

**Moore County  
Assistance Policy  
For the 2017 Cycle of the  
Essential Single-Family Rehabilitation Loan Pool**

**What is the Essential Single-Family Rehabilitation Loan Pool?**

Moore County has been awarded Membership by the North Carolina Housing Finance Agency ("NCHFA") under the 2017 cycle of the Essential Single-Family Rehabilitation Loan Pool ("ESFRLP17"). 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 as defined on page 4. ESFRLP17 assists eligible households by facilitating aging in place, meeting minimum housing code requirements when applicable, 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.

As an ESFRLP17 Member, Moore County has been allocated an initial set-aside of \$175,000 which it plans to apply toward the rehabilitation of five (5) houses in Moore County. After demonstrating successful use of the initial set-aside, the County may access additional funds, when available, on a unit-by-unit basis from the ESFRLP17 loan pool.

This Assistance Policy describes who is eligible for assistance under ESFRLP17, how applications for assistance will be ranked, what the terms of assistance are, and how the rehabilitation process will be managed. Moore County has designed the ESFRLP17 project to be fair, open and consistent with its approved application for funding and with ESFRLP17 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 \$3,000 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 ESFRLP17 assistance:

- 1) The housing unit to be rehabilitated with ESFRLP funds must be located in Moore County, and must be owner-occupied. The household occupying the unit must have an elderly, disabled and/or veteran (see definitions below) fulltime household member or a child aged 6 or under if there are lead hazards in the home;
- 2) The gross annual household income must not exceed 80% of the Area Median Income for the County (see income limit table on the following page) and;
- 3) The cost of rehabilitation cannot exceed the ESFRLP17 Program limit of \$25,000 and must include all Essential Rehabilitation Criteria as described in the ESFRLP17 Administrator's Manual (available online at [www.NCHFA.com](http://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 of the following requirements:

- The property must require at least \$5,000 of improvements to meet ESFRLP Property Standards or the local minimum housing code when applicable.
- Site-built and off frame modular units 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 full 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). Program funds may only be used to improve the residential 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. Moore County's Housing Rehabilitation Inspector 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. Moore County 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 Housing Rehabilitation Inspector 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 be in compliance with Moore 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. (Moore County will verify whether the home is in the flood plain.)
- The property cannot have been repaired or rehabilitated with public funding of \$25,000 or more within the past 10 years without NCHFA approval.
- The property must be current on all property taxes with no outstanding past taxes owed.

**2018 Income Limits for Moore County's  
Essential Single-Family Rehabilitation Loan Pool**

1	\$13,950	\$23,250	\$37,150
2	\$15,950	\$26,550	\$42,450
3	\$17,950	\$29,850	\$47,750
4	\$19,900	\$33,150	\$53,050
5	\$21,500	\$35,850	\$57,300
6	\$23,100	\$38,500	\$61,550
7	\$24,700	\$41,150	\$65,800
8	\$26,300	\$43,800	\$70,050

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

**How are applications ranked?**

There are many more ESFRLP-eligible households (with eligible houses) than can be assisted with the available funds. Therefore, Moore County 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, Moore County 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 received the most points and meets income eligibility criteria. 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 serve basis.

Priority Ranking System for Moore County's  
2017 Essential Single-Family Rehabilitation Loan Pool

Never Been Served by Moore County	10
Disabled Household Member	8
Large Family (5 or more permanent residents)	6
Elderly Household Member (62 or older)	6
Military Veteran	5
Household with a child age 6 or under with lead hazards in the home	5
Single-Parent Household (with one or more children in home)	4
<b>Income Eligibility</b>	
Less than 30% of County Median Income	5
30% to 50% of County Median Income	4
50% to 80% of County Median Income	3

**\*\*NOTE\*\*** *If the household has more than one special need as outlined above then that applicant will receive the allotted points for all applicable categories (e.g. If a household has an elderly household member who is also disabled and has more than 5 permanent residents, that applicant would receive 20 priority points.*

**Definitions** under ESFRLP17 are:

- **Elderly:** An individual aged 62 or older.
- **Disabled:** A person who has a physical, mental or developmental disability that greatly limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment.
- **Single-Parent Household:** A household in which one and only one adult resides with one or more dependent children under the age of 18.
- **Large Family:** A large family household is composed of five or more individuals living in the home.
- **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-18 years old or older- 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 who has resided in the dwelling unit for at least 3 months prior to the submission of the family's application; or non-immediate family member who has resided in the dwelling at least 3 months prior to the submission of the family's application).
- **Military Veteran:** A person who is a military veteran, is defined as one who served in the active military, naval, or air service (e.g. 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.

The reason for rating applications is to ensure that all recipients of assistance are selected by a fair and open process. Recipients of assistance under ESFRLP will be chosen by the above criteria without regard to race, color, religion, national origin, sex, familial status and disability.

**What Are The Terms of Assistance Under ESFRLP17?**

The North Carolina Housing Finance Agency will provide assistance to those households selected for the project with 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:** To provide assistance to households selected for the project, NCHFA will create loan documents including a Promissory Note and Deed of Trust covering hard costs for the rehabilitation in an amount not to exceed \$25,000. This loan covering the hard costs remains 0% interest and forgivable at \$3,000 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 \$3,000 per year. For example, if the amount of the loan is \$21,452, then the term is 8 years (\$21,000 forgiven over the first 7 years and \$452 forgiven at the end of the 8<sup>th</sup> year). The maximum term of the loan will be nine 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. 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 ESFRLP17 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 when applicable the Municipality's Minimum Housing Code. (These are so-called "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).
- Make other eligible improvements to dwelling units such as accessibility and universal design modifications.

These requirements are spelled out in full in the ESFRLP17 Administrator's Manual which you may view, at reasonable times, upon request, at the Community Development office of Moore County or anytime online at [www.NCHFA.com](http://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 ESFRLP17 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.)

### **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 ESFRLP17, 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.

### **Who Will Do The Work On The Homes?**

Moore County is obligated under ESFRLP17 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 these requirements, Moore County will conduct a bid which will allow qualified vendors to provide quotes, bids or proposal for the product or services needed on each job. For additional information about procurement and disbursement procedures, please refer to the ESFRLP17 Procurement and Disbursement Policy for Moore County.

- All qualified vendors will be invited to bid on each job, 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 Renovate, Repair and Paint Rule (RR&P) Certified Renovators working for Certified Renovation firms.
- Homeowners who know of quality rehabilitation contractors 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 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 4:30 pm on August 31, 2017. Apply by contacting Planning & Transportation Department, at (910) 947-5010 to obtain an application. Proof of ownership and income will be required. Those who have applied for housing assistance from Moore County in the past will not automatically be reconsidered and must complete a new 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. In the event a client/homeowner has not been made aware of other potential benefits that he/she may be eligible to receive. Moore County Community Development staff will make verbal referrals as needed and provide material to clients/homeowners detailing available services. The County makes Moore County service providers aware of housing rehab opportunities through a Public Notice submitted to the local paper as well as on the County website. Moore County will notify each of the following agencies of this Project:
  - Moore County Department of Social Services
  - Moore County Health Department
  - Moore County Senior Enrichment Center
  - Local Municipalities within the County
  - Weatherization Program (Action Pathways)

- Meals on Wheels
- Moore County Transportation Services
- Veteran's Administration
- Habitat for Humanity
- Independent Living
- ARC of Moore
- Northern Moore Family Resource Center
- Coalition for Human Care
- Community Associations

3. **Preliminary inspection:** Moore County's Housing Rehabilitation Inspector will visit the homes of top ranking households to determine the need and feasibility of the home for rehabilitation.
4. **Notice of Disposition:** 30 days after Moore County has received applications and visited the homes of the top ranking households a letter will be sent to the applicants advising them of their status. The applicants who are either low ranking or whose homes are not appropriate for the program will be notified they will not be served under the program. Applicants whose homes appear to be appropriate for the program and who have the highest ranking will be notified that they have been selected to be served pending income verification, home ownership and other qualification checks as required by the program. Those applicants who were not selected to be served at first but who rank highly and have homes appropriate to be served under the program will be notified of their status as alternates.
5. **Screening of applicants:** Applications will be rated and ranked by Moore County based on the priority system outlined on page 4 and the feasibility of rehabilitating the house. Households to be offered assistance in the first round of homes served will be selected by October 20, 2017. Household income will be verified for program purposes only (information will be kept confidential). If income verification is not received from all applicants and households members over 18 years old by November 20, 2017, that household will be ineligible for assistance. NCHFA will verify ownership of the property by conducting a title search. From this review, the five most qualified applicants will be chosen according to the priority system described above; there will be a list of two (2) alternates. Moore County will then submit to NCHFA an ESFRLP17 Loan Application and Reservation Request for each potential borrower for approval. Applicants not selected for ESFRLP assistance will be notified in writing.
6. **Written agreement:** A Homeowner Written Agreement, between the homeowner and Moore County, 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.
7. **Pre-rehab inspection & unit evaluation:** Moore County's Housing Rehabilitation Inspector 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.
8. **Work write-up:** The Rehabilitation Specialist will prepare complete and detailed work specifications (known as the "work write-up"). A final cost estimate will also be prepared by the Rehabilitation Specialist and held in confidence until bids are received from contractors.

9. **Lead and Other Testing:** Moore County will arrange for a certified firm to inspect all the pre-1978 constructed homes for potential lead and asbestos hazards at no cost to the homeowner. All homes will be tested for radon. The owner will receive information covering the results of the tests and any corrective actions that will be needed as part of the rehabilitation.
10. **Bidding:** The work write-up and bid documents will be provided to all contractors at the pre-bid meeting. Tours of the properties to be rehabbed will occur on the day of the pre-bid meeting. Contractors will then have at least a week to prepare bid proposal and complete bid documents before submitting to the County. The homeowner may request that a contractor of his/her choosing be invited to a pre-bid meeting. Each contractor will need access to all parts of the house in order to prepare a bid. A bid opening will be conducted at Moore County Planning & Transportation Department located at 1048 Carriage Oaks Dr. Carthage, NC at a specified date and time, with all bidders invited to attend. All bidders and the homeowner will be made aware of the bid award.
11. **Contractor selection:** Within six weeks of the bid opening, after review of bid breakdown and timing factors, Community Development staff will select the winning bidders. 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 the County's cost estimate, and 4) the specific reasons for the selection, if other than the lowest bidder was selected.
12. **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, homeowner's have the right to hire legal representation of their choosing at loan closing. If a homeowner does not have "representation" at the closing, the borrower must sign a NCHFA "Unrepresented Borrower Affidavit". Rehabilitation contract documents will be executed by the homeowner and contractor with Moore County signing on as an interested third party prior to the commencement of any construction. Moore County will facilitate with the loan closing and recordation of these documents and forward the recorded documents to NCHFA. Moore County will issue a "Notice to Proceed" formally instructing the contractor to commence work by the agreed-upon date.
13. **Pre-construction conference:** A pre-construction conference will be held at the selected applicant's home. At this time, the homeowner, contractor and ESFRLP Moore County 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.
14. **Construction:** The contractor will be responsible for obtaining both zoning permits and building permits and posting all permits for the project before beginning work. The permit must be posted at the house during the entire period of construction. If applicable, the contractor will obtain a permit for lead hazard related activities. Moore County ESFRLP 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. Local Code Enforcement Officials will inspect the work for compliance with NC State Building Code. 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.
15. **Change Orders:** All changes to the scope of work must be approved by the owner, the contractor, Moore County's Housing Rehabilitation Inspector, Moore County's Planning & Transportation Director and either the County Manager or Board of Commissioners and reduced in writing as a contract amendment ("change order"). The owner, contractor and two Moore County personnel must execute any change order agreements to the construction contract. If the changes require an adjustment in the loan agreement amount, that amount must be specified in the change order.

- 16. Progress payments:** The contractor is entitled to request partial payments and a final payment based on the following guidelines. For contracts exceeding \$5,000 but less than \$12,000, the Contractor shall be entitled to one (1) progress payment after a minimum of fifty percent (50%) of total contract work is complete. For contracts exceeding \$12,000, but less than \$22,000, the Contractor shall be entitled to two (2) progress payments, the first after a minimum of forty percent (40%) of the total contract work is completed and the second after an additional forty percent (40%) of the work is completed. And, that for contracts of \$22,000 or more, the Contractor shall be entitled to three (3) progress payments, the first after thirty percent (30%) of the work, the second after an additional thirty percent (30%) and the third an additional thirty percent (30%) of the total contract work is completed. THAT said progress payments shall be based upon eighty percent (80%) of the contract price (from the Contractor's cost breakdown as approved by the County) of the work completed on each line item which is one-hundred percent (100%) complete. Final payment will be issued upon completion of all 100% of the contractor work as outlined below see Project Closeout. When a payment is requested, the Rehabilitation Specialist will inspect the work within three days.
- 17. Closeout:** When the contractor declares the work complete, program staff and building inspectors (as necessary) will thoroughly inspect the work. If any of the work is deemed unsatisfactory or does not meet building code, it must be corrected prior to authorization of final payment. If the contractor fails to correct the work to the satisfaction of Moore County's Housing Rehab Inspector, local Building Inspector payment may be withheld until such time the work is satisfactory. When the Community Development staff and the homeowner are satisfied that the contract has been fulfilled, each will sign off and, after receipt of the contractor's invoice, inspections, certificate of completion and executed lien release signed by all contractors, sub-contractors and suppliers, the final payment will be ordered. All material and workmanship will be guaranteed by the contractor for a period of one-year from the date of completion of the work.
- 18. Post-construction conference:** Following construction, the contractor and the Housing Rehabilitation Inspector 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 Housing Rehabilitation Inspector for review prior to the project closeout. The contractor and Rehabilitation Inspector 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.
- 19. Final loan amount determination:** If, upon completion of all rehabilitation work, the contract price has changed due to the effect of change orders, NCHFA will prepare an estoppel for a loan reduction or modification agreement for loan increases as necessary at the time of closeout of the unit to modify the loan amount when there is a need for a change order involving a change in the original loan amount. 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 owner to record an estoppel if they wish this to be reflected in the Deed of Trust.

**The warranty period:** It is extremely important that any problems with the work that was performed be reported by the homeowner to the Moore County Rehabilitation Inspector or other representative, as soon as possible either in writing or via phone call. 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 August 1, 2017.
- Applications must be turned in at the Moore County Planning & Transportation Office by 4:30 PM on August 31, 2017.

- Households informed of selection status by October 20, 2017.
- Income documents due by November 20, 2017.
- All rehabilitation work must be under contract by December 31, 2019.
- All rehabilitation work must be completed by June 30, 2020.

**How do I request an application?** In person, or over the phone contact:

Moore County Planning & Transportation Department  
 P.O. Box 905  
 1048 Carriage Oaks Dr.  
 Carthage, NC 28327  
 Phone: (910) 947-5010

**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, Moore County realizes that there is still a chance that some applicants or participants may feel that they are not treated fairly. The following procedures are designed to provide an avenue for resolution of complaints and appeals.

**During the application process:**

1. If an applicant feels that his/her application was not fairly reviewed or rated and would like to appeal the decision made about it, he/she should contact the Project Administration and voice their concern 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. Moore County will respond in writing to any complaints or appeals within 10 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 Community Development staff.
2. The Housing Rehabilitation Inspector will inspect the work in question. If he/she finds that the work is not being completed according to the contract, the Housing Rehabilitation Inspector will review the contract with the contractor and ask the contractor to correct the problem.
3. If problems persist, the homeowner must put the concern in writing and a mediation conference between the homeowner and the contractor may be convened by the Community Development staff and facilitated by the Project Administrator.
4. Should the mediation conference fail to resolve the dispute, the Project Administrator will render a written final decision.
5. If the Community Development staff finds that the work is being completed according to contract, the complaint will be noted and the Community Development staff and the homeowner will discuss the concern and the reason for the Community Development staff decision.

**IMPORTANT NOTE:** Do not hesitate to contact the County's Community Development staff at any time during the process, but please keep in mind that the work involved WILL CAUSE SOME INCONVENIENCE AT TIMES DURING THE REPAIR/MODIFICATION. Repair/modification work in general can be quite stressful. We ask that all recipients of assistance be patient with the workers and any delay that may occur.

**Final Appeal:**

After following the above procedures, any applicant or homeowner who remains dissatisfied with Moore County's final decision may appeal 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 Moore County 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, officer, or other public official of the County, member of the County Board of Commissioner, or entity contracting with Moore County, who exercises any functions or responsibilities with respect to the ESFRLP17 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 these County employees, Board of Commissioner members and others closely identified with the County may be approved for rehabilitation assistance only upon public disclosure before the Moore County Board of Commissioners and written permission from NCHFA.

**What about favoritism?** All activities under ESFRLP17, including rating and ranking applications, inviting bids, selecting contractors and resolving complaints, will be conducted in a fair, open and non-discriminatory manner, entirely without regard to race, color, religion, national origin, sex, familial status and disability.

**Who can I contact about the ESFRLP17 program?** Any questions regarding any part of this application or program should be addressed to:

Moore County Planning & Transportation

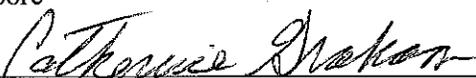
Housing Rehabilitation Inspector  
Carlis P. Sweat  
P.O. Box 905  
1048 Carriage Oaks Dr  
Carthage, NC 28327  
910-947-5010

Project Administrator  
Stephanie Cormack  
P.O. Box 905  
1048 Carriage Oaks Dr  
Carthage, NC 28327  
910-947-5010

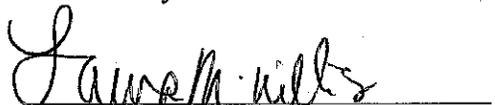
This Assistance Policy is adopted this 18<sup>th</sup> day of April 2017.  
This Assistance Policy was revised this 1<sup>st</sup> day of August 2017.  
This Assistance Policy was revised this 17<sup>th</sup> day of July 2018.

County of Moore

BY:

  
Catherine Graham, Chair  
Moore County Board of Commissioners

ATTEST:

  
Laura Williams, Clerk to the Board  
Moore County Board of Commissioners

