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

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

Types of Eligible Housing Impacts Duties and Responsibilities
• Single family
• Townhomes
• Condos
• Mobile homes
• Rental units

Other Factors that Impact Roles and Responsibilities
• Maximum award
• Use other funding sources/leveraging
• Eligible repairs
• Property standards

The Policy Manual: What is Included
• Hazard and flood insurance requirements
• Conflict of interest
• Record Retention requirements
• Monitoring and reporting
• Warranties/Guarantees
• Relocation

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

Terms of Assistance Impact Roles and Responsibilities
• Grant
• Loan
• Deferred Loan

Years of Affordability

Program Staffing
Receptionist
• Should know details of the program
• Screens potential applicants
• Keeps waiting list

Different Strategies mean Different Roles and Responsibilities

Types of Eligible Repairs Impacts Roles and Responsibilities
• Code violations
• Energy Efficiency Improvements
• Incipient violations
• Accessibility Improvements
• Universal design
• Mitigation improvements
• Cosmetic improvements
Program Staffing

Intake counselor/loan specialist
- Income eligibility
- Good communication and writing skills
- Maintains client files and contractor files

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

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

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

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

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

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

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

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
### 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

### 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

### 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 may affect the cost of housing prior to their adoption.
- Seeking public comment
- Completing the Annual Report
- Submitting the Annual Report

### 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

### 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

### 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

### 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

### Record Retention

**Who is responsible for record retention requirements**

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

### Questions?

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