

Residential Rehabilitation Webinar Series

Roles and Responsibilities

Sponsored by the Florida Housing Finance Corporation's
Affordable Housing Catalyst Program

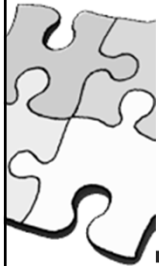
Facilitated by the Florida Housing Coalition
Aida Andujar, Technical Advisor



We are available for on site training for your organization!


- New staff training
- Tracking and Reporting
- Income Compliance
- AHAC Committee and Incentives
- LHAP and Strategies
- Encumbrance and Expenditures
- Subrecipient and Sponsor Training

Call 1-800-677-4548 or e-mail me at Andujar@flhousing.org

Policies and Procedures

- Outlines Players
- Outlines Duties
- Outlines Responsibilities
- Outlines Process



Residential Rehabilitation Webinar Series


Today Webinar- Rehabilitation series: Roles and Responsibilities

October 5 Webinar- Rehabilitation series: Contractor Selection and Evaluation

November 8 Webinar- Rehabilitation series: Initiating Rehabilitation Assistance

January 11 Webinar- Rehabilitation series: Addressing Complaints in the Rehabilitation Process

April 11 Workshop in Jacksonville: Running a Successful Rehabilitation Program




Roles and Responsibilities Start with the LHAP

Who

- Writes LHAP and gets it approved
- Ensures program compliance with LHAP
- Technical Revisions
- Amendments


Some roles and responsibilities are established in the LHAP

- Using a Subrecipient
- Using a Sponsor





Develop and Write

- Policies
- Procedures
- Standards
- Specifications
- Agreements
- Contracts

Residential Rehabilitation Guide 2016


http://www.flhousing.org/?page_id=8290

Compliance with Incentives


Who is responsible for

- AHAC committee compliance
- Expedited Permitting Compliance
- Ongoing Review Compliance
- Other required incentives
 - Inventory of land for affordable housing



Policies and Procedures

- Provides guiding principles to the staff so it can make programmatic decisions on a day-to-day basis
- Describes the workflow so staff knows what steps to carry out and in what order
- Procedures save the organization time and support efficient performance



Policies and Procedures


A Manual adds more program detail than the LHAP:

- Housing standards
- Subordination
- Dispute resolution
- Contractor selection/removal
- Bid process
- Change orders

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Types of Eligible Housing Impacts Duties and Responsibilities


- Single family
- Townhomes
- Condos
- Mobile homes
- Rental units



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Other Factors that Impact Roles and Responsibilities

- Maximum award
- Use other funding sources/leveraging
- Eligible repairs
- Property standards



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The Policy Manual: What is Included

- Hazard and flood insurance requirements
- Conflict of interest
- Record Retention requirements
- Monitoring and reporting
- Warranties/Guarantees
- Relocation

It must be Updated regularly

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Who You Serve Impacts Roles and Responsibilities


- One income group or all income groups
 - 30%, 50%, 80%, 120% or 140% of median
- Some funds or all funds for special populations
 - Elderly
 - Special needs
 - Persons with disabilities
 - Workforce housing

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Terms of Assistance Impact Roles and Responsibilities

- Grant
- Loan
- Deferred Loan

Years of Affordability



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- Emergency Repairs
- Rehabilitation
- Reconstruction
- Rental Rehab



Different Strategies mean Different Roles and Responsibilities

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Types of Eligible Repairs Impacts Roles and Responsibilities

- Code violations
- Energy Efficiency Improvements
- Incipient violations
- Accessibility Improvements
- Universal design
- Mitigation improvements
- Cosmetic improvements

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Program Staffing

Receptionist

- Should know details of the program
- Screens potential applicants
- Keeps waiting list

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Program Staffing

Intake counselor/loan specialist

- Income eligibility
- Good communication and writing skills
- Maintains client files and contractor files

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Tracking Time

Who makes sure that staff submits time sheets

- Track hours for each activity on a daily basis
- Finance should pro-rate Administrative expenses for each program
- Monitors will want to see how hours are tracked
- Keep track of how these hours are spent

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Subrecipients and Sponsors

Who handles the selection process
Provides training to the organization
Is the contact person for the local government
Develops the agreement and gets it signed
Enforces agreement
Provides oversight and compliance
Approves payment and change orders
Perform annual monitoring

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Program Staffing

Inspector

- Knowledgeable in construction and cost estimating
- Handles inspections, pre-bids and bids and approves payments
- Works well with public
- Good communication skills

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What is your SHIP Program Procurement Process

- SHIP does not specify procurement procedures like federal programs
- You can follow your local procurement procedures
- Most local governments rely on best practices
- It is up to the local government

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Homeowners: Staff Responsibilities

Who is responsible for

- Advertising for Owners
- Creating and maintaining the waiting list
- Qualifying Owners
- Communicating with Owners
- Resolving Owner Disputes
- Handling Warranty issues
- Releasing liens after the affordability period

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Program Staffing

SHIP Administrator

- Knows program rules
- LHAP and program compliance
- Advertising
- Tracks encumbrances and expenditures
- Reconciliation with Finance
- Case Tracking and Annual Report
- Program Oversight
- Staff oversight

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Written Agreements

Who

- Develops the written agreement for each strategy
- Gets the agreement approved
- Updates agreements
- Enforces Agreements
- Amends Agreements

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Owner's Responsibilities

- Provide access to home during normal work hours
- Provide water and electricity to contractors
- Keep pets and children contained
- Store and protect valuables
- Let contractors do their job
- Communicates problems as soon as they occur
- Evaluates contractors

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Contractors: Staff Responsibilities

Who is responsible for

- Advertising for Contractors
- Qualifying Contractors
- Keeping the Contractors list
- Educating Contractors
- Resolving Construction issues
- Resolving issues between owners and contractors
- Removing contractors

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Project Closeout

Who takes responsibility for project closeout

- Review the files
- Ensure documents are recorded
- Ensure checklist is complete and all documents are in file
- Reconcile expenses with finance department
- Loan Modifications if needed

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Annual Report

Who is responsible for

- Tracking cases and maintaining the tracking spreadsheet
- Reconciling SHIP expenses with finance
- Tracking increases in the cost of housing for the annual report certification
 - There is an ongoing process for review of local policies, ordinances, regulations, and plan provisions that increase the cost of housing prior to their adoption.
- Seeking public comment
- Completing the Annual Report
- Submitting the Annual Report

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Contractor's Responsibilities

- On job during normal work hours
- Clean up each day after work is done
- Avoid damage to Owner's personal property
- Advise the Owner in a timely fashion if they are going to be late or not show up
- Advise the City/County as soon as possible of disputes
- Supply storage, sanitation unit, and dumpster
- Warranty and Guarantee

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Develop a Monitoring Policy

- If you have a subrecipient you must monitor the organization to ensure compliance with program requirements
- Monitoring should include a review of files and reconciliation of expenses
- Follow your written agreement
- Follow the adopted LHAP
- Comply with insurance requirements
- Comply with affordability requirements

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Program Compliance

Who in the local government will

- respond to and meet with monitors
- submit documents to monitors
- respond and communicate with FHFC
- meet with public officials

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Project Oversight

Common SHIP Administrator Responsibilities

- Track projects and timing of projects
- Visit Projects
- Review Photographs and videos
 - Before....During....After
- Document incidents
- Resolve staff issues before they escalate
- Create a process for dispute resolution

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Record Retention

Who is responsible for record retention requirements

- Track affordability periods
- Store files
- Release liens
- Destroy files

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Questions?

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