



Major Systems Repair Program City of Dallas Housing Department

Explanation of Services

The City of Dallas Major System Repair Program (MSRP) will provide a list of certified independent contractors to homeowners. The homeowners may select a contractor from this list or provide the name of a contractor to be certified to complete repairs using federal funds. Assistance is limited to the following:

CONTRACTORS CAN:

1. Repair/replace plumbing systems
2. Repair/replace electrical systems
3. Repair/replace heat & air systems
4. Repair/replace roofs

CONTRACTORS CAN NOT:

1. Rebuild garages/storage units
2. Add items not already present
3. Construct additions
4. Paint interior & exterior
5. Repair sheetrock
6. Remodel
7. Replace non-deteriorated items
8. Repair foundations
9. Assist with more than 2 systems
10. Demolish structures

CONTRACTORS WILL:

1. Try to address a maximum of 2 systems.
2. Sign a contract with the homeowner prior to proceeding with the project.
3. Receive payment directly from the City Housing Department.
4. Discuss change orders with the homeowners prior to proceeding with any changes.
5. Warrant work for a minimum of one year after completion.

*****THE MAINTENANCE OF A HOME IS THE RESPONSIBILITY OF THE OWNER*****

The Home Repair Program has three processes known as Tier I, Tier II, and Tier III:

1. Tier I is the household eligibility process. In this process,
 - a. the Program is thoroughly explained to the homeowner
 - b. the homeowner must provide information in a timely manner to complete their application
 - c. the homeowner is informed of their status for application eligibility
2. Tier II is the property inspection process. In this process,
 - a. the homeowner receives an inspection to determine their needs
 - b. the inspector writes the needs up on a report and determines costs
 - c. the homeowner is informed of their status for the home inspection
3. Tier III is the home warranty and maintenance process. In this process,
 - a. the homeowner receives ALL warranty paperwork regarding their home repairs
 - b. the homeowner is responsible for maintaining the home

I _____ have explained this information to the
Loan Service Representative
homeowner who signed below.

I _____ understand the City's services, as
Homeowner
explained in this document. I understand this is once in a lifetime assistance and will not qualify for additional home repair assistance at any time.