiven at the end of the 5th year). The maximum term of the typical loan will be five years.

As long as the borrower lives in the home, no payments on the loan will be required. If the recipient prefers, the loan can be paid off at any time to NCHFA, either in installments or as a lump sum payment.

Furthermore, under certain circumstances NCHFA may allow assumption or refinancing of the loan. Should an heir inherit the property and choose to live in the house as their permanent residence, they may assume the loan without being income eligible.

However, the lien remains on the property as per the original loan terms.

A buyer who may wish to buy the property to live in may assume the loan so long as they can document that they are income-eligible ($\leq 80\%$ AMI). Default can occur if the property is sold or transferred to another person and/or if the borrower fails to use the home as a principal residence, without prior written approval of the North Carolina Housing Finance Agency.

The Grant: To pay for soft costs including application outreach/intake/management, environmental reviews/inspections/testing and project assessment/documentation/estimating/bidding, NCHFA will create a Grant Agreement not to exceed \$10,000. The grant has no repayment or recovery terms.

What Kinds Of Work Will Be Done?

Each house selected for assistance must be rehabilitated to meet ESFRLP Rehabilitation Criteria. That means every house must, upon completion of the rehabilitation:

- meet the more stringent requirements of either NCHFA's Essential Property Standard or any local Minimum Housing Code. These are "habitability standards" which set minimum standards for decent, safe and sanitary living conditions. Additionally, the home must meet applicable Lead-Based Paint regulations 24 CFR part 35.

- retain no “imminent threats” to the health and safety of the home’s occupants or to the home’s “structural integrity”. (An example of an imminent threat to occupants as well as to the home’s structural integrity is an infestation of insects or a crawlspace that is too damp).

These requirements are spelled out in full in the ESFRLP Administrator’s Manual which you may view, at reasonable times, upon request, at the Four Square Community Action main office in Andrews, NC or anytime online at www.NCHFA.com.

In addition to the above items that must be done to satisfy NCHFA requirements, the scope of work may include approved items meant to reduce future maintenance and operational costs or to further protect homes from natural disasters and/or home modifications designed to enable greater accessibility for household members to function more independently as they age.

Once the rehabilitation is complete, major systems in the home that, with reasonable maintenance and normal use, should be capable of lasting another 5 years include: structural support, roofing, cladding and weatherproofing, plumbing, electrical and heating/cooling systems.

Of course, contractors performing work funded under ESFRLP are responsible for meeting all local requirements for permits and inspections. All work done under the program must be performed to meet NC State Residential Building Code standards. (This does not mean, however, that the whole house must be brought up to current Building Code Standards.) Upon the date of approval by Four Square Community Action of the contractor’s request for final payment, a one-year warranty on all materials and workmanship will begin.

What About Lead-based Paint?

Until it was discovered to be a health hazard, lead was used for centuries to make house paints. Now we know that lead exposure is a serious problem for everyone and especially small children. Selling lead paint was outlawed in 1978, but many older buildings still contain lead paint and children are still being poisoned.

Under ESFRLP, a lead hazard evaluation must be performed on every home selected for rehabilitation that was built before 1978. The specific type of evaluation and the appropriate lead hazard reduction work performed will depend on the total amount of Federal funds used to rehabilitate the home, as per 24 CFR part 35. If required, lead-based paint hazard reduction and/or abatement will be performed by contractors who are trained and certified to perform such work.

It may be necessary for the household to relocate during the construction process for protection against lead poisoning. If relocation is required, it shall be the responsibility of the homeowner to pay for the relocation. No project activities shall result in permanent displacement of households.

Who Will Do the Work On the Homes?

Four Square Community Action is obligated under ESFRLP 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 the requirements, Four Square Community Action will conduct a bid process which will allow all vendors qualified (using the Four Square Community Action vendor process) to provide quotes, bids or proposals for the product or services needed on each home. For additional information about procurement and disbursement procedures, please refer to the Four Square Community Action ESFRLP Procurement and Disbursement Policy for the 2024 Cycle

- All qualified vendors will be invited to bid on each home and the lowest responsive and responsible bidder will be selected for the contract. Every reasonable effort will be made to receive at least three quotes, bids or proposals for the product or services needed.
- All contractors working on pre-1978 units must be Renovation, Repair and Painting Rule (RR&P) Certified Renovators working for Certified Renovation firms.
- All contractors performing or sub-contracting \$40,000 or more of construction work shall be licensed general contractors as per NCGS 87-1.
- Homeowners who know of quality rehabilitation contractors that are not on the approved vendors list are welcome to invite them to apply.

What Are The Steps In The Process, From Application To Completion?

You now have information about how to apply for the Essential Single-Family Rehabilitation Loan Pool (ESFRLP) and what type of work can be done through the Program. Let's go through the steps for getting the work done:

1. **Completing a pre-application form:** Homeowners who wish to apply for assistance must do so by **January 31, 2025**. *Applicants after this date will be placed on a separate list for a review of qualifications. These applicants will only be served after it is determined that sufficient funds and time remain available once those who applied by the application deadline have been qualified, ranked and their needs determined.* Apply by contacting Angie Jaco, Energy and Housing Repair Programs Director, at (828) 321-4475 ext. 221 or via email at angie.jaco@foursq.org or online at <https://www.foursquarecommunityactioninc.com>. **Proof of ownership, income and special needs will be required.** Those who have applied for housing assistance from Four Square Community Action in the past will not automatically be reconsidered and must complete a new pre-application form.
2. **Client Referral and Support Services:** Many homeowners seeking assistance through the Essential Single-Family Rehabilitation Loan Pool may also need other services. If the ESFRLP staff meet the homeowner during the application process, they will provide pamphlets and a list of the agencies with contact information for the resources and programs available at Four Square Community Action. For

households that meet the requirements of the pre-application step and qualify to receive assistance through the ESFRLP program, additional verbal discussion will be offered during the Screening of applicants and/or Pre-rehab inspection steps of the program. With the homeowner's permission, a case file will be created and a staff person will follow up with the homeowner concerning the available services in the referral network.

3. **Preliminary inspection:** The E&HRP Director or designee will visit the homes of eligible households to determine the need and feasibility of the home for rehabilitation. Homeowners must inform staff of any known pest infestations prior to the visit. Four Square Community Action has the right to deny an application based on health and safety concerns that may put their staff and/or contractors at risk.
4. **Screening of applicants:** Applications will be ranked by Four Square Community Action staff based on the priority system outlined previously and the feasibility of rehabilitating the house. Households to be offered assistance will be selected by **February 28, 2025**. Household income will be verified for program purposes only (information will be kept confidential). NCHFA will verify ownership of the property by conducting a title search. From this review, the three most qualified applicants will be chosen according to the priority system described above; the remaining applicants will be placed on a list of alternates in the order that they qualified. Four Square Community Action will then submit to NCHFA an ESFRLP Loan Application and Reservation Request for each potential borrower for approval. Applicants not selected for ESFRLP assistance will be notified in writing.
5. **Written agreement:** A HOME Owner Agreement, between the homeowner and Four Square Community Action, will be executed as part of the Loan Application and Reservation Request procedure (that formally commits funds to a dwelling unit). This agreement will certify that the property is the principal residence of the owner, that the post-rehab value of the property will not exceed 95% of the 203(b) limits established by HUD and defines the ESFRLP maximum amount and form of assistance being provided to the homeowner, the scope of work to be performed, the date of completion and the rehabilitation criteria and standards to be met.
6. **Pre-rehab inspection & unit evaluation:** The E&HRP Director or designee 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. The owner should report any known problems such as electrical short circuits, blinking lights, roof leaks, etc. Each unit will be evaluated for energy-saving opportunities such as air-sealing and duct-sealing as well as for environmental concerns, such as lead based paint hazards, radon and asbestos.
7. **Work write-up:** The E&HRP Director or designee will prepare complete and detailed work specifications (known as the "work write-up"). A final cost estimate will also be prepared by the E&HRP Director or designee and held in confidence until bids are received from contractors.

- 8. Lead and Other Testing:** Four Square Community Action will arrange for a certified firm to inspect all pre-1978 constructed homes for potential lead hazards (required) and asbestos hazards (as deemed necessary by the E&HRP Director or designee in all homes built during, before and after 1978). All homes will be tested for radon. The owner will receive a copy of any lead testing and risk assessment report, information covering the results of the tests and any corrective actions that will be needed as part of the rehabilitation.
- 9. Bidding:** The work write-up and bid documents will be conveyed to all contractors from the qualified vendor's list. Contractors will be given no less than seven days in which to inspect the property and prepare bid proposals. Each contractor will need access to all parts of the house in order to prepare a bid. A bid opening will be conducted in the Four Square Community Action's Main Office located at 61 Milton Mashburn Dr., Andrews, NC 28901 at a specified date and time, with all bidders invited to attend.
- 10. Contractor selection:** Within 72 hours of the bid opening, the winning bidders will be selected. All bidders and the homeowner will be notified in writing of 1) the selection of the winning bid, 2) the amount of the winning bid, 3) the amount of Four Square Community Action cost estimate, and 4) the specific reasons for the selection, if other than the lowest bidder was selected.
- 11. Loan closing and contract execution:** Loan documents (Promissory Note and Deed of Trust) will be prepared by NCHFA as the lender and executed by the homeowner. By law, homeowners have the right to hire legal representation of their choosing at the loan closing. If a homeowner does not have "representation" at the closing, the borrower must sign a NCHFA "Legal Advice Disclosure". Rehabilitation construction contract documents will be executed by the homeowner and contractor with Four Square Community Action signing on as an interested third party prior to the commencement of any construction. Four Square Community Action will facilitate the loan closing and recordation of these documents and forward the recorded documents to NCHFA.
- 12. Pre-construction conference:** A pre-construction conference will be held at the selected applicant's home. At this time, the homeowner, contractor and ESFRLP Four Square Community Action program representatives will discuss the details of the work to be completed. Starting and ending dates will be finalized, along with any special arrangements such as weekend or evening work hours and disposition of items to be removed from the home. Four Square Community Action will issue a "proceed order" formally instructing the contractor to commence work by the agreed-upon date.
- 13. Construction:** The contractor is responsible for obtaining and posting all permits for the project before beginning work. Four Square Community Action ESFRLP Program staff will closely monitor the contractor during the construction period and local Code Enforcement Officials will inspect the work when applicable. To protect personal property, the homeowner will be responsible for working with the contractor

toward clearing work areas of personal property as needed as much as practicable. The contractor will be responsible for all clearing and cleaning activities necessary due to construction activities.

- 14. Change Orders:** All changes to the scope of work must be approved by the owner, the contractor, Four Square Community Action's Field Supervisor, and Four Square Community Action's Program Coordinator and reduced in writing as a construction contract amendment ("change order"). The owner, contractor and two of Four Square Community Action's personnel must execute any change order agreements to the construction contract. If the changes require an adjustment in the loan amount, the change must be specified in the change order and pre-approved by NCHFA prior to execution.
- 15. Progress payments:** The contractor is entitled to request up to three partial payments and a final payment. When a payment is requested, the Rehabilitation Specialist will inspect the work within three days.
- 16. Closeout:** When the Field Supervisor and the Homeowner are satisfied that the contract has been fulfilled, the Homeowner, Project Administrator and E&HRP Director or designee will sign off on the work. All material and workmanship will be guaranteed by the contractor for a period of one-year from the date of completion of the work as established by Four Square Community Action's approval date of the final pay requisition. Four Square Community Action will notify the homeowner in writing of this date.
- 17. Post-construction conference:** Following construction, the contractor and the E&HRP Director or designee 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 E&HRP Director or designee will go over operating and maintenance requirements for the new equipment, materials and appliances and discuss general maintenance of the home with the Homeowner. The Homeowner will have the opportunity to ask any final questions about the work.
- 18. Final loan amount determination:** If, upon completion of all rehabilitation work, the contract price has changed due to the effect of change orders and there is a need to modify the loan, NCHFA will prepare an estoppel for a loan reduction or modification agreement for a loan increase as necessary at the time of closeout of the unit. The loan will remain the property of NCHFA, with original documents remaining there for storage and "servicing". Please note that it is the responsibility of the homeowner to record an estoppel if they wish this to be reflected in the Deed of Trust.
- 19. The warranty period:** It is extremely important that any problems with the work that was performed be reported by the homeowner to the E&HRP Director or designee or other representative, as soon as possible 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.

What are the key dates?

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

- Applications available to the public starting October 1, 2024.
- Applications must be turned in at the main Four Square Community Action Office by 5:00 PM on January 31, 2025.
- Selection of units will be made by February 28, 2025.
- All rehabilitation work must have a loan in place/be under contract by June 30, 2025 to ensure Swain County allocation of \$162,000 is utilized.
- All rehabilitation work must be completed by May 1, 2027.

How do I request an application?

Please contact the FSCA Outreach Office:

Swain County Residents:

Bryson City Office – 101 Mitchell Street, Bryson City, 28713

Office Phone: (828) 488-2685

Office Cell Phone: (828) 541-3320

You may also contact the FSCA Main Office at (828) 321-4475 and speak with Angie Jaco, CSBG / Energy & Housing Repair Program Director or Tammie Phillips, Energy and Housing Repair Programs Assistant to the Director Four Square Community Action Inc., 61 Milton Mashburn Dr., Andrews NC 28901

Is there a procedure for dealing with complaints, disputes and appeals? Although the application process and rehabilitation guidelines are meant to be as fair as possible, Four Square Community Action realizes that there is still a chance that some applicants or participants may dispute decisions, work completed or other issues. 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 Angie Jaco, Energy & Housing Programs Director, within ten days of the initial decision and voice their concern.
2. If the applicant remains dissatisfied with the decision, the detailed complaint should be put into writing. A written appeal must be made within 15 business days of the initial decision on an application.
3. Four Square Community Action will respond in writing to any complaints or appeals within 15 business days of receiving written comments.

During the rehabilitation process:

1. If the homeowner feels that construction is not being completed according to the contract, he/she must inform the contractor and the Field Supervisor, preferably in writing.
2. The E&HRP Director or Field Supervisor will inspect the work in question. If it is determined that the work is not being completed according to the contract, the E&HRP Director or designee will review the contract with the contractor and ask the contractor to correct the problem.
3. If the E&HRP Director or Field Supervisor finds that the work is being completed according to contract, the complaint will be added to the applicant's file. The E&HRP Director or Field Supervisor and the homeowner will discuss the concern and the reason for the E&HRP Director or Field Supervisor decision.
4. 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 E&HRP Director or Field Supervisor and facilitated by Four Square Community Action's Executive Director.
5. Should the mediation conference fail to resolve the dispute, the Executive Director will render a written final decision.

Final Appeal:

After following the above procedures, any applicant or homeowner who remains dissatisfied with Four Square Community Actions final decision may appeal in writing to Michael Handley, NCHFA, PO Box 28066, Raleigh, NC 27611-8066, (919) 877-5627.

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 Four Square Community Action employees who are directly involved in the program, the North Carolina Housing Finance Agency, the US Department of Housing and Urban Development (HUD) and auditors.

What about conflicts of interest? No employee or board member of Four Square Community Action, or entity contracting with Four Square Community Action, who exercises any functions or responsibilities with respect to the ESFRLP project shall have any interest, direct or indirect, in any contract or subcontract for work to be performed with project funding, either for themselves or those with whom they have family or business ties, during their tenure or for one year thereafter. Relatives of Four Square Community Action employees or of Four Square Community Action board members and others closely identified with Four Square Community Action, may be approved for rehabilitation assistance only upon public disclosure before the Four Square Community Actions Board of Directors and with written permission from NCHFA.

What about favoritism? All activities under ESFRLP, 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, age, religion, national origin, sex (including gender identity and orientation), familial status, limited English proficiency and disability.

Outreach Efforts of the ESFRLP Program


Four Square Community Action makes citizens aware of the ESFRLP program and other housing rehabilitation opportunities through various service providers and specific outreach efforts. At minimum, Four Square Community Action will advertise or publish an article about the Essential Single-Family Rehabilitation Loan Pool Program via the following media/venues: the local newspaper serving Swain County, at senior centers throughout Swain County, on the local cable news channel, on the Agency's Website and on the Agency's Social Media page.

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

Angie Jaco, CSBG/Energy & Housing Repair Programs Director
Four Square Community Action
61 Milton Mashburn Dr.
Andrews, NC 28901
Phone: (828) 321-4475 ext. 221

Tammie Phillips, E&HRP Accounts Manager / Assistant to Director
61 Milton Mashburn Dr.
Four Square Community Action
Andrews, NC 28901
Phone: (828) 321-4475 ext. 228

This Assistance Policy is adopted this 19 day of September 2024.


_____ Attest



Roger Parsons, Board Chairman
Four Square Community Action Board of Directors