



**Issued: September 30, 2019**

**Issued by: The Department of Housing and Neighborhood Revitalization**

**RE: City of Dallas Written Responses to Questions for the Minor Home Repair Grant Program Request for Applications**

- 1.) What, if anything, will the Department of Housing and Neighborhood Revitalization do about the technology barrier for people who would like to apply?

The Department of Housing and Neighborhood Revitalization is currently implementing a web-based application for homeowners that can be used for the department's various programs.

- 2.) Will residents who are not located in an area covered by a placed based organization still receive help through the Minor Home Repair Grant Program?

Yes. The DEPARTMENT OF HOUSING AND NEIGHBORHOOD REVITALIZATION will refer homeowners to organizations that have the capacity to perform repairs outside of their geographical areas of influence.

- 3.) How soon will payments be made after submitting in invoices?

Once an organization submits an invoice, the DEPARTMENT OF HOUSING AND NEIGHBORHOOD REVITALIZATION will conduct random inspections of no less than 20% of the jobs submitted for invoicing. If the inspected jobs are completed correctly, DEPARTMENT OF HOUSING AND NEIGHBORHOOD REVITALIZATION will submit the payment for processing. Payments will be processed in 30 days or less following approval.

- 4.) Is it ok to have the homeowner agree to the work before the work is started- to make clear that not everything can be fixed?

Prior to any work being started, the non-profit partner must submit a scope of work to the DEPARTMENT OF HOUSING AND NEIGHBORHOOD REVITALIZATION. The non-profit partner is encouraged to develop written communication and documentation policies regarding the information provided to the homeowner.

- 5.) Is this the same program the city has had in the past?

No. The Minor Home Repair Grant Program is a new program that was incorporated into the Comprehensive Housing Policy on June 26, 2019.

6.) What incentives exist in the program to make it a worthwhile partnership for the organization?  
Potential proposers are encouraged to read and review the RFA and all amendment thereto to determine if they would like to participate in the program.

7.) How many times can a resident use the program?  
Residents are capped at \$10,000 of fixes per calendar year. As such, the City's contribution to an individual household will not exceed \$5,000 during the calendar year. The Comprehensive Housing Policy states that eligible residents who have not received help from the grant program will be prioritized over those who have received assistance in the past.

8.) Can a resident combine MHR with other City programs?  
Residents cannot combine Minor Home Repair with any of the existing homeowner programs offered by the Department of Housing and Neighborhood Revitalization. Residents may, however, pursue assistance from the Department of Housing and Neighborhood Revitalization's programs as well as from grants and programs outside of the Department of Housing and Neighborhood Revitalization.

9.) Is the repair list in the RFA the only repairs that can be done?  
The eligible repairs for the Minor Home Repair Grant Program are designed to be limited in scope and should focus on maintenance. However, as outlined in the Comprehensive Housing Policy, the Director of the department does have discretion. Because all scopes of work/work write-ups must be approved by the City, all organizations are encouraged to use the eligible repair lists located in the Comprehensive Housing Policy and the RFA for guidance.

10.) Will the organization get referrals from outside their focus location or neighborhood?  
As outlined on page 3 of the amended RFA, a non-profit partner is allowed to indicate in its application whether it has the capacity to serve only a limited geographic area or can provide services city-wide. In most instances, eligible homeowners will be directed to the organization that referred them or, alternatively, serves the neighborhood in which the homeowner is located. . However, in all instances, the organization must have the capacity to undertake the project.

11.) Confusion about the capability part. Don't know of any non-profit whose purpose or scope is doing home repair, so are the partners you're seeking limited to those who can actually do this type of work; or are you looking for non-profits that have the ability to match \$5000 for each repair? If the latter is true, would the non-profit be reimbursed?  
The City of Dallas seeks non-profits capable of self-performing home repairs. As outlined in the RFA, the city will only reimburse 50% of the direct project costs (materials and labor) for the repairs.

- 12.) If the applicant does not have itself all the required experience or minimum pass/fail requirements, but has--- as part of its plan--a commitment to work with other non-profit organizations that do have this experience, is that OK? Or, do those other non-profits have to be co-applicants? For example, the applicant meets 501(c)3 status, financial and matching requirements but plans to use rehab projects and references of confirmed partner who will do the actual construction work. Can that construction non-profit partner be a component of our plan without being an official co-applicant?  
For purposes of this solicitation, the City can only enter into contracts with non-profit organizations. If a non-profit applicant chooses to partner with another organization that has the capacity to perform the repairs, the non-profit should explain the nature of the relationship in its application and should provide documentation of the formalized relationship through an executed MOU or other form of agreement.
- 13.) Can a line of credit suffice for matching requirement?  
No.
- 14.) Can you please provide detail of insurance requirements (the Insurance Requirements package provided in Info Session is missing pg. 4 with coverage details).  
The insurance requirements are posted on the Department of Housing and Neighborhood Revitalization's webpage, <https://dallascityhall.com/departments/housing-neighborhood-revitalization/Pages/default.aspx>
- 15.) Is a Word version available of the application and references page? Confirming that this process will not take place via Bonfire but rather via delivery of an electronic copy (on a jump drive) and one hard copy?  
Please refer to Pg. 20 of the amended RFA for submission instructions. A word version can be made available on the Department's webpage.
- 16.) Can a non-profit applicant use a for-profit subsidiary as a paid subcontractor for the repair work or is this precluded by the City procurement guidelines?  
If a non-profit applicant already has a formal business relationship with a subcontractor, the applicant should identify the subcontractor in the application and submit documentation of the business relationship. Once the RFA closes and subrecipients are selected, the City will hold a training regarding federal procurement guidelines and their application to subrecipients.
- 17.) In determining the amount we want to request, we'd like to understand: 1) what are the consequences of asking for more funds than we are able to execute; and 2) what is the possibility of requesting more funds later in the process should neighborhood demand exceed our original request?  
The amount of the contract is determined by the amount of match provided by the organization. The City will only reimburse the organization for completed work. The City will track both homeowner applications and actual expenditures by each individual subrecipient and for the program as a whole to determine if an additional solicitation offering additional funding should be released.

18.) I missed this meeting, was it recorded by the city and is there a link to the video?

No. The Meeting was not recorded but answers to questions will be distributed.

19.) IN SUMMARY, what is the basic difference(s) between administration of the previous Minor Repair program, and the new process now being proposed?

This question is not related to the Minor Home Repair Grant Program RFA.

20.) IN SUMMARY, what were the shortcomings of the Minor Repair program as PREVIOUSLY administered?

This question is not related to the Minor Home Repair Grant Program RFA.

21.) IN SUMMARY, what were the issues that residents cited as troublesome under the previously administered program?

This question is not related to the Minor Home Repair Grant Program RFA.

22.) Please further explain what is meant by “rental multi-family” units. One paragraph of the document attached stated that the program was for ‘single family’ units, but in other places it says ‘multi-family’ is okay.

The HUD definition of a single-family home includes structures of up to four individual units. As such, if the applicant’s primary residence is a structure of up to 4 units—one of which is occupied as a primary residence by the applicant—that property would be eligible for the Minor Home Repair Grant Program.

23.) Specifically, how will the administration of the new program improve upon the operation of the previous program?

This question is not related to the Minor Home Repair Grant Program RFA.

24.) What are the SPECIFIC metrics that residents, proposers, and the City will use to determine success?

Please refer to the Dallas 360 Metrics available on the City of Dallas website.

25.) How many houses need to be repaired to make the program a success? By when? Who is overseeing the metrics?

Please refer to the Dallas 360 Metrics available on the City of Dallas website.

26.) I may be wrong about this, but I think the previous repair program gave ‘grants’ directly to the homeowner and/or the contractor. If that’s true, what were the pros and cons of that process?

This question is not related to the Minor Home Repair Grant Program RFA.

27.) Under the new rules, please clarify the role of the non-profit as it relates to identifying potential Minor Home repair applicants. Is it the role of the non-profit to find the applicants; educate them on the process; select the contractor; identify the matchee; administer the funds; and conduct the metrics? If so, is the non-profit paid to provide these services? If so, how much.

**COMMENT:** If the non-profit has the responsibilities laid out in question #9; it seems like the non-profit is doing the job that the Housing Department has done in the past. Therefore, if that is correct – why do we need the Housing Department to administer a program that in reality is being administered by a 3<sup>rd</sup> party?

Please refer to Pg. 5 of the amended RFA to review the roles of the City and of the Subrecipients. Please refer to Appendix A of the amended RFA for the definition of *Activity Delivery Costs*.

28.) Property values (and taxes) in all of Southern Dallas have increased 100 – 200% in many cases. These low-income and fixed-income homeowners are now forced to pay these exorbitant new property taxes – which further threatens their ability to keep their homes. Is there flexibility in the program to increase the AMI percentage requirement thus raising the income cap?

As indicated on Pg. 3 of the amended RFA, as a function of being funded with Community Development Block Grant funds, the income eligibility is capped at 80% of the Area Median Income.

29.) I predict that foreclosures in the target communities will increase significantly because of County's flawed and misguided property valuation process. This will force many who have been in their homes for years to sell because of the higher taxes. Are the guidelines flexible enough to not penalize homeowners who must sell just to keep up the taxes?

This question is not related to the Minor Home Repair Grant Program RFA.

30.) Does the AMI requirement reflect gross income or net income?

The City uses 24 CFR 5.609 to determine annual income.

31.) Construction Inflation in the Dallas averages about 5-8% annually. How was the \$5000 cap decided, and when? Can't get much done at that price! Can that cap be increased?

The Minor Home Repair Grant Program allows for repairs totaling up to \$10,000 as established in the Comprehensive Housing Policy, with 50% of the repair costs covered by the City (up to a max of \$5000) and 50% provided by the subrecipient in matching funds. A subrecipient may choose to provide repairs totaling more than \$10,000, but the cost of the additional repairs will not be matched by the City.

32.) How many proposers or administrators is the City seeking to "sign-up"?

As indicated in the RFA, it is the desire of the City to have full coverage in the City. As such, the City will select as many proposers as necessary to cover all residents in the City of Dallas.

33.) What are the criteria for selecting the contractor(s) who will make the repairs?

Please reference the summary of evaluated elements on Page 18 of the second amendment of the RFA.

34.) Being in the property management business, one NEVER knows the extent of repairs until you've begun the work. You may think you have a leak, for example, but you realize eventually that you need a new sub-floor. You may repair some exterior wood, but only after you tear off the wood, you realize you need new felt and insulation. How does the process accommodate inevitable change orders and their associated increased costs?

If the subrecipient's initial work write-up that is approved by the City is insufficient to address the identified issue, a new scope of work will need to be submitted to the City and approved. However, at no point will the City contribute more than \$5000 to the cost of repairs on any home.

35.) Things like "environment clearances" cost money up front. Who is supposed to pay for that? Is the cost of this type clearance included in the \$5000 cap?

Environmental Reviews are required for all Federally funded activities. For purposes of the minor home repair grant program, the City will complete environmental reviews at no cost to the homeowner or the subrecipient.

36.) What is the process for selecting contractors? Do they have to be City vendors and have a contractor number? Or, does the no-profit vet the contractors, thereby by-passing City procurement procedures?

Each subrecipient will have to follow the procurement regulations outlined in 2 CFR Part 200. The City will provide training to all subrecipients regarding the proper procurement of contractors.

37.) The match aspect of the program needs clarification. Are you saying the non-profit organization needs to have a line item in its annual budget styled "Minor Home Repair" or something similar? Suppose the organization runs several programs; but the matching money was readily available, but in accounts styled differently?

Refer to Page 14 of the RFA regarding Matching Funds. The subrecipient needs only to identify where in its budget matching funds will come from for the Minor Home Repair Grant Program. The name of the line item is not a concern of the City's.

38.) To what entity does the applicant apply? What are federal requirements for maintaining a proper paper trail of documents among the applicant, non-profit, City, and Feds?

Homeowners can apply through the City or the subrecipient organization. Homeowners will ultimately enter into an agreement with the subrecipient organization. That subrecipient organization will be responsible for maintaining a homeowner file for at minimum period of time as required by federal law.

39.) If a potential housing repair is located in an area where the City's Housing department is already working, can houses needing repair in those areas get priority. For example, if an organization applied for the NOFA, and they were approved to build 30 homes in a designated area, could houses needing repair be expedited because to create a more holistic housing environment? The Minor Home Repair Grant Program is currently structured to serve homeowners on a first-come, first-served basis. However, a subrecipient may choose to prioritize its marketing efforts in a specific neighborhood or neighborhoods. The subrecipient's status as a NOFA applicant will have no bearing on which homeowners receive repairs.

40.) I don't know of any non-profit organization whose primary purpose is to provide home repair. However, there must be some out there or you wouldn't be doing an RFP. Could you clarify further the criteria the non-profit must meet to be eligible?  
Refer to Pages 12-18 of the RFA.

41.) A.) Is the Home Improvement & Preservation program still under review, or has it been finalized? Last I saw was David giving a presentation on it to the Housing Committee.

The amended Comprehensive Housing Policy was approved by City Council on June 26, 2019. Please refer to the Comprehensive Housing Policy.

B.) I was looking over the rule currently on the website - are those relevant to the program now? If so, is it common to require the SS numbers/ proof of citizenship of everyone in the household? That seems to conflict with the goals of the Office of Welcoming - not meaning to be critical, just curious.

As a function of the Minor Home Repair Grant Program's Federal funding, the homeowner file must include proof of ownership for the applicant in conjunction with proof of citizenship/residency for all individuals making up the household.

42.) Can you give me an idea of how much explanation/what exactly you are looking for with these 3 bullets in Method+ Approach?

- ensuring that all local, state, and federal requirements applicable to the Program are met; (3 Points Maximum)
- ensuring safe working practices during the rehabilitation construction process; (3 Points Maximum)
- ensuring quality construction for the rehabilitation work; (3 Points Maximum)

Please provide answers in narrative form that indicate what controls and/or mechanisms are in place in your organization that effectively address each of the scored issues.

43.) The bulk of the points seem to be in the middle section, Capability and Expertise. Do you want narrative explanations to go along with the management info and reference info found in the Application Form? Or is that just showing that that section of the Application Form will be evaluated as such?

Please provide all answers in narrative form in addition to completing Attachment A.

44.) Does the nonprofit subrecipient have the right to turn down servicing a qualified homeowner referred by the city for Minor Home Repair, whether within or outside of its target area? (Note: this question assumes the nonprofit still plans to deploy all funds requested from city on other qualified homes)

As a subrecipient of the City, the non-profit will be required to evaluate the eligibility of all homeowners who are referred to the non-profit by the City. If the homeowner is income-eligible, the repairs are eligible, and the non-profit has capacity, the non-profit will be expected to make the repairs. Non-profits may not cherry-pick otherwise eligible home repair projects.

45.) I believe the minimum wage has recently been increased by the City of Dallas above the min wage listed in the RFP. May we use the new wage amount as we calculate volunteer matching amounts?

Yes. Please use the most recent minimum wage amount approved by City Council.

46.) If our nonprofit services a specific target area and we have requested funds to service 35 homes @\$5k from the city per home (in addition to our matching requirement)....but the City ends up with fewer than 35 qualified applications for minor home repairs from our target area ....can we serve outside target area?

If the non-profit is willing to serve homeowners outside of a specific geographic target area, the non-profit should indicate this willingness in their application and should explain the terms under which they would have the capacity to serve additional homeowners. The City and all selected subrecipients will formalize the terms of their service-area responsibilities in the written Subrecipient Agreement.

47.) If there is a particular homeowner who applies for the Minor Home Repair program outside of our nonprofit's service area, but this homeowner or neighborhood has a relationship with our nonprofit, is it possible to serve outside of our target area? is it possible for the homeowner and/or is to coordinate with the City in advance so that any applications from that additional area would be directed to our nonprofit?

If the non-profit is willing to serve homeowners outside of a specific geographic target area, the non-profit should indicate this willingness in their application and should explain the terms under which they would have the capacity to serve additional homeowners. The City and all selected subrecipients will formalize the terms of their service-area responsibilities in the written Subrecipient Agreement.