



CITY OF REDWOOD CITY

EMERGENCY & MINOR HOME REPAIR PROGRAM GUIDELINES AND FORMS

APPLICATION & REFERRAL PACKAGE

CITY OF REDWOOD CITY

Emergency & Minor Home Repair Program



Improving our Housing Today
for a Safer Tomorrow

Program Guidelines

Purpose: To provide emergency and minor home repairs for very low income senior homeowners (50% or below) one time per property during the fiscal year.

Program:

- 1) To provide financial assistance to pay for minor home repairs.
- 2) To provide intervention where emergency repairs are needed but which must be completed within 72 hours.

Eligible Residents:

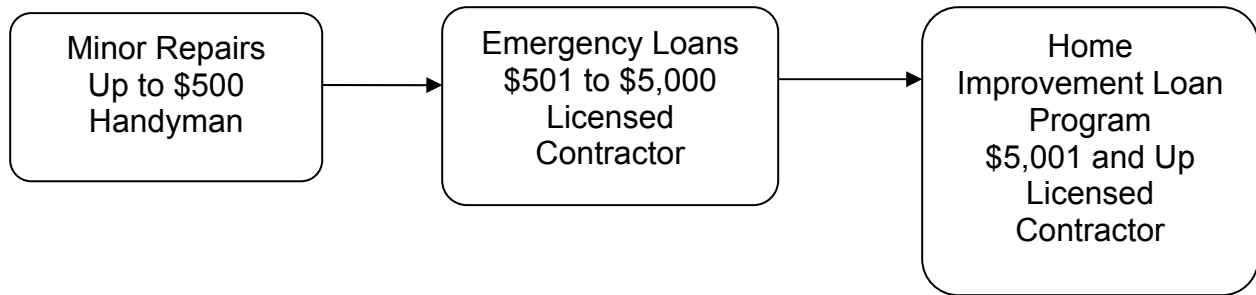
- Homeowner with income at or below 50% of Area Median Income
- Property located in Redwood City limits
- Repairs driven by Health and Safety conditions
- One person residing in the property must be age 62 or older.
- Exceptions may be provided to persons with disabilities when reasonable accommodations are requested that fall within the scope of this program.

Marketing & Screening: Program will be marketed by Housing and Senior Center staff using Senior Referral Package

Process for Application: Applicants may describe by phone the extent of repairs to be made. If no permit is required, dispatch Handyman. If a Building permit is required, dispatch Contractor.

1. If the repair is estimated at under \$500 and is a “stand alone” issue, a Handyman or Contractor will be dispatched to perform the repair.

2. If staff estimates that the repairs will exceed \$500, the applicant will be considered for an emergency loan up to \$5,000. Emergency loans may be converted to grants at the discretion of the Home Improvement Loan Committee.
3. If the scope of work will exceed \$5,000, the applicant will be referred to the Home Improvement Loan Program for a low interest loan to correct all code violations.
4. If scope of work requires Building Permit, work must be performed by a licensed contractor. City staff will make this determination prior to dispatching the request to a contractor or vendor.



Eligible Repairs: Any Health and Safety items that could affect the well being of the occupant including but not limited to:

- Plumbing Repairs (Broken toilet, sinks and leaks. Replace; repair faucets fixtures, stoppages
- Electrical/ Mechanical (Switches, outlets, lights, thermostats, fluorescent fixtures
- Repairs to stairs, handrails, porches
- Water heater replacement when blown out or repairs to existing
- Broken windows, doors or other security improvements
- Weatherization of doors and windows
- Temporary measures to cover roof, windows or doors while permanent solutions are initiated
- Cleaning gutters
- Installing smoke detectors
- Window screen replacement/repair

Ineligible Items

- No repairs to appliances.
- No cosmetic repairs
- No tree trimming nor fence repairs unless a safety hazard exists
- No repairs to garages or accessory structures

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SCREENING/REFERRAL FORM

The following Client has requested assistance from the Emergency & Minor Home Repair Program.

Client Name: _____

Client Address: _____

Client Phone #: _____

Best hours to Contact: _____

Client Complaint or description of problem:

Screening Status: Check applicable box

- Application, Income verification and proof of ownership attached.
- Referral Only; Please provide application to Client

Name of Referring Agency: _____

Case Worker or Contact Person: _____

Phone Number/e-mail address: _____

Signature of Referring Party: _____

- Check Box if you would like to receive follow-up information regarding your referral.

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APPLICATION FOR ASSISTANCE

Name: _____ Age _____

Property Address: _____

Annual Income: _____

Description of Repairs Needed: _____

I, the undersigned, understand that I am applying for assistance through the City's federally funded program for low income households. I consent to the information provided to the City to be used to determine my eligibility to receive the assistance. I understand that any willful misstatement of information is grounds for disqualification. I further understand that the City is acting as a program administrator and the referral process for Handymen and Licensed Contractors is programmatic only and the City makes neither representations nor warranties as to the quality of work performed.

I further agree to assume the defense of and indemnify and to hold the City and any of its agents, employees, Council and officers, etc., harmless for any damages, actions, or claims to which the City may be subjected by reason of injury to or death of any person or persons, or damage to any property, arising out of or concerning the undertaking and execution of this Program.

Property Owner

Date

You must submit the following information to document eligibility with your completed application:

1. Proof of Ownership: (most recent Tax Bill is preferred).
2. Copy of SS/SSI Award Letter or Federal Form 1040 to verify income

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HOW IT WORKS

Step 1. The City receives referrals from the Senior Center or non-profit organizations on a Minor Home Repair Applicant Screening/Referral Form. Seniors may also call the City direct at 780-7290 to request minor repairs or emergency assistance and City staff will complete the Screening Form.

Step 2. A Screening/Referral Form is completed that identifies the senior's eligibility and a description of the problem to be corrected is provided to the City accompanied by proof of ownership and income eligibility.

Step 3. The City reviews the Referral and dispatches a contractor or handyman to the property.

Step 4. The Contractor or Handyman picks up Authorization Application for Assistance from the Housing Office then goes to the site and makes the corrections. If a Building Permit is required, the Contractor would get one issued by the Building Department.

Step 5. Once the Contractor or Handyman reaches the site and confirms that the repair will cost \$500 or less, the repair is made.

Step 6. The property owner signs the Homeowner Approval & Verification of Work Completed form and the Contractor or Handyman brings or mails the invoice to the City for payment.

If the repair is estimated to cost over \$500.00, the Contractor or Handyman must contact the City for further instructions

WHAT IT IS AND WHAT IT IS NOT

WHAT IT IS:

The Emergency & Minor Home Repair Program is a simple referral system to contractors and Handymen for small repairs that cost less than \$500.00.

You identify the problem.

The City dispatches someone to make the correction.

You as Owner must approve the work and have the Contractors bring the final Invoice to the City for Payment.

WHAT IT IS NOT:

The Emergency & Minor Home Repair Program is not rehabilitation.

It is not a free property inspection. It will not advise you of your housing conditions.

Things you need to keep in mind about this Program:

- Repairs costing under \$500.00 will be made at no cost to the homeowner.
- No inspections will be conducted by the City unless a Building Permit is required.
- The program is to address minor health and safety items. No cosmetic repairs will be made.
- Repairs costing over \$500 can only be made upon further approval by the City.

What Happens If?

The Contractor says the repair is not minor and it will cost \$2000 - \$5,000.

Answer: You will be considered for an Emergency Repair Loan.

The Contractor says the repair is major and it will cost more than \$5000.

Answer: If further inspection reveals a larger scope of work that will cost over \$5,000, you will be referred for a Home Improvement Loan.

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Contractor Instructions

- 1) An initial meeting will be scheduled with the contractor or vendor by the City to review program and procurement procedures, acceptable items, rates and service charges, labor and materials charges.
- 2) Contractor to complete and submit a contractor's application including a list of at least three (3) jobs completed and two (2) references.
 - a) Certificate of General Liability Insurance - \$100/300,000 limits, indemnifying Owner, Contractor, and City of Redwood City against loss, cost and expense, and certificate of Property Damage Liability in the amount of \$25,000 with endorsement if policy is cancelled, ten (10) days' written notice will be provided to Housing, City of Redwood City, P. O. Box 391, Redwood City, California 94064.
- 4) The City will make all referrals to the contractor or Handyman.
- 5) The contractor or Handyman will review the repair item on referral form and notify City of estimated cost before completing work. Contractor or Handyman will use predetermined hourly rate for time and will submit receipts for materials. Time and materials NOT TO EXCEED \$500.
- 6) Contractor to get authorization for repair from City.
- 7) Contractor/Handyman to schedule with owner and complete minor repairs (within 72 hours)
 - a) If Contractor or Handyman determines, upon arrival at the property or during the course of work, that the cost exceeds \$500, Contractor or Handyman must call City for further instructions and or approval to proceed.
 - b) If the work item requires a Building permit, a licensed contractor must complete the work. The cost of the Building permit must be counted in the \$500 maximum.
- 8) Contractor/Handyman must get owners signature on verifying completion of the work and approving the work for payment.
- 9) Bring signed form to City for payment and submit attached to invoice covering all services, equipment, material and/or labor incidental to completion of the work.

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CONTRACTOR/HANDYMAN AUTHORIZATION FORM

Name of Contractor/Handyman: _____

Business Address: _____

Phone: _____ Federal ID # _____

The above named Contractor/Handyman is authorized to perform work for

Client Name _____ Project # _____

Address _____

The work to be performed or the problem to be corrected is described as:

The price of said work shall not exceed Five Hundred dollars (\$500.00). Upon completion of the work as described above, Contractor/Handyman is to submit an invoice to the City signed by the Owner indicating that the work has been performed. Upon receipt of invoices approved by the Owner, City shall pay to the Contractor a sum not to exceed \$500 within 72 business hours¹ from the date invoice is provided to City.

The undersigned hereby agrees to approve invoices not to exceed \$500.00 for the above mentioned scope of work.

Authorized by: _____ Date _____
City Representative

¹ Checks are cut two times each week. Approved Invoices for payment must be submitted to the City before 4:00PM on Friday to receive checks on Tuesday and by 4:00PM on Wednesday to receive checks on Friday.

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CONTRACTOR/HANDYMAN INVOICE

I, _____ hereby certify that I have completed
the following repairs authorized by the City located at _____.

The value of work completed, based on time at \$_____ per hour and materials in the
amount of \$_____. The total cost of the repairs due and payable is \$_____.

I certify under penalty of perjury that I have completed the above mentioned work and request
payment for services rendered.

Contractor/Handyman

Date

Homeowner Approval & Verification of Work Completed

I certify that the above named contractor/handyman has performed the repairs as described
above in my home located at _____.

I accept repairs as Completed and request the City of Redwood City to approve payment as
per the Guidelines for the Emergency & Minor Home Repair Program and the attached
Contractor/Handyman Invoice.

Homeowner Signature

Date