



## **MACLT Maintenance Funding Policy**

Approved by the MACLT Board of Directors September 27, 2021

MACLT will retain an in-house application for processing and delivering any and all maintenance funds. This application will be created by MACLT staff and approved for use by the MACLT board of directors. While grant money may be spent outside of this program the application process will be the primary method for homeowners from MACLT to receive funds for repairs of their property.

### **Sending Applications**

Once the application has been created MACLT staff will present it to the board along with a date for the rollout. Once the date is confirmed the information and applications will be sent in several methods:

1. Via email to homeowners to be filled out via google forms
2. Via USPS upon request as a paper copy
3. If homeowners would request MACLT staff can come to their home and help them fill out the application in person

To ensure full communication to MACLT homeowners the following approaches will be taken:

1. An email will be sent to all homeowners on MACLT listserv to let them know a round of applications will be starting
2. For those homeowners who do not have an email on our listserv MACLT staff will call them directly and either discuss or leave a message with the homeowner regarding the application process
3. Additional follow up or contact methods if MACLT staff deems necessary

Once applications are sent out the application period will be considered open. Closing of the application period will not be done unless funding for the period expires, or updates to the application need to be done. Applications that come in within the most recent application period will be considered valid, unless specific information will be needed to update the application. In that case MACLT staff can reach out to applicants to gather that updated information for applications rather than having applicants reapply.

Closing of application periods will be done with a 30-day notification period and homeowners will be notified in the same method they were notified the application period had opened. All applications received before the end of the 30-day notification period will be



considered valid. If applications are not approved in the initial period they will be carried over to the next period.

## **Submitting Applications**

Applications will have some questions that are required and will not be able to be submitted until those questions are complete. Other questions on the applications may not be required and applications can be considered complete if not all questions are filled out. However, review of applications can only consider items listed within the application for review. If additional information comes available MACLT would ask that applicants reapply but MACLT staff can update information on applications with applicant approval.

Time of request will be considered based on how applications are returned. If the application is filled out electronically via Google forms the time of request will be when the application is submitted by the applicant. If the applicant requests a paper application time of request would be calculated based on when the application was submitted to the MACLT office. If the applicant requested assistance in filling out the application time of request would be considered when MACLT staff and applicant met and got the application filled out.

Once applications are submitted MACLT staff will create an event record of when they had been submitted as well as the information noted in the application on their database management program. This information will be retained for up to 5 years even if new applications are submitted.

## **Reviewing Applications**

Applications will be reviewed and ranked by MACLT staff in accordance with current CDBG funding rankings. All applications requests will be sent to the City of Madison for environmental review once received. If any environmental review notes from the City of Madison applications will be noted accordingly. Applications will be given a score based on this ranking system and the score will determine priority order for grant funding. Changes or updates to this ranking system will be proposed by the MACLT staff and approved by the MACLT board although suggestions/edits can also come from the board as well. The application scoring priorities include the following:

1. Lowest income homeowners
2. Homeowners with a permanent disability in need of accessibility improvements
3. First Generation Homeowners
4. Homeowners with more extensive maintenance needs
5. Homes where a health or safety hazards exist



## 6. On a time of request basis

### 1. Lowest Income Homeowners

Applications will request that homeowners provide the most recent income information which will be used to confirm homeowners qualify for the grant funding on hand. If they do not meet the funding requirements applications will still be retained but will not be able to proceed unless additional funding with less restrictions becomes available. Applications will be retained and applicants will be informed if they do not qualify based on income.

Applications that do meet income requirements will be pooled and ranked based on income per members of a household basis. The total number of applicants (x) within the pool will be assigned points based on their rank within the list. The highest income on the list will be assigned points equal to  $1/x$ . For each step up on the application their points will be calculated by adding an additional  $1/x$  to their points. For example if there are 5 people on the list the applicant with the highest income would receive .2 points and the next highest applicant would receive .4 points and so on until the lowest income applicant would receive a full (1) point. If funding does not have a low-income requirement all applications will be ranked by this process and none shall be excluded due to a high-income level

### 2. Homeowners with a permanent disability in need of accessibility improvement.

If any resident of a home has a permanent disability and requires a modification of the home for accessibility improvement listed within their application a full point will be given to the application. If a resident of a home has a permanent disability but does not require modification of the home for said disability their application will be given .5 points. If the homeowner wishes to add accessibility component to the home as an improvement due to needed maintenance although no persons with a permanent disability lives at the property the application will be give .25 points.

### 3. First Generation Homeowners

If Homeowners and their parents never owned a home before their homeownership with MACLT their application will be awarded a full point. If the homeowners or homeowner's parents owned a home before they purchased a home through MACLT they will not be qualified for a point. A point or partial point may be available if extenuating circumstances exist and will be reviewed by MACLT staff on a case by case basis.

### 4. Homeowners with More Extensive Maintenance Needs

If the application has higher than average maintenance items needing to be addressed a point will be issued to their application. If individual maintenance items being requested are more extensive and/or are a larger project then average requests the application will receive a point. MACLT staff can issue a point based on in person application assistance if state of requested maintenance is extensive.



5. Homes Where a Health or Safety Hazard Exists

The application will receive a point if a health or safety hazard exists in the property. If a health or safety hazard exists within a home priority may be given if other properties also have health or safety hazards but MACLT determines a specific property has higher priority or amount of health or safety hazards.

6. On a Time of Request Basis

Applications will be listed and reviewed based on when they have been returned. This field will determine if applications with an equal score who will be reviewed/approved first. This field will not award a point for but will instead set the review time frame based on all other things being equal. An application with a higher application score will be reviewed first but if scores are equal they will be reviewed based on which came in first. If an application round closes time of basis for the next round of applications will retain the time of request from the original round that the application came in even if the applicant needs to reapply.

## **Approving Applications**

Applications with the approved and highest scores will be informed they have been approved. Applicants will then have a 2-week window to accept and confirm they will be proceeding with work. If they do not accept the next approvable applicant will be informed. Applications not approved in the initial round of approvals will be retained and be considered if additional rounds of funding become available or if different funds become available. Their initial time of request will be honored moving forward, but there may be additional ranking criteria that might be requested as well that can shift their place in the line for funding.

If an application presents a scenario where MACLT's in house funding programs would not be sufficient or fit with the scope of work needed MACLT will work with homeowners to see if another funding service may be available. Programs to be considered would be Project Home, or the City of Madison's Deferred Loan Program. In these situations, the application can be partially approved and certain work can be selected for approval, but the remainder may not get addressed in the initial round of funding. The partially approved application can be retained for future rounds of funding or be directed to other programs that might fit the scope of the work needed.

## **Homeowner Accepts Application Approval**

When a homeowner accepts contract approval MACLT will record the date of acceptance. Once that is done MACLT will reach out to begin working with the homeowner to find/gather bids for the approved and accepted work.



## **Homeowner Contests Application Approval**

In either the scope of approval or rank of application the homeowner may contest their approval. They can do so via writing and sending an email, or letter to MACLT staff and/or board detailing the complaint and their assumed and desired outcome. MACLT staff shall gather all items and notes regarding and including the application and present them to the board electronically. The board can determine if and what further action is/is not required and how they would like to determine how it is done.

## **Finding Bids**

Bids can be found by the homeowner before, during, or after application approval. However, the contractor who provided the bid must be reviewed through the MACLT Contractor application. MACLT will keep a running list of contractors and will keep an open dialogue with said contractors to help advise homeowners as to who may best fit their scope of work, and who is most available. That list will be made available to homeowners as well as the City of Madison's lists of Targeted Business Enterprise Programs which are given priority when reviewing bids.

MACLT will only begin assisting in the bid process with an approved application and will generally do so with request from homeowners or based on Maintenance Service Program needs. MACLT will work with homeowners who are time burdened and/or are unfamiliar with procurement of maintenance contractor bids. MACLT will keep in consideration which contractors may be most applicable/available for the full portfolio of the land trust and may suggest bids based on contractors needs if they align with completing approved work.

## **Bid Approval and Selection**

Homeowners and MACLT will work to get as many bids as possible with 3 at a minimum (2 would be approvable if situations of limited time, contractors, or resources exist) for review. Contractors that have not applied via the MACLT Contractor application policy will not be reviewed even if a bid was provided. Each bid will be compared to one another and preference will be given to the lowest priced bid that covers the largest range of approved work. MACLT will also work to compare bids in house as well as outside of the land trust to ensure bids are within a normal "market rate". In situations where bids are very even or equal preference will be given if a contractor is on the City of Madison's list of Targeted Business Enterprise Program. Otherwise if a business is listed as majority owned by any minority listed within the CDBG funding contract or is considered a Section 3 contractor preference in bids will also be given.



MACLT will track all bids in house and have them tracked within the database management system. Before they receive the bid MACLT staff will set an estimated budget based on scope of application approval. MACLT staff will compare the estimated budget to the bids received and will reach out to contractor directly if there are any anomalies within the bid numbers. Contractors will be offered to correct their bid if any issues/misunderstandings exist. The contractors, scope of work, and bid price will be the main factors tracked but other items will be noted as well in case by case basis. This information will be retained up to 5 years from contract completion.

Once a bid is selected for approval the contractor and the homeowner will need to sign the MACLT Maintenance Service Program Contract (Work Can Start Contract). The contractor may require the homeowner signs something outside of the Work Can Start Contract and as long as the items the contractor lists do not conflict with any of the “Work Can Start Contract”. It will be the responsibility of the homeowner and contractor to work together to get work scheduled in accordance to the “Work Can Start Contract” and if either party is having issues communicating or getting work completed they will contact MACLT to work out communication issues.

MACLT will do what they can to issue funds to cover as much of the bid as possible, however, other payment options will be explored if bid cost exceeds funds available through the program. This could potentially be proportion of the project, dollar match, or material cost assistance. If bid cost is extensively above the funds available through the program MACLT may also encourage homeowners to explore other funding options/programs.

### **Work is completed and funding is processed**

Funds that are approved for the bid will be listed on the “Work Can Start Contract” and will be issued to the contractor once work listed in the bid, MACLT walkthrough, and lien waivers are issued and approved. MACLT walkthrough will be completed by a staff member to ensure work by contractors meets what is listed within the bid they provided and everything was left in an approvable manner.

Once the walkthrough is completed, MACLT will record the walkthrough in their database management system. With the walkthrough and work being completed, payment will be issued to the contractor. Contractors will be sent payment via a check directly in the amount specified in the “Work Can Start Contract”. Homeowners will be responsible for any payment beyond what is listed within the “Work Can Start Contract”.

If the homeowner will only be getting supplies they will need to submit receipts for the supplies to MACLT. Once receipts have been submitted MACLT will pay homeowners directly



based on what the “Work Can Start Contract” stated was the approved amount. Homeowners would then be responsible for the items that they purchased.

Once payment is issued MACLT will consider the portion of the application that was requested completed. This will be recorded within the database management system and retained for up to 5 years. If more items are listed in their application it will be put back into the system and does have the potential to receive funding if there is still funding available within the program.