



Emergency and Minor Home Repair Program Overview



Town of Gilbert

Town Manager's Office – Community Resources Department
50 E. Civic Center Dr. Gilbert, AZ 85296
Phone: 480-503-6277 Fax: 480-497-4943
www.gilbertaz.gov/housing

The Town of Gilbert does not discriminate on the basis of race, color, religion, national origin, familial circumstance, sex, handicap or age in any of its CDBG funded policies, procedures or practices.

The Town of Gilbert's Emergency and Minor Home Repair Program is designed to assist low- to moderate-income homeowners make essential repairs when the owner-occupant lacks enough resources of their own. Assistance may be provided for interior and exterior repairs not to exceed **\$7,500*** per household.

The \$7,500 household cap per fiscal year is designed to address many emergency response needs encountered in most households. In situations where the cost threshold will exceed this amount due to an excessive emergency, the ceiling cap will be reviewed and any additional expenditures will be approved by the program supervisors, on a case-by-case basis. All processes and procedures included in this manual comply with CDBG federal regulations: 24 CFR Part 570.

A lifetime household expense cap of \$35,000 is designed to limit spending to a particular residence. Given that program resources are limited in nature and to ensure funding for all households in need, the spending cap is tracked annually through the client database and financial reports. Homeowners nearing the spending cap threshold will be notified in writing before any home repairs are scheduled. The spending cap will be reviewed annually for inflation adjustment and a variance or exception to the cap is subject to review by the department director. Staff will provide guidance to homeowners at or beyond the lifetime ceiling cap to other social service resources wherever practical and reasonable to do so.

Program Description

There are two portions of the Gilbert Emergency and Minor Home Repair Program:

1. To address immediate emergencies in the home; and
2. light-duty rehabilitation or renovation.

Definitions

- Emergency- An immediate need where a homeowner's health, safety or welfare is in jeopardy and livability and occupancy within the home are compromised.
- Light-duty rehabilitation or renovation- a non-immediate need for housing repairs but does not include regular household maintenance.

Roofing Repair / Replacement Program

The Roofing Repair / Replacement program is designed to address extensive roofing repairs or replacement of the entire roof itself. This program is a one-time participation program with a funding cap of up to \$15,000 on approved projects. Homeowners are responsible for costs above and beyond the capped amount. It is anticipated that a maximum of six (6) projects will be completed annually based on funding availability.

The Standard Operating Procedures detailing the Roofing Repair / Replacement Program Guidelines is accessible through web link: [Roofing Repair Program](#)

Exterior Paint Program

The Gilbert Home Exterior Paint Program is designed to assist qualified homeowners paint the outside of their homes to maintain and improve the character, aesthetic quality and property values within the community. The goal of the program will be to facilitate the painting of up to 3 homes in the fall and 3 homes in the spring, based upon funding availability.

The Standard Operating Procedures detailing the Gilbert Home Exterior Paint Program Guidelines is accessible through web link: [Exterior Painting Program](#)

Program Assistance

Program assistance is subject to funding availability, program limitations, residential building permit requirements; income eligibility; property conditions and residency. Assistance may be prioritized for greatest need and households with the most vulnerable low-income populations.

Reasonable Accommodation

The Town of Gilbert does not discriminate against any individual or program applicant based upon the basis of race, religion, color, sex, sexual orientation, gender identity, marital status, age, handicap, familial status, or national origin.

Eligible Work Items

Examples of eligible emergency work items include:

(This list is not all inclusive. Other health and safety related items may be determined on a case-by-case basis)

- Broken window(s).
- Inoperative or failing heating, ventilation or air conditioning system (HVAC).
- Inoperative or leaking water heater.
- Roof repair or replacement;
- Inoperative or compromised electrical circuits, fixtures or wiring;
- Inoperative or compromised natural gas lines, piping or valves;
- Inoperative or compromised plumbing system or fixtures (potable water and waste drain);

- Clogged, failed or restricted sewer drains or piping;
- Inoperative or damaged entry door locks;
- Inoperative or damaged exterior doors (including garage doors);
- Repair/replacement of sub-flooring;
- Inoperative or damaged smoke alarms or carbon monoxide detectors.

Examples of eligible minor rehabilitation work items include:

(This list is not all inclusive. Other health and safety related items may be determined on a case-by-case basis)

- Accessibility modifications (e.g. replacement of tub with shower);
- Drywall repairs;
- Exterior repainting as mandated by a Homeowners Association (HOA);
- Fence replacement (e.g. replace wooden fence with masonry wall);
- Gate repair;
- Grab bar installation;
- General minor repair projects (siding, fascia, exterior trim);
- Repair of cabinetry;
- Repair of affixed patio covering;
- Security door installation.

Ineligible Work Items

Examples of ineligible work items include:

(This list is not all inclusive. Other items may be determined to be ineligible on a case by case basis)

- Lead-based paint mitigation and abatement;
- Mold remediation;
- Asbestos removal;
- Biohazard cleaning;
- Building demolition;
- Additions to the home;
- Barbecue pits;
- Landscaping;
- Alarm systems;
- Draperies;
- Fire extinguishers;
- Gazebos;
- Kennels;
- Pools/Jacuzzis;
- Fireplaces/hearths;
- Greenhouses;
- Water softeners, reverse osmosis, or filtration systems.

- Appliances repair or replacement (e.g. stove, refrigerator, dishwasher, dryer);
- Pests including scorpions, bees, termites and/or feral animals.
- Other requested work items considered by the Town that may be considered remodeling in nature.

At present time, the Emergency and Minor Home Repairs program makes no provision for lead based paint treatment or abatement; mold remediation; asbestos removal; or biohazard removal. These activities are outside of program parameters. Legal Counsel has advised informing the public we are currently incapable (not unwilling) to accommodate those types of issues at this time.

Warranty

All work performed by contractors in this program has a warranty. Minimum warranty standards mirror those required by Arizona Registrar of Contractors, which is one full year contractor workmanship. Some components installed by contractors in this program have product warranties that extend beyond the life of the basic workmanship warranty (i.e. a 6-year warranty on a water heater tank or a 10-year major component warranty on a newly installed air conditioning system.) It is understood that if a water heater or HVAC system fails within one year of installation, the repair work is 100 percent warranted and the full responsibility of the contractor. Component failure within the manufacturer's warranty period will be facilitated by the contractor where practical to do so, using his or her expertise in the field. Costs associated with labor would be reimbursable to the contractor, but the homeowner will be required to re-apply for program service PRIOR to any contractual commitment with contractor for repairs.

Town of Gilbert requires a minimum 5-year warranty on all major roofing repairs or replacements under Roofing Repair / Replacement Program.

Application Process

The Neighborhood Assistance Services office completes client intake and eligibility review for Gilbert's Emergency and Minor Home Repair Program. The Neighborhood Assistance Services Office is administered by AZCEND.

Gilbert Neighborhood Assistance Services office is located at:

Heritage Center

132 East Bruce Avenue

Gilbert, AZ 85233

NAS Phone Number: 480-892-5331

GEHRS Caseworker: Eloise Pena Eloise@azcend.org

Gilbert Neighborhood Assistance Services Office Hours of Operation:

Monday – Friday, 7:30 am – 4 pm

Closed Saturday & Sunday & Holidays

Gilbert Neighborhood Assistance Services Office staff will call or e-mail Gilbert staff to notify of an incoming approved, eligible client for the EHRS program. Neighborhood Assistance Services Office staff will email the Housing Rehabilitation Specialist the approved client packet.

Review application for completeness

All residents requesting assistance through the EMHR program are required to complete an application, which can either be obtained at the Gilbert Neighborhood Assistance Services Office or may complete an on-line [application](#) and brought to the Gilbert Neighborhood Assistance Services Office appointment. Neighborhood Assistance Services staff will review the application for eligibility verification. If staff receives an inquiry regarding the program, staff will provide information on how to complete the application with Neighborhood Assistance Office staff.

Program Eligibility

For the homeowner to qualify for the program, the following parameters must be met. EMHR program staff must verify that appropriate documentation has been included from the Neighborhood Assistance Office file.

Application

Residents requesting participation in the Town of Gilbert Emergency and Minor Home Repair program must complete an application and submit required documentation to the Gilbert Neighborhood Assistance Office. Neighborhood Assistance Office staff will complete an intake, verify income and program requirements, and submit approved applications to the Town of Gilbert Rehabilitation Specialist for review.

Citizenship

As a recipient of receiving federal assistance, owners must be a United States citizen or a legal resident alien. Other household members may have temporary legal resident status. Proof of citizen will be required at time of application.

Income

The income eligibility requirement for all CDBG funded programs is an annual household income at or below 80% of the Area Median Income (AMI). Visit <https://www.huduser.gov/portal/datasets/il> for the most current income eligibility charts. Household income varies based on household size. Income sources include but are not limited to wages, salaries, overtime pay, commissions, fees, tips, bonuses, business profits, investment income, TANF, child support, social security, and unemployment. Household income is determined for all adult members living in the home that is not a full-time student.

Income eligibility determination is made by reviewing 30 days of recent paystubs for all household members who are not full-time students, or if self-employed, must provide a profit/loss statement for

the past six months; proof of alimony or child support; proof of other income in the form of retirement pension, unemployment, foster care and/or disability benefits.

Income verification is valid for six months (180 days) from the date of application verification. If the repairs on the home have not begun within the six-month verification period, the applicant will be asked to resubmit current income statements for re-verification or withdrawal from the program.

Dwelling-unit

The applicant's home must be located within the Town limits of Gilbert, Arizona. The home may be a single-detached residential unit, a conjoined town home/patio home/condominium sharing a common wall or roof, or a manufactured/mobile home post 1978 construction that is permanently affixed or connected to utility infrastructure. A rental dwelling, such as an apartment or house, is not an eligible dwelling unit under this program. Any property located on a county island and unincorporated areas located within the Town of Gilbert limits are not eligible.

Residency

Applicants must own and occupy the home for which assistance is requested as their primary place of residence on a year-round basis. Applicants must submit legal proof of ownership with a copy of the deed or title showing direct ownership correlation between the applicant and the owner of the unit. Renters are not eligible to apply. Landlords are not eligible to apply if the home is being rented as a primary place of residence.

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- Security door installation.

Sometimes an applicant will request a combination of repairs. If that is the case, the emergency repairs will be completed first by priority and minor home repairs may be completed later depending on the availability of funds.