

# CITY OF HIGH POINT AGENDA ITEM



**Title: 2023 Urgent Repair Program Policies**

**From:** Thanena S. Wilson, Director

**Meeting Date:** July 17, 2023

**Public Hearing:** N/A

**Advertising Date:** N/A

**Advertised By:** N/A

**Attachments:** URP23 Procurement and Disbursement Policies  
URP23 Assistance Policy

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## **PURPOSE:**

Staff seeks Council approval of 2023 Urgent Repair Program (URP23) policies and procedures required by the North Carolina Housing Finance Agency.

## **BACKGROUND:**

NCHFA requires URP grant recipients to annually adopt policies and procedures defining procurement and disbursement policies for vendors/contractors, and applicant assistance protocols.

## **BUDGET IMPACT:**

Funding in the amount of \$68,000 for URP23 was included in the approved 2023-24 Annual Action Plan. However, the City received more funding than anticipated with an award of \$132,000.

## **RECOMMENDATION / ACTION REQUESTED:**

The Community Development and Housing Department recommends approval of the URP23 Procurement and Disbursement Policies and the URP23 Assistance Policy, and that the appropriate City Official(s) be authorized to execute all necessary documents.



## **City of High Point**

### **Procurement and Disbursement Policies, Amended**

### **2023 URGENT REPAIR PROGRAM**

#### **PROCUREMENT POLICY**

1. To the maximum extent practical, the City of High Point (City) promotes a fair, open and competitive procurement process as required under North Carolina Housing Finance Agency's Urgent Repair Program (URP). Bids are invited from Contractors who are part of the City's approved contractor registry, or from vendor lists obtained from the City's Purchasing Division. (To be on the registry, a contractor must complete an application, have their recent work inspected, reviewed, and approved by the Project Manager and submit proof of insurance.) Any contractor listed with and approved by the City will receive automatic approval status on the contractor registry.
2. At least three eligible contractors on the City's approved contractor registry shall be invited to bid on each job and the lowest responsive and responsible bidder shall be selected for the contract. "Responsive and responsible" means (a) the contractor is deemed able to complete the work in a timely fashion, (b) that the bid is within 15% on the low end of the City's nominal amount or 15% on the high end of the City's nominal amount and that (c) there is no conflict of interest (real or apparent).

Should fewer than three (3) bids be received, the Project Manager may move forward in awarding the project to a responsive and responsible bidder.

3. Although bid packages may be bundled for multiple job sites, the bids for multiple job sites may be considered separate and apart when awarded and may be awarded to the lowest responsive and responsible bidder(s) for each job site.
4. Bid packages shall consist of an invitation to bid, work write up(s) and bid sheet(s) for each job.

5. Bids must include a cost-per-item breakdown with line-item totals equaling the submitted bid price. Discrepancies must be reconciled prior to a contract being awarded.
6. Any change to the original scope of work must be reduced to writing in the form of a change order to be agreed upon and signed by the Project Manager and all parties to the original contract. The change order must also detail any changes to the original contract price.
7. No work may begin prior to a contract being awarded and executed and a written order to proceed provided to the contractor. In addition, a pre-construction conference and “walk thru” shall be held at the work site prior to commencement of repair work.
8. The City reserves the right to reject any or all bids at any time during the procurement process.
9. In the event of a true emergency, the City reserves the right to waive normal procurement procedures in favor of more expedient methods, which may include seeking telephone quotes, faxed bids, bids via email, and the like. In the event phone bids are used, the City of High Point will call the first three responsive contractors on the approved contractor registry. The City will track who has been called and responsive and will rotate through the list before starting the rotation again. Should such methods ever become necessary, the transaction will be fully documented.
10. If the nature of a repair is such that the repair can be made during the contractor’s initial inspection, or service for diagnostic call and the repair does not exceed \$1,000, a work write-up or bidding process will not be required. The contractor must, however, provide a quote to the Project Manager prior to commencement of the work. Should this method of repair be used, the transaction will be fully documented, and the Project Manager may use a City procurement card as a method of payment.
11. As the work being performed under the URP does not meet the minimum threshold requiring a formal bidding process under North Carolina General Statutes, bids (or quotes) may be mailed, hand delivered in a sealed envelope, or submitted via email as instructed in the bid package. All bids will be opened and viewed publicly at a time and place to be announced in the bid package. All bidders are welcome to attend.
12. The City of High Point is an equal opportunity employer, implements non-discriminatory practices in its procurement/disbursement procedures and will make special outreach efforts to include Minority/Women Business Enterprises (M/WBE) within its contractor and subcontractor pool.

### **DISBURSEMENT POLICY**

1. All repair work must be inspected by (a) the City’s Project Manager, (b) the homeowner, and (c) the code enforcement officer as appropriate for the project prior to any payments to contractors. If all work is deemed satisfactory and all other factors and

written agreements are in order, payment shall be issued upon presentation of an original invoice from the contractor. Contractor should allow 7-10 business days from receipt for processing of the invoice for payment.

2. If any of the work is deemed unsatisfactory, it must be corrected prior to authorization of payment. If the contractor fails to correct the work to the satisfaction of the City's Project Manager, payment may be withheld until the work is deemed satisfactory. (Contractors may follow the City's Urgent Repair Program Assistance Policy complaint process if a dispute occurs; however, contractors shall abide by the final decision as stated in the policy.)
3. The City assures, through this policy, that adequate funds shall be available to pay the contractor for satisfactory work.
4. All contractors, sub-contractors and suppliers must sign a lien waiver prior to disbursement of funds.

The Procurement and Disbursement Policies, as amended, are adopted this the \_\_\_\_\_ day of \_\_\_\_\_, 2023.

**City of High Point**

BY: Mayor Jay W. Wagner

SEAL

ATTEST: Sandra R. Keeney, City Clerk

**CONTRACTORS STATEMENT:**

I have read and understand the attached Procurement and Disbursement Policies.

BY: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

WITNESS: \_\_\_\_\_



## Assistance Policy Urgent Repair Program – 2023 Cycle

**What is the Urgent Repair Program?** The City of High Point has been awarded \$132,000 by the North Carolina Housing Finance Agency (“NCHFA”) under the 2023 cycle of the Urgent Repair Program (“URP23”). The City shall contribute an additional \$10,000 from General Funds that are allocated toward affordable housing on an annual basis to supplement URP23 project activities. 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 modification 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 total of eleven households are projected to be assisted under URP23.

This Assistance Policy describes who is eligible to apply for assistance under URP23, how applications for assistance will be received, what the form of assistance is and how the repair/modification process will be managed. The City has made every effort to design this URP23 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.

**Eligibility:** To be eligible for assistance under URP23 applicants must meet the following requirements.

- 1) Must reside within the City of High Point and own and occupy the home in need of repair.
- 2) Must have a household income which does not exceed 50% of the State median income for the household size (see income limits below).
- 3) Must have one or more fulltime household members with special needs (i.e., be elderly (≥ 62 years old), handicapped or disabled, a single parent household with at least one dependent child in residence, a large family with ≥ 5 household members, a household with a child below the age of six with lead hazards present or a military veteran who was discharged or released

under conditions other than dishonorable).

- 4) Must have urgent repair needs, which cannot be met through other state or federally- funded housing assistance programs.

**URP23 Income Limits  
(Statewide non-Metro) \***

<i>Number in Household</i>	<i>30% of Median Income (very low income)</i>	<i>50% of Median Income (low income)</i>
1	\$17,600	\$29,350
2	\$20,150	\$33,550
3	\$22,650	\$37,750
4	\$25,200	\$41,950
5	\$27,200	\$45,350
6	\$29,200	\$48,700
7	\$31,250	\$52,050
8	\$33,250	\$55,400

*\*Income limits are subject to change based on annually published HUD income limits.*

**Outreach Efforts of the Urgent Repair Program:** The City of High Point will advertise or publish an article about the Urgent Repair Program in the local newspaper serving the City (The High Point Enterprise), at senior centers throughout the City, with veteran’s organizations that serve City residents, and on the City's website.

**Selection of applicants:** The City shall select recipients on a first-come, first-served basis based on applications received from eligible applicants. NOTE: For a true emergency (e.g., tree falls on roof, sewer backup, etc.), the application and eligibility assessment shall be expedited, and work shall begin as soon as feasibly possible (see paragraph 10 of the Procurement Policy for more information).

The NCHFA Program guidelines require that a minimum of 50% of the 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 a key factor in selection of those households served under the grant.

Recipients of assistance under the URP23 will be chosen by the above criteria without regard to race, creed, sex, color, or national origin.

The definitions of special needs’ population under the URP23 are as follows:

- Elderly: An individual aged 62 or older.
- Disabled: A person who has a physical, mental or development 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, with at

least four being 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).
- **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 three months prior to the submission of the family’s application.
- **Lead hazards:** A child below the age of six with lead hazards in the home.
- **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.
- **Emergency:** A situation where a household member has an immediate threat of being evicted or removed from a home due to health or safety issues within a time frame that the program can complete a repair to stop eviction or removal.

**Client Referral and Support Services:** Many homeowners assisted through the Urgent Repair Program may also need other services. When City staff meet the homeowner during the intake and work write-up process, they will discuss the resources and programs available in the City and provide pamphlets and agency contact information when appropriate.

**What is the form of assistance under URP23?** 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 \$3,000 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 Project Manager. There is no minimum to the amount of the loan; however, the maximum life-time limit in accordance with URP23 guidelines is \$12,000.

**What kinds of work will be done?** Only repairs that alleviate housing conditions which pose an imminent threat 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 URP23 must meet or exceed NC State Residential Building Code standards and be done in compliance with all state or local permitting, inspections, licensing and insurance requirements.

**Who will do the work on the homes?** The City is obligated under URP23 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 from

contractors who are part of an approved contractors' list, as well as from vendors provided through lists from the City's Purchasing Division. Please request a copy of the City's Procurement and Disbursement Policy for further information.

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" is described in the Procurement and Disbursement Policy. Every effort will be made to secure at least three bids; however, in a case when this is not possible, the City's Purchasing Policy will be followed.

Should fewer than three (3) bids be received, the Project Manager may move forward in awarding the project to a responsive and responsible bidder.

The City has an existing approved contractors' list for its existing rehabilitation programs. We encourage other contractors to apply, particularly minority and women-owned businesses. A contractor or vendor can apply through the following process:

- 1) Fill out a contractor's questionnaire form which includes references, financial information, and recent jobs completed (contact: Billy Caudle @ 336-883-3343).
- 2) Provide appropriate documentation, including licenses and liability insurance.

The City of High Point is an equal opportunity employer, implements non-discriminatory practices in its procurement/disbursement and will make special outreach efforts to include minority and women-owned enterprises (M/WBE) within its contractor and subcontractor pool.

**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 High Point's URP23, 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:** Homeowners who wish to apply for assistance should call (336) 883-3349 or visit the City's website at [www.highpointnc.gov/cd](http://www.highpointnc.gov/cd). Proof of ownership and income will be required. Those who have applied for housing assistance from the City in the past will not automatically be reconsidered. A new application will need to be submitted.
- 2) **Screening of applicants:** Household income will be verified for program purposes only (information will be kept confidential). Ownership of property will be verified along with other factors.
- 3) **Preliminary inspection:** The City's Project Manager will visit the homes of applicants to determine the need and feasibility of repairs/modifications.
- 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 Project Manager will visit the home again for a more thorough inspection. All areas 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 Project Manager will prepare complete and detailed work specifications (known as the "work write-up"). The Project Manager shall review the work write-up with the homeowner and obtain written acceptance of the work write-up from the homeowner. A final cost estimate will also be prepared by the Project Manager and held in confidence until bidding is completed.
- 6) **Bidding:** The work write-up and bid documents will be sent to a minimum of three contractors on the Approved Contractors' Registry, or from lists provided by the Purchasing Division, who will be given one week in which to inspect the property and prepare bid proposals. Each will need access to those areas of the house, in which work is to be performed, in order to prepare a bid. Bids will be opened in the City's Community Development & Housing Department.
- 7) **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.
- 8) **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 serving as the homeowner's agent. The total loan amount of URP23 funds will never exceed \$12,000 for project hard costs.
- 9) **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. NOTE: A "proceed order" will not be issued until the contract between the contractor and the homeowner has been executed.
- 10) **Construction:** The contractor will be 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. The Project Manager will inspect new work for compliance with the State Building Code as required by the guidelines of URP23. The homeowner will be responsible for working with the contractor toward protecting personal property by clearing work

areas as much as practicable.

- 11) **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, the Project Manager, the City's Community Development and Housing Director (or his/her designee), and the City Manager (or his/her designee). 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. If the changes result in a decrease in the loan amount, an estoppel informing the homeowner of these changes in the contract amount will be completed by the City and conveyed to the owner.
- 12) **Payments to contractor:** The contractor will be paid following the inspection 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 sub-contractors employed on the job and by all material suppliers from whom materials for the job were purchased. Please request a copy of the City's Procurement and Disbursement Policy for further information.
- 13) **Post-construction conference:** Following construction the contractor and the Project Manager will sit down with the homeowner one last time. At this conference the contractor will turn over all owner's manuals and warranties on equipment. The contractor and Project Manager will go over operating and maintenance requirements for any new equipment 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.
- 14) **Closeout:** Once each item outlined in paragraph 12 above has been satisfied and the homeowner has signed a Certificate of Satisfaction, the job will be closed out.

**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 shall be available to the public starting on the date the NCHFA URP23 Funding Agreement is executed. It is anticipated that the execution of the Funding Agreement will occur on or about September 23, 2023.
- Resources for this program shall be available through December 31, 2024 or when total resources have been spent, whichever occurs first.

### **How do I enter an application?**

Visit the City of High Point, NC website page:

[Urgent Repair Program \(URP\) | High Point, NC \(highpointnc.gov\)](https://www.highpointnc.gov/249/Urgent-Repair-Program-URP)

<https://www.highpointnc.gov/249/Urgent-Repair-Program-URP>

Then click on the link under “*Applying for the Program*” at the bottom of the page after:

To begin the application process, [download a copy of our Eligibility Screening Form.](#)

<https://portal.neighborlysoftware.com/highpointnc/participant>

**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 High Point 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 and would like to appeal the decision made about it, he/she should contact Thanena Wilson, Assistant Community Development & Housing Director, 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 High Point 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 Project Manager.
- 2) The Project Manager will inspect the work in question. If he finds that the work is not being completed according to the contract, the Project Manager will review the contract with the contractor and ask the contractor to remedy the problem.
- 3) If problems persist, a mediation conference between the homeowner and the contractor may be convened by the Project Manager and facilitated by the City's Community Development and Housing Director (“Director”) or his designee.
- 4) Should the mediation conference fail to resolve the dispute, the Director will render a written final decision.
- 5) If the Project Manager finds that the work is being completed according to the contract, the complaint will be noted, and the Project Manager and the homeowner will discuss the concern and the reason for the Project Manager’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 URP23 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's Community Development and Housing Director and written permission from NCHFA.

**What about favoritism?** All activities under URP23, including the review of 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 URP23?** Any questions regarding any part of this application or program should be addressed to:

Thanena S. Wilson  
Assistant Director, CD&H Department  
211 S. Hamilton St., Rm. 312  
High Point, NC 27260  
336-883-3351  
[thanena.wilson@highpointnc.gov](mailto:thanena.wilson@highpointnc.gov)

This Assistance Policy is adopted this \_\_\_\_\_ day of \_\_\_\_\_ 2023.

Mayor Jay W. Wagner \_\_\_\_\_

ATTEST: \_\_\_\_\_  
Sandra R. Keeney, City Clerk

SEAL

**\*\*\*\*TO BE PLACED IN PROJECT FILE\*\*\*\***

**Acknowledgement of Receipt**

I acknowledge receipt of a copy of the URP23 Assistance Policy and was provided the opportunity to review the document with City staff.

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Owner

Date