



HOME REPAIR ASSISTANCE POLICY

Who is Community Housing Solutions?

The mission of Community Housing Solutions is *to make Guilford County homes warmer, drier, and safer by providing repairs and ownership opportunities to low-income homeowners.*

Community Housing Solutions (CHS) provides home repairs to qualifying families who are owner-occupants of their home in Guilford County and are below specific income levels. The scope of repairs may include, but are not limited to roofs, plumbing, water damage, floors, accessibility modifications, ramps, electrical hazards, energy efficiency work, and heating system repairs. Work that is cosmetic or optional in nature does not fall within the scope of the program. CHS focuses on repair issues that make a home warmer, drier, and safer.

CHS utilizes qualified staff, approved subcontractors, and volunteers from the community to provide labor to complete the repairs. CHS construction staff oversees the work of community volunteers from retiree groups, church groups, businesses, civic organizations, and college student groups. These groups are trained by CHS staff, often on the job, and all work is supervised and inspected by CHS's construction staff. All repairs required to be inspected are permitted and inspected by the city or county jurisdiction for where the home is located.

Funding for the repairs comes primarily from:

1. homeowner payments (0% interest loans)
2. donated materials and donated professional services
3. charitable contributions or grants
4. governmental agencies

These funds cover the costs for materials, supplies, any necessary subcontractor costs, CHS's construction staff labor to complete the repairs, and program administration. CHS

has developed partnerships with other non-profit organizations from the community to leverage additional services and resources when needs are identified. CHS maintains a list of reliable and reasonably priced subcontractors and materials suppliers, and annually refreshes this list following guidelines set forth in CHS's Procurement and Disbursement Policy.

What makes a property and a homeowner eligible for assistance?

To be eligible properties must:

1. Be located within Guilford County.
2. Have all property taxes paid in full and be current.
3. Have a clean title and be owner occupied at the time of intake and throughout the entire repair process.
4. Have a property tax value (building plus land) of \$180,000 or less.
5. Not be in danger of foreclosure.
6. Have repair needs not exceeding \$25,000 in estimated costs. Repairs in excess of \$25,000 are beyond the scope of the program. Any previous CHS repair costs are included in the lifetime total cost not to exceed \$25,000.

To be eligible applicants must:

1. Own and occupy only one house/ property as their primary residence for at least FIVE years.
2. Have not received a home repair through CHS's programs in the last 36 months
3. Have not exceeded CHS's repair program lifetime repair cost limit of \$25,000.
4. Have limited means to accomplish the repairs on their own.
5. Have a total household income which does not exceed 80% of the current Guilford County Area Median Income (AMI) for the household size as determined by Housing and Urban Development (HUD) (see income limits below).
6. Not own any other properties.

Gross Income Requirements (Effective June 1, 2025)

Number in Household	80% of Median (low income)	100% of Median Income
1	\$47,950	\$60,000
2	\$54,800	\$68,500
3	\$61,650	\$77,100
4	\$68,500	\$85,600
5	\$74,000	\$92,500
6	\$79,500	\$99,300
7	\$84,950	\$106,200
8	\$90,450	\$113,000

The CHS Home Repair Committee will review and then approve or deny all home repair projects before work is started at a home.

How is household income and household size determined?

The income limits are based on the county median income of Guilford County, North Carolina, published annually by the U.S. Department of Housing and Urban Development (HUD). The income of all individuals who are 18 years or older who reside in the home will be added together to determine the household income. The income limit is adjusted for household size.

How is the Percentage of Area Median Income (AMI) determined?

A household's percentage of Area Median Income (AMI) is based on the following formula:

$$(\text{Household Income} / 100\% \text{ of Median Income}) * 100 = \% \text{ AMI}$$

For example: A household of 2 with a gross yearly household income of \$20,000 is divided by current HUD income limits.

$$(\$20,000 / \$66,400) * 100 = 30\% \text{ AMI}$$

Number of Persons in Household	1	2	3	4	5
Median Income (100%)	\$58,100	\$66,400	\$74,700	\$83,000	\$89,700

The following sources of income are used to determine the household income:

- Wages or Salary Income (includes overtime pay, commission, fees, tips, bonuses)
- Social Security Income: Social Security Retirement, Social Security Disability Insurance (SSDI), Supplemental Social Security Insurance (SSI) and Social Security Survivors Benefits.
- Unemployment Compensation Benefits
- VA Payments
- Child Support Payments
- Alimony Payments
- Military Allotments
- Public Assistance Allowances
- Net Non-farm Self-Employment Income
- Net Farm Self-Employment Income
- Interest, Dividend, or Net Rental Income
- Retirement and Pension Funds and Disability Benefits Income (includes annuities, insurance, IRA, KEOGH, insurance policy dividends)
- Other Income including contributions from other persons not living in the same household.

The following sources are *NOT* used to determine the household income:

- Income from household members under the age of 18
- Income from full-time students under the age of 25
- Food stamps
- Payment for the care of foster children
- Educational scholarships or government benefits to a veteran for education

Other assets to be considered:

- Ownership of real estate other than primary residence
- Lump sum payments for inheritances, insurance settlements, capital gains, settlements for personal or property losses
- Stocks, bonds, annuities, IRAs, and other financial instruments

The following expenses may be *subtracted* from household income:

- Recurring out of pocket monthly medical expenses including medications, health insurance premiums (including Medicare) and major medical bill payments

Who is considered a household member?

A household member is any person who resides in the household at the time of application and is living in the house. If the number of individuals living in the home changes between the time of application and the start of the repair, CHS must be informed of the changes. Any changes in the number of household members and the amount of household income may affect CHS's ability to provide assistance and in some cases may result in the halting of a project.

For each individual who lives in the household, name, age, date of birth, last four digits of social security number, and relation to the homeowner need to be documented. This information will need to be provided at the time of application.

How are applicants selected?

Applicants who meet the initial eligibility criteria will have their home assessed by a CHS staff member to determine the feasibility of a home repair. This decision will be based on several factors including but not limited to household income verification, scope of the home repair work, available funding, and homeowner's willingness to partner with CHS. Priority is given to older adults, persons with disabilities and single parent homes.

Recipients of assistance under the CHS Home Repair Program will be chosen by the above criteria without regard to race, creed, sex, sexual orientation, religion, family status, color, or national origin.

Why does Community Housing Solutions require cost sharing with homeowners?

The responsibility of maintaining a house belongs to the property owner. The purpose of having a homeowner share in the cost of the home repairs stems from the fundamental principles of owning a home for independence, comfort and as a financial investment and personal asset. CHS may be able to assist a homeowner in the repair process; however, the homeowner needs to be financially committed to the maintenance of their home.

Cost sharing with a homeowner is essential to maintaining the sustainability of CHS's home repair program. This allows CHS to help more homeowners who need assistance.

How is the cost to the homeowner determined?

The total repair costs include permits, materials, subcontractors and CHS staff labor. Volunteer labor is not included in the total repair costs.

The homeowner is expected to pay according to the following formula:

$$\% \text{ AMI} \times (\text{Total Repair Cost} - \text{Restricted Grants}) = \text{Homeowner Cost}$$

Any amount applied to a project from certain restricted grants which do not allow homeowner cost sharing will be subtracted from the total repair cost prior to multiplying by the % AMI.

For example: If a household has an income that is 20% AMI and the total repair cost is equal to \$5,000, the homeowner would be expected to pay on a loan of \$1,000.

$$20\% \text{ AMI} \times \$10,000 \text{ Total Repair Cost} = \$2,000 \text{ Homeowner Cost}$$

For all repairs, assistance is provided in the form of a zero percent (0%) unsecured loan with a promissory note for the total repair cost.

What is the repayment schedule, and how is it determined?

Once both the Total Repair Cost and the Homeowner Cost are finalized, the monthly payment and length of the loan will be determined. Every effort will be made to make the monthly payment affordable to the homeowner.

For example, a \$10,000 Total Repair Cost with a \$2,000 Homeowner Cost could be paid back over 60 months as follows:

$$\$2,000 \text{ Homeowner Cost} / 60 \text{ Months} = \$33.33 \text{ per month for 60 months}$$

At the end of five years, the loan is considered paid in full.

A homeowner cost sharing worksheet showing the exact amounts to be paid and forgiven will be provided to the homeowner at the contract signing.

Homeowners will be required to:

1. Sign a written contract and promissory note committing the homeowner to a repayment plan for five years or less of the homeowner costs.
2. Own and live in the home during the length of the loan following completion of the work. If the home is sold, transferred, or rented out during the life of the loan, any remaining portion of the home repair cost must be paid back to CHS.
3. Remain current on the payment schedule detailed in the promissory note.

If the homeowner fails to meet the terms of the contract, CHS will have the right to file a mechanic's lien for the current amount of the loan.

When the loan is satisfied, the promissory note will be considered "paid in full".

Are there expectations of the homeowner prior to and during the repair?

Before repairs can begin, the homeowner and CHS will sign a written contract outlining CHS's commitment to the homeowner and the homeowner's commitment to CHS. To provide a positive experience for volunteers and sponsors, CHS holds the following expectations of homeowners:

- Be honest and forthcoming
- Prepare the home for the work to be done, including:
 - Clean areas to be worked in prior to work starting
 - Clear out kitchen or bathroom cabinets if there is work to be done in these areas
 - Move furniture, etc. that will hinder completion of work
 - Clean after repairs
- Please do NOT smoke or allow any illegal activities in or around the home while CHS staff are working on the home
- Allow CHS to use electricity, water, and bathroom facilities as needed

What are the steps from intake to completion of a home repair project?

CHS uses the following process to guide a project from intake to completion. These steps are aimed at ensuring strong communication, fairness, integrity, and a high quality of work for every project that is undertaken.

CHS generally addresses phone calls, intakes and repair projects based on a first in, first serve working philosophy. However, efforts are made to assess and determine the severity of household hazards that may allow us to, in some cases, quickly address a homeowner's repair issues. In cases where approved applicants have immediate threats to their lives or safety, CHS reserves the right to move these applicants to the front of the list to perform the necessary repairs.

Step 1: Documentation Request

Homeowners who contact CHS will be screened over the phone to gather pertinent information. If it is determined that the homeowner MAY be eligible for our discounted Home Repair Program, the homeowner will be mailed a packet that includes a list of the

documentation necessary to confirm their eligibility. Homeowners must supply copies of gross household income documentation, eligible medical expense documentation, and any necessary utility bills. Each applicant will also receive a copy of this Home Repair Assistance Policy in the mailed packet.

Step 2: Application Process

If the homeowner is income eligible for our discounted Home Repair Program, CHS's Client Services Coordinator will complete a detailed application over the phone with the homeowner. The homeowner will be asked to share information regarding the home, their household members, their monthly income, their monthly expenses, etc. Please note, income eligibility does not guarantee CHS can provide home repairs.

If a homeowner is NOT eligible for our program, CHS will mail a letter with the reason(s) the homeowner is not eligible along with a list of resources they may wish to contact.

Step 3: Home Repair Assessment

CHS's Home Repair Director will schedule an appointment with the potential home repair recipient to assess the scope and urgency of the needed repairs and/or accessibility modifications. All parts of the home must be made accessible for this inspection, including each room, the attic, and crawlspace. Photographs of the interior and exterior of the home will be taken by CHS's Home Repair Director. The homeowner should report any known problems they are aware of or are experiencing in their home at that time, such as: roof leaks, plumbing leaks, electrical, structural, and accessibility problems.

After an assessment, CHS's Home Repair Director will estimate the cost of the project and the feasibility of the work requested. CHS reserves the right to refuse projects that are determined to be unfeasible for any reason.

Step 4: Home Repair Committee

Once the application, home assessment, work write-up, and estimate have been completed, the project will be presented to CHS's Home Repair Committee to be approved or denied. If repairs are denied, the homeowner will be notified in writing about the Home Repair Committee's decision.

If Approved:

Step 5: Contract Review and Signing

The Client Services Coordinator will contact the homeowner to let them know the home repair was approved and to set up an appointment to review the work write-up and estimate. At this meeting, the Client Services Coordinator will present the approved scope of work. The homeowner(s) will sign all home repair contract documents and a promissory note. Prior to the scheduling of any repair work, all necessary contracts and paperwork must be signed by the homeowner and CHS.

Step 6: Repair Work Begins

As soon as possible, CHS will notify the homeowner of the estimated project start and completion dates and any subcontractors that might be used for the repair project. Scheduling of the repair project is dependent on several factors, including funding, construction workload, volunteer capacity, and urgency of repairs as determined by CHS. Every effort is made to schedule the project as quickly and efficiently as possible.

CHS will also communicate to the homeowner any special considerations necessary for the repair project, such as a temporary relocation due to the nature of the repairs. Any costs associated with the family members temporary relocation during the construction project will be the homeowner's responsibility.

CHS will be responsible for obtaining any necessary building permits, purchasing the materials required for the repair, and utilizing their own tools and equipment to complete the work. Any changes to the scope of the project must be put in writing and signed by both the homeowner and CHS's Home Repair Director. The homeowner will be responsible for protecting personal property by clearing work areas as much as possible.

After the completion of the repair project, a CHS volunteer will contact the homeowner to complete CHS's "Satisfaction, Impact, and Awareness Survey." The survey responses will help CHS determine our homeowner's satisfaction with our staff and volunteers and how the repair may have impacted their lives. These surveys will be used to evaluate all aspects of our work and will be utilized as a way for CHS to address any issues with the completed home repairs.

Will the personal information provided remain confidential?

Yes. All information in the applicant's files will remain confidential. Access to the information will be provided only to employees who are directly involved in the program and our financial auditors. CHS keeps client records for 7 years.

Who can I contact about the Home Repair Program?

Any questions regarding any part of the process or program should be addressed to CHS's Program Specialist, Client Services Coordinator or Executive Director at:

PO Box 3341
Greensboro, NC 27402

Or

1031 Summit Avenue
Suite 1E-1
Greensboro, NC 27405

Phone:

Program Specialist 336-553-9698
Client Services Coordinator 336-553-2718
Executive Director 336-676-6987

Additional information about Community Housing Solutions can be found at:

<http://www.CHSHousing.org>