

# Residential Rehabilitation Webinar Series Initiating Rehabilitation Assistance

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

Facilitated by the Florida Housing Coalition  
Aida Andujar, Technical Advisor



## Residential Rehabilitation Webinar Series

### Previous webinars in the Rehabilitation series

- Roles and Responsibilities
- Contractor Selection and Evaluation

### Today's Webinar:

Initiating Rehabilitation Assistance

### Coming up:

**January 11** - Addressing Complaints in the Rehabilitation Process

### April 11 Workshop in Jacksonville:

Running a Successful Rehabilitation Program



**Residential Rehabilitation Guide**  
<http://www.flhousing.org/wp-content/uploads/2012/03/Residential-Rehab-Guide-2017.pdf>



## Catalyst Training Schedule

[www.flhousing.org](http://www.flhousing.org)



The Coalition is Florida's affordable housing training and technical assistance provider.

The Florida Housing Coalition is commonly acknowledged as the foremost authority in Florida on affordable housing, community development and related issues, as a clearinghouse for information, a provider of training and technical assistance, and an advocate at the state and national levels for people in need of affordable housing.

**Library of Catalyst Trainings**

www.flhousing.org

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Resources

Training Calendar  
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Past Catalyst Trainings

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Call 1-800-677-4548 or e-mail me at [Andujar@flhousing.org](mailto:Andujar@flhousing.org)

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- Use SHIP logo
- Send us your SHIP success stories to us at [wells@flhousing.org](mailto:wells@flhousing.org)
- Ensure that subrecipients/Sponsors are giving credit to SHIP
- Pictures
- Videos
- Thank you letters

**SHIP**  
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**Community Redevelopment Associates of Florida, Inc.**

- Marilyn Callwood
- Community & Economic Development Manager
- Email: [MCallwood@crafla.org](mailto:MCallwood@crafla.org)
- Phone: (954) 431-7866 Ext. 126
- Andrew Azebeokhai
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## City of Hollywood

- Denis Placide  
([dplacide@hollywoodfl.org](mailto:dplacide@hollywoodfl.org))
- Housing Inspector
- City of Hollywood
- Department of Development Services
- Community Development Division
- 954-921-3031
- Liliana Beltran  
([lbeltran@hollywoodfl.org](mailto:lbeltran@hollywoodfl.org))
- Housing Inspector
- City of Hollywood
- Department of Development Services
- Community Development Division
- 954-924-2923

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## Rehab Process

- LHAP program Description
- Policies and Procedures manual
- Advertise
- Waiting list
- Application processed
- Award letter
- Initial Inspection
- Due diligence
- Prepare work write up & cost estimate
- Bid process
- Contractor approval and selection
- Sign contracts

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## Rehab Process

- Permits issued
- Start Repair Work
- Partial payments
- Inspections
- Final Payment
- Releases and warranties
- Certificate of Completion
- Project evaluation
- Reports and Audits
- monitoring

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## The Waiting List

- Have a waiting list is different from an intake list
- Everyone strategy needs its own list
- You can prioritize applicants based on the priorities outlined in the LHAP
- Keep copies of your waiting list for monitors
- Best Practice is to advertise 30 days before accepting applications for the program even if you have a waiting list

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## Eligibility

- Applicant
  - Application
  - Household Size
  - Income
  - Assets
  - Income Certification
  - Award letter
- Property
  - Location
  - Type
  - Ownership
  - Owner occupied
  - Condition
  - Open permits
  - Illegal structures
  - Insurance

## Questions for Presenters

Do you determine applicant eligibility before property eligibility or visa versa?

What is the process used to determine property eligibility?

## Beginning a Rehabilitation Project

- Interview homeowner
- Review program rules
  - Set expectations
  - Needs vs. wants
  - Discuss process
  - Loan terms
  - Payment process
  - Dispute resolution
  - Warranty



## Questions for presenters

Who meets with the client to discuss the rehabilitation process?

Do you use any written information, meetings, workshops to educate your applicant on the rehabilitation process?

## Property Inspections

- Pre-inspection – Feasibility testing
  - Due diligence by Inspector
  - Give inspector the tools he needs
- Initial Inspection – Work write-ups
  - Identify defects and their causes
  - Use a checklist, Take photos, videos, Keep notes
- Pre-Bid Meeting
- Interim Inspections
- Final Inspection – punch list
- Project sign-off

## Housing Rehabilitation Standards

- Minimal acceptable final product
  - Sets the *parameters* for:
    - Eligible repairs and improvements
    - Housing quality and livability
    - Affordability
    - Neighborhood improvement
    - Asset building
  - Draws requirements from local laws and building codes
- Example:
- **Kitchen Plumbing** - Every dwelling unit will have at least a single bowl kitchen sink with hot and cold water located in the kitchen

*The higher the standard, the higher the cost!*

## Rehabilitation Specifications

- Basis of rehab design
  - Contractor's instructions for completing a project
  - Rehab specialist's guide to measuring project completeness, adequacy, cost
- Must be precise and specific
- Must be in written form

## Software

### These programs provide:

- Consistency in specifications and work detail
- A checklist, change order forms, and cost estimates
- Work descriptions by trade or by room
- Options for modification
- Automatic cost calculations
- A free demonstration program for 30 days (usually) before you purchase the product

## Initial inspection

Systematically inspect the property using a checklist and take notes

- Start with exterior, then move to interior
- Check structural, floors, walls, windows and doors, ceilings, attic, mechanical, electrical, plumbing
- Discuss deficiencies with homeowner
  - Check behind, under and around for potential change orders

## Questions for Presenters

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Who prepares the work write up?

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Do you use a software program to develop specifications?

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What software product do you use?

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When do you update specifications?

## Prioritizing Repairs

• *Emphasize repairs that increase the useful life, safety, and energy efficiency of a building, including, but not limited to:*

- repairing structural defects
- upgrades to fire egress and fire ratings of finishes
- addressing health hazards (lead, asbestos)
- repairing the building envelope (roof repair/replacement)
- adding insulation, reducing air infiltration
- upgrades to electrical systems
- replacing worn-out plumbing and mechanical components
- replacing inefficient equipment (old refrigerators, window ac units)

## Work Write Up

Develop work specifications from field notes

- Provide clear instructions on work to be performed, how it should be performed, and what materials should be used
- Apply codes and standards

A good work write up should reduce change orders since work is clearly specified

## Work Write Up

### Good specifications always contain:

- Scope of work
- Quantity
- Location
- Special conditions
- Installation method
- Quality



## Cost Estimate

- Have an in-house estimate of the cost of the job helps to ensure that bids are reasonable
- Can be used to reject bids that are too high or too low
  - Best practice is 10% of inspectors estimate
  - Bids over or under are rejected
  - Should be a written policy
- Staff can budget projects more efficiently
- Requires someone that is experienced in construction to provide a good estimate based on current market conditions.
- Can use software for cost estimating

## Questions for Presenters

Does your organization develop an in house cost estimate?

Do you require bids to be within a certain percentage of this estimate?

## GREEN FEATURES


Elements that enhance or increase:

- Disaster resistance
- Excellent indoor air quality
- Universal design
- Resource efficient materials
- Low water use
- Reduced energy consumption
- Native landscaping

**Questions for Presenters**

What green features are standard in your rehab program?

Do you also include other features such as universal design, mitigation features, etc.?


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**Pre-Bid Meeting Contractor Walk-Through**

A meeting at the home with homeowner, contractors and staff

**Benefits**


- Contractors can review the work and ask questions at the job site
- Allows for corrections to the work write up based on experience of contractors
- Provides homeowner an additional opportunity to point out problems in the home
- Reduces change orders by allowing additional work to be added to work write up if necessary

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**Pre-Bid Meetings**

- Schedule several weeks before the bid opening
- Obtain attendance confirmation from contractors
- Remind owner of the date and time
- Ask contractors to point out potential problems
- Schedule several pre-bid meetings on the same day, by geographic location

Best Practice is mandatory participation for bid submittal

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**Questions for Presenters**


Do you require pre-bid meetings?

Are they mandatory?

Who is present at these meetings?

How long do they take?

How many do you schedule in a day, week, month?

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## Bid Process

### Traditional Approach

- Used for larger projects
- Purchasing Procurement Policies and Procedures followed
- Time intensive
- Commission/Council Approval
- Controlled by City or County
- Contract between City/County or owner and Contractor

## Alternate Approach

Owner Solicits Bids & Selects Contractor

### Pro's

- Owner can take some of the responsibility
- Owner feels more involved in process

### Con's

- No references, screening
- Some contractors are great salesmen
- Potential conflict of interest between owner & contractor (friends, family)
- Owner may not have construction knowledge to judge best bid

## Common Approach

Housing staff obtain bids on behalf of owner

- Work write up sent to approved bidders list
- Sealed bids opened, reviewed by staff & owner
- Less time intensive
- Awarded to most responsible and responsive bidder

### Best Practice

## Questions for Presenters

What is your bid process?

Who is presents at the bid opening?

Under what circumstances can a bid be rejected?

## Bid Opening

- Open to the public
  - At least two staff persons present
  - Reject late bids
  - List bid results in client's file
  - E-mail bid results to bidders
- Don't forget expedited permitting

## Contract signing

- Owner, contractor and City/County staff present
- Execute an agreement between the Owner and Contractor outlining the work, terms, duties, conditions, payments, warranties, etc.
- Execute an agreement between the City/county and Owner outlining duties, responsibilities, program terms and conditions
- Review the work write up in detail
- Discuss rehab process in detail
- Discuss roles for different parties
- Select colors and materials

**You are not the contractor**

## Questions for Presenters

Who schedules the contract signing?

Who is required to attend?

How long does it take?

What actions are taken?

## Inspections

### Building Department Inspections

- Know what inspections are required by your building department
- Make sure inspections have passed before you pay contractor
- Staff/In house inspector – Should inspect home each time a payment is requested

**Questions for Presenters**

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Who conducts in house inspections?

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How often are inspections conducted?

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Who approves payments?

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What documentation is required with each payment?


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Is there a limit on the number of payments?

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**Final Inspection**

- Owner and contractor should be present
- Ensure that work meets the detail outlined in the work write up and specifications
- Note quality and workmanship
- Request corrective measures
- Generate a punch list

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**Project Closeout**


- Verify punch list work has been done
- Have owner sign a certificate of completion
- Make copies of warranties, mail original warranties to owner with a file close out letter
- Update tracking charts, balance expenditures
- Record Termination of Notice of Commencement and Release of Lien
- record a mortgage modification agreement if needed
- Review file and checklist before closeout
- Conduct contractor and program evaluation

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**Our Thanks to the Florida Housing Catalyst Program**

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## Questions?

Technical Assistance Hotline – 1-800-677-4548

Clinics, onsite and offsite TA

Main number 850-878-4219

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