

Town of Payson



Housing Rehabilitation Program Guidelines

The Town of Payson's Housing Program is designed to improve the availability of safe, clean and decent affordable housing for income-qualified individuals and families. It also strives to improve the Town's overall supply of affordable housing. This program, while beneficial to many, is not able to assist all applicants. The attached guidelines provide an overview of the program's structure, including the associated funding constraints, federal guidelines and technical requirements.

Section I: Program Design

A. Purpose:

1. To provide safe, clean and decent affordable housing for income-qualified families within the Town of Payson.
2. To upgrade living conditions through the rehabilitation of single-family, owner-occupied dwelling units for very low to moderate-income households within the corporate boundary of the Town of Payson.
3. To improve the overall housing stock and the appearance of the Town of Payson.
4. To support neighborhood revitalization efforts.

B. Objectives:

1. To secure a variety of funding sources for implementation of a comprehensive rehabilitation program for the purpose of bringing eligible properties into compliance with adopted Town codes.
2. To provide technical assistance and counseling services to income eligible households for, and not limited to:
 - a. Ownership Responsibilities
 - b. Budgeting for property taxes, insurance and credit counseling
 - c. Property maintenance
 - d. Energy Conservation
3. To coordinate code enforcement activities and rehabilitation services as an educational process in the Town of Payson to remove health and environmental hazards and promote cleanliness and pride of ownership.
4. To provide additional referral services to various agencies offering assistance in the areas of housing, medical, financial hardship, legal aid etc.

C. Target Area:

1. All income-qualified households within the corporate boundaries of the Town of Payson are eligible to apply for funding, with a special focus on marketing the program to properties within Census Tract 9803/Block Group 1.

D. Eligibility Guidelines:

1. The property to be rehabilitated must be located within the Town of Payson's corporate limits.
2. Income guidelines established by HUD will be used to determine income eligibility. The applicant's maximum income level shall not exceed 80% of the Gila County median household income.
3. The property must be owner occupied for at least 12 months prior to application and must be the primary residence of the applicant.
4. The home must be suitable for rehabilitation under the time and monetary constraints of the program.

5. The program will provide assistance to low- and moderate-income households regardless of race, religion, age, national origin, marital status or disabilities.
6. Homes located in the floodplain may be considered as eligible if approved by the Town of Payson Floodplain Engineer. Proof of flood insurance is required.
7. Maximum Property Value: After completion of a housing rehab project the property value of assisted units may not exceed the FHA 203(b) insuring limits for single-family properties. The post-rehabilitation value will be estimated by adding the total rehabilitation investment to the full cash value of the property, as determined by the Gila County Assessor's Office.
8. Properties rehabilitated through this program must be free of any encumbrance such as liens or judgments. Properties may be encumbered by a mortgage in first position as long as a financial institution or other such mortgage company holds that mortgage. However, there must be sufficient equity remaining to justify placing a lien for the rehabilitation deferred payment loan in second position. Properties encumbered by mortgages held by individuals or partnerships are not eligible for this program. Mortgage payments, utility payments and insurance premiums must all be current.
9. Based on policies established by the HOME Program and in compliance with such policies, the Town of Payson will not subordinate the lien placed against the property unless the homeowner is securing new financing for the property that will result in the reduction of the homeowner's monthly mortgage payment, such as a refinance to reduce the interest rate or to incorporate a first and second mortgage. New mortgage financing to consolidate debt or provide cash back to the homeowner will not warrant subordination of the Town or Payson's lien position.

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E. Preferences:

1. After considering factors such as funding availability and the home's suitability for rehabilitation within the program's purpose and constraints, preferences for housing rehab services will be provided to disabled households, single parent households, elderly couples and individuals, and any household located within Census Tract 9803/Block Group 1. The order of priority for preferential treatment shall be as follows:
 - Priority #1: Disabled households
 - Priority #2: Single parent households
 - Priority #3: Census Tract 9803/Block Group 1
 - Priority #4: Elderly couples and individuals

F. Funding Sources:

1. Funds from variety of sources, mainly Housing & Urban Development (HUD), Community Development Block Grant (CDBG), HOME grants, Housing Trust Funds, USDA 504 grants and loans, Emergency Repair funds, USDA Housing Preservation Grants (HPG) and local housing trust funds

make the Housing Rehabilitation Program objectives possible. Any eligibility-based rehabilitation project may have one or any combination of funds and/or components to accomplish the goal of providing decent, affordable housing to income qualified applicants.

2. Funds will be provided in any one or combination of the following loans/grants based upon the requirements of the funding source:
 - a. Direct Loans (DL) – Based on eligibility (usually moderate income) and repayment ability. No loan can exceed the maximum amount as set by HUD. A Deed of Trust with flexible underwriting criteria will secure all loans. The Town of Payson does not currently have a revolving loan fund. If such a fund is established in the future, the Town will establish policies and procedures for loan servicing and program income, and will revise the Housing Rehab guidelines accordingly before submitting the revision to the Arizona Department of Housing for approval.
 - b. Deferred Payment Loans (DPL): A forgivable, non-interest bearing loan secured by a Deed of Trust and Promissory Note that will be forgiven annually if the property is occupied by the assisted household AND the property is maintained free of code violations based upon the following investment amounts:

Less than \$15,000	5 years	20% per year
\$15,000 to \$40,000	10 years	10% per year
Greater than \$40,000	15 years	6.66% per year

In the event of the death of the sole owner, the loan may be transferred to an income eligible family member. Otherwise, the unforgiven balance of the loan shall become due and payable upon the sale, exchange, or transfer of the property.
 - c. All loans are secured with a Promissory Note, a Deed of Trust and a Deferred Loan Payment Agreement. When a deferred loan is either paid off or forgiven, the Housing Manager will prepare a Deed of Release and Reconveyance for the Deed of Trust and Deferred Loan Payment Agreement. The documents will be signed by the Town Manager and recorded with the Gila County Recorder. Copies of the releases are kept by the Town Clerks Office and in the individual project files.
 - d. Emergency Repair Grants: A grant to eliminate a threat to life, safety or health. The maximum grant amount is based upon the funding source. Funding awarded from the Arizona Department of Housing – Emergency Repair program in 2005 had a maximum funding level of \$10,000 per dwelling, while funds awarded in 2006 have a maximum funding level of \$10,000 per dwelling unit.
3. The minimum housing rehab investment will be \$10,000 or as otherwise mandated by a specific funding source. The maximum amount that may be provided for an individual housing rehab or manufactured home replacement project shall not exceed the maximum per unit state investment limits for Gila County as published by the Arizona Department of Housing. At no time will

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the investment of rehab program funds exceed the FHA 203(b) insuring limits for Gila County. This maximum shall include all project expenses, including title insurance, title report and inspections.

4. The Housing Rehab Program will not provide funds to repair or rehab a multi-family property or detached units of 8 or more units owned by the same entity, therefore the Davis Bacon wages are not be applicable.

G. Requirements:

1. Deferred Loan recipients shall maintain the property in compliance with the Unified Development Code, including keeping the property free of any inoperable vehicles, junk, trash and debris. This requirement shall be made part of the Promissory Note. Any violation not abated within standard time frames of the Uniform Development Code shall be grounds for the unforgiven balance of the loan to become due and payable.
2. Homeowners' insurance is required at all times. A lapse in coverage is grounds for the unforgiven balance of the loan to become due and payable. The Community Development Director may allow short time extensions for insurance payment.

H. Rehab Standards:

1. The current building codes adopted by the Town of Payson shall be applicable for the Rehabilitation Program. The zoning provisions of the Unified Development Code are also adopted for this program.
2. Energy and water conservation measures shall be included in the scope of work.
3. Abatement of lead-based paint and asbestos shall be included dependent upon the cost of such measures.
4. General property improvements and exterior aesthetic work are also included if they will upgrade the physical appearance of the home and the neighborhood as a whole, provide curb appeal and increase the value of the property and surrounding properties. Exterior work may include sidewalks, landscaping that complies with water conservation measures, small porches (for energy conservation), driveways, paint, stucco or other wall coverings. Property improvements for items not attached to the house may not exceed 10 percent of the total cost of rehabilitation.
5. When the Town agrees to replace a manufactured home, the replacement unit must meet Town of Payson requirements to be HUD-certified.
6. The Building Official will be required to provide justification that the cost of rehabilitating the existing manufactured home would exceed replacement cost of the unit.

Section II: Marketing

A. Marketing to Potential Applicants

1. The Housing Rehab Program was initially developed to assist very low to

moderate-income households to secure safe, decent and affordable housing within the Town of Payson. The participants in this program are entirely voluntary. Efforts are made to inform and promote program awareness to every segment of the community.

2. Awareness of this program will be promoted through local media to include the local radio stations and newspapers, as well as the Town's quarterly newsletter and website. The program will also be promoted on the town-sponsored television show on TV4.
3. Fliers and/or brochures to encourage applications for rehabilitation services will be available at the Town Hall, the Payson Library, the Dept. of Economic Security and the Community Development Department.
4. Staff of the Community Development Department will utilize the brochures and provide information to potential applicants about the program. The Code Enforcement Officer and Building Official will be the primary staff available to assist the Housing Program Manager with the marketing of this program.
5. Staff will work with the area CAP agency and other social service organizations to identify other preferred applicants.
6. Accommodations will be made for applicants who cannot physically travel to the office. In such cases, they may request that the Housing Program Manager visit their home to complete the application and obtain further assistance.
7. All marketing costs and materials shall be produced within the approved funding source guidelines, including Fair Housing and non-discrimination language. Upon request, marketing materials will be provided in alternative formats for the disabled or translated into other languages or information will be provided directly by a translator.

B. Marketing to Contractors

1. The Building Official will ensure compliance with the procurement and contracting procedures outlined in the CDBG handbook.
2. The Building Official will use the mailing list of contractors maintained by the Community Development Department to send out bid notices. This mailing list consists of contractors who respond to legal notices as printed in the local newspaper a minimum of one time per year.
3. Every effort will be made to obtain a minimum of three bids for each rehabilitation project. If this is not possible, staff will request written permission from ADOH to use non-competitive negotiations to secure a contractor.

Section III: Staff Structure/Responsibilities

The Housing Rehabilitation Program will be implemented by Town of Payson employees and/or professional service providers (i.e. CAAG). The Town of Payson Housing Rehabilitation Team is composed of the following:

- A. The Community Development Director is responsible for:
- oversight and implementation of the program;

- ensures that funds are properly allocated or spent.

B. The Housing Program Manager is responsible for the following:

- intake and processing of all applications, to include income verification;
- verifies ownership of property and orders title reports and all related documents. If property is in a trust and the occupant is the main beneficiary, he/she may choose to leave the trust in place, however, they must establish fee simple ownership prior to the Work Write-up (Scope of Work) is completed. A fee simple title must be in place prior to any contact negotiation or any performance of work;
- records promissory notes and deed of trusts with Gila County Recorder;
- develops and distributes marketing material for applicants and the general public;
- maintains individual client files in accordance with format requirements required by the Arizona Department of Housing;
- works with CAAG and the Grants Coordinator to prepare applications for grant funding to carry out rehabilitation programs;
- works with CAAG and Grants Coordinator to prepare Environmental Review forms;
- provides notice to the SHPO Office for homes that are 50+ years old and works with CAAG and Grants Coordinator to prepare and file all required E-HR forms;
- Supports Building Official in the preparation of the Scope of Work and all change orders;

provides program participants with counseling and education on homeownership maintenance, the importance of timely payment, the importance of homeowner's insurance and budgeting.

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C. The Building Official is responsible for the following:

- conducts initial inspection to determine the feasibility of including the home in the Rehab Program in accordance with Section IV, Paragraph #4 of the Town of Payson Housing Rehabilitation Guidelines;
- ensures that inspections are carried out in a timely and proficient manner and that all repairs are completed within code parameters;
- prepares bid documents and advertisement and distribution of bid packets;
- maintains a contractor list for distribution of bid materials.
- conducts a pre-bid meeting at the rehab site to go over potential repairs with contractors and homeowner;
- creates change orders and completed work approvals;
- reviews and approves contractor payment requests and processes invoices for payment;
- ensures that the Town of Payson's Housing Rehabilitation program complies with the OHD Housing Bulletin #1, December 2001, regarding the Implementation of the HUD-Lead-Based Paint Regulations @24 CFR Part 35 for CDBG and HOME Grantees/Recipients.

□ Counsels the homeowner about product warranties for newly installed appliances, the importance of changing furnace filters and other routine maintenance issues.

D. The Zoning Administrator or his designee is responsible for the following:

- Assists with the marketing of the program during the normal code enforcement process by distribution of brochures and referral to the Housing Program Manager.

E. The Grants Coordinator is responsible for the following:

- works with CAAG to prepare and submit funding applications;
- works with CAAG to prepare Requests for Payment;
- collaborates with the Town’s Finance Department to process program-related invoices and track reimbursements from RFPs;
- Works with CAAG to maintain a ledger of expenses independent of the Town’s accounting system and will periodically reconcile these sub-ledgers to Town ledgers;
- is responsible for overall grant file documentation and fiscal record-keeping compliance;

Section IV: Application

A. The Housing Program Manager shall be responsible for the application process for income-qualified participants. The Community Development building is designed for handicapped accessibility. If needed, the Housing Program Manager shall visit the applicant’s home to obtain all necessary information for the application.

1. Prescreening

During the initial interview from a potential applicant the following information shall be obtained:

- a. Documentation of the yearly income of the household
- b. Documentation of the ownership status of the applicant
- c. Inquire about the types of problems that the potential applicant is having with his/her home, to be followed up by the Building Official during his/her initial inspection.

2. Application Process

The Housing Manager will assist with the preparation of the application and review the contents for accuracy. The applicant will sign a Privacy Act Statement, which gives Housing Manager permission to verify all information provided in the application. Decisions regarding approval of an application for assistance will be completed and rendered within 15 working days of submittal of all required information.

The Housing Manager will verify ownership by ordering a preliminary title report and checking with the Gila County Assessor’s records.

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The Housing Manager will ensure confidentiality by keeping all information in locked files. Income verification is valid for six months.

3. Definitions

Income: All wages, financial assistance from SS, VA, DES, alimony, child support, unemployment and any other income from any other source shall be considered in household income. Maximum allowable household income shall be in accordance with current HUD Section 8 requirements.

Household: All persons occupying the home, including permanent extended family, i.e. elderly parents, single children with children. In the case of more than one family per dwelling unit, every effort will be made to provide the non-owner with homeownership opportunity through another program to decrease over-crowding.

4. Eligibility Determination

The Housing Program Manager shall determine that the household income meets the applicable Section 8 income criteria and shall coordinate with the Building Official to determine that it is feasible to rehabilitate the home. A property is eligible for one rehab project. Once completed, no additional rehab funds may be spent on the property.

5. Priority of Projects

With the exception of emergency repairs, applications will be assessed for suitability based on the program's purpose as outlined in I.A on page 2 and preferences listed in I.E.1 on page 3.

6. Lead-Based Paint Abatement

Prior to the initial site inspection a lead-based paint (LBP) evaluation will be completed. If LBP issues are found, the Building Official will estimate the cost of abatement to determine whether the project is suitable for rehab within the constraints of the program.

7. Initial home Inspection and Work Write-up

The Building Official or his designee will conduct a thorough inspection of the property to determine the scope of work and approximate cost.

The initial home inspection will document through a priority listing the improvements, which are needed. This priority ranking of improvements will utilize the following format:

The following must be taken into consideration when determining the priority of items for inclusion in the work-write up (Scope of Work):

- a. Fulfillment of the program's objectives
- b. The age and the physical condition of the building and its suitability for rehabilitation
- c. Funds available for rehabilitation of each unit
- d. Value of unit after rehabilitation

Note: This section is based on the requirements found in *Rehabilitation Standards for Owner Occupied Housing Rehabilitation Programs* published May 1998 by the State of Arizona Governors Office of Housing Development.

Level 1-Items that must be included in Initial Inspection Report and **must** be repaired or replaced.

- Hazardous Materials
- Health and Safety Hazards
- Stable and weather-tight roof
- Electrical System-Minimum 100 Amp Service with no unsafe conditions
- Plumbing (including hot water). Must be in good working order and be safe and sanitary
- Heating and Cooling System. Must be adequate and safe with reasonable (3 year) useful life
- Egress in accordance with local health and safety codes

Level 2-Items must be included in Initial Inspection Report and **should** be repaired or replaced.

- Structural soundness and integrity (including rotted or deteriorating materials and those impacted by termites and/or other wood-boring insects)
- Siting of the structure and its relationship to water penetration that may impact structural integrity
- Appropriate kitchen facilities including a sink and means of cooling and heating food to healthful standards
- If the structure has an attached garage, appropriately-rated fire wall between garage and living areas

Level 3-Items that must be included in initial inspection report and **may** be repaired or replaced.

- Debris that may be a fire hazard
- All existing exposed surfaces painted or sealed and not presenting a health or safety hazard
- Cabinetry
- Trip hazards

- ❑ Finished flooring

8. Case Management

The Housing Program Manager will work closely with CAAG staff, which is responsible for reporting procedures and for the maintenance of all case files. The Housing Program Manager will also work with the Grants Coordinator and CAAG to fulfill the reporting requirements of the Department of Housing and any other funding source used for housing rehabilitation.

9. Project Specifications (Work Write-up or Scope of Work)

The project specifications are prepared by the Building Official and are compliant with the latest code requirements, construction methods and materials and preservation.

If a home is 50 years or older, the Housing Program Manager will provide notice to the State Historic Preservation Office (SHPO) with a narrative outlining the proposed project specs along with a current picture of the home. If the site is of historical significance, SHPO will either approve the project specs or make recommendations to modify the project specifications.

Section V: Forms

A. Construction Contracts shall be between the homeowner and the contractor. Contracts will include work write-ups, warranties, provisions, conditions and restrictions for both parties.

B. Other forms (to be used when applicable):

- ❑ Application Form
- ❑ Work Write-up Form
- ❑ Bid Proposal
- ❑ Bid Notice
- ❑ Bid Opening Form
- ❑ Pre-bid Conference
- ❑ Building Inspection Form
- ❑ Certification of Completion
- ❑ Building Permit
- ❑ Contract (Contractor and Homeowner)
- ❑ Agreement (Homeowner and Town of Payson)
- ❑ Promissory Note
- ❑ Deed of Trust
- ❑ Notice to Proceed
- ❑ Lead Base Paint Evaluation Report Form
- ❑ HUD Lead-Based Paint Regulation Forms @24 CFR Part 35
- ❑ Environmental Review Record

- ❑ Consent to Municipal Home Repair
- ❑ Notice of Opportunity to Rescind Transaction
- ❑ Public Body Certification as to Compliance with Truth in Lending Act
- ❑ Authorization to Obtain Information
- ❑ Income Verification
- ❑ Certificate of Owners Acceptance
- ❑ Change Orders
- ❑ Grievance Procedures
- ❑ Privacy Act Notification
- ❑ Warranty Documentation

A checklist is contained in each file noting all these documents and additional documentation such as income verification, property tax statement, title report, etc.

Section VI: Bid Process & Contractor Selection

A. Bid Document and Procedures

The Town of Payson has adopted a formal bid process for the Rehabilitation Program. During the initial interview, the homeowner(s) is made aware of each step of the process, the details for each step and the time frame between each step includes the following:

1. The Building Official will work with the owner/applicant to schedule an appointment for detailed inspection.
2. After the detailed inspection with the homeowner the Building Official will meet with the homeowner again to review and approve specifications and plans and to discuss allowable and non-allowable items.
3. Upon approval of Work Write-up and plans from the homeowner the Building Official will prepare and advertise the bid package to all contractors who are on the Town of Payson's qualified bidders' list.
4. The Building Official will schedule a pre-bid walk- through with all qualified bidders to review the project site prior to deadline for bid submittal.
5. Two weeks after pre-bid walk-through, the sealed bid opening will occur with homeowner, Housing Program Manager and Building Official present.
6. The homeowner will be responsible for selecting the contractor. The Building Official will recommend the low bid if the price is within 10% of the Building Official's cost estimate. The homeowner can elect to select a higher bid if the dollar amount between the low bid and the selected contractor bid is paid for by the homeowner, and deposited in the program account at the signing of the contract. All contractors will be verified by the Building Official and the Housing Program Manager via the Excluded Parties Listing System (EPLS) and the State Registrar of Contractors to ensure appropriate licenses and insurance.
7. Within two weeks of the award of bid, the Building Official and successful contractor shall complete a pre-construction conference to review the rehab project.

8. All warranties will be provided to the homeowner.

B. Inspections

The Building Official will perform inspections during the time of construction or his designee to ensure that all work complies with the applicable building codes. Anyone performing the inspection will be a qualified building inspector with the required certifications.

The Housing Program Manager will conduct routine inspections to ensure and monitor progress, identify any problems that may need to be addressed through a change order, insure compliance with HUD requirements and non-code items.

An inspection and disbursement order is completed by the Building Official, signed by the contractor and approved by the Community Development Director. This order reflects percentages of work completed to date, amount of draw and contract balance.

C. Payments and Change Orders

The Inspection and Disbursement Order, when signed by the contractor, constitutes a request for payment. The Building Official will inspect the job to determine percentage of work completed and certify the same by signing the inspection and disbursement order, and forward to the administrative secretary with a copy to the Housing Program Manager for processing.

A typical progress payment schedule is as follows:

- 20% upon completion of at least 30% of the contracted work
- 40% upon completion of at least 50% of the contracted work
- Up to 90% upon completion of 100% of the contracted work
- There will be a 10% retainage until the Building Official and Housing Program Manager have received all lien releases, change orders and the Certificate of Owner's Acceptance.

The Housing Program Manager will verify that the homeowner has received all warranties and then process the payment request to Community Development Director for signature approval. The Community Development Director will then forward the payment request to the Grants Coordinator, who will make a copy for CAAG before passing it on to the Finance Department.

The Finance Department will issue a check for the requested amount and give it to the Building Official. The Building Official will release it to the contractor upon receipt of required lien waivers.

The Building Official may request a change order for circumstances that were not included in the original work write-up, due to unforeseen safety or code violations. The contractor must have written confirmation from the Building

Official and approval from the Community Development Director prior to undertaking any change order work. The homeowner must be informed of any change orders to the contract or other problems encountered during the rehabilitation work and sign the change order form.

D. **Manufactured Home Replacement:**

The Building Official will be responsible for certifying that the proposed unit meets all Town of Payson requirements for a manufactured home, and the Zoning Administrator will be responsible to ensure that all zoning regulations are complied with. Additional funding, beyond the rehab funds provided by the Town will be coordinated with the Town of Payson to determine that the monthly payments are reasonable within the constraints of the applicant's income. The Housing Program Manager will approve the use of additional funding from the lending institution or other source. If the proposed mortgage is greater than the portion of funds from the Town of Payson, the Town may be listed in second position on the deed of trust. In all other cases, the Town reserves the right to be listed in first position on the deed of trust.

Section VII: Temporary Relocation

The Town Council of the Town of Payson, by resolution, adopted a residential anti-displacement and relocation assistance plan. The Town has committed that permanent relocation and residential displacement will not be allowed in conjunction with the Housing Rehabilitation Program.

A. The Town recognizes that at times during housing rehabilitation temporary relocation may be required. Additionally, the Town acknowledges budgetary restraints and the lack of available temporary housing within the Town, which may limit their ability to provide such temporary location. The town is committed to utilization of community resources to make temporary relocation resources available to homeowners and occupants participating in the Housing Rehabilitation Program.

If possible, the Town shall design the rehabilitation of housing to allow for occupancy during rehabilitation in order to prevent temporary relocation. The contractor shall minimize disruption if possible. The Town will consider temporary relocation and/or financial assistance for the following reasons:

1. Health and/or safety of the occupants
2. Water closet and hand washing facilities are not available for one full day or more
3. Kitchen facilities are not available for more than three days

B. The Town will encourage the homeowner to seek community resources available for assistance such as:

1. Friends and family
2. Local churches
3. Salvation Army
4. Other

C. Should other resources not be found to assist the homeowner and occupants, the homeowner may request that the Town provide temporary relocation or financial assistance. The homeowner shall make the request in writing, preferably prior to the construction bid or immediately upon the determination that such assistance may be deemed necessary. The Town will consider each request on a case-by-case basis. Each request shall be specific to the needs of the family and shall include an estimated budget for such assistance. The homeowner must receive a written approval from the Town for relocation assistance prior to incurring any costs. Costs incurred prior to written approval will not be considered allowable for reimbursement.

The Town allowing for sufficient budget and availability of the services (reviewed on a case by case basis) may utilize CDBG funds to provide the following types of assistance:

1. Temporary rental housing
2. Storage locker for storage of personal belongings
3. Temporary housing in a motel
4. If the temporary housing does not have kitchen facilities, food allowances will be allowed on a per diem basis, not to exceed the state per diem rate per person per day. The per diem shall be adjusted based on the number of individuals within the family unit receiving assistance

D. In most instances, payment of the temporary relocation assistance is directly to a third party for the benefit of the homeowner, such as, rent or motel fees. On a case-by-case basis assistance may go directly to the homeowner. Such assistance may be as an advance, requiring that the homeowner provide receipts and reimburse the Town for unexpended assistance or the assistance may be provided on a reimbursement basis following presentation of receipts.

Section VIII: Complaints Resolution Process

Complaints or grievances by homeowners, contractors and vendors shall be filed in writing to the Community Development Director for the Town of Payson within 30 days of the date of the application rejection, or other action that the complainant disagrees with. The Community Development Director shall review the basis for the appeal and respond to the appellant within five working days.

If the complainant would like to appeal the Director's response, he or she shall do so within 30 days of the date of that response by filing an appeal in writing with the Town Manager. The Town Manager shall then review the basis for the appeal and respond to the appellant within 10 working days.

This document is available in alternative formats by contacting the
Human Resources Manager for the Town of Payson
(520) 474-5242 extension 242
303 North Beeline Highway
Payson, Arizona 85541

Section IX: Rehab Resources

A. Tools

In order to successfully implement a housing rehabilitation program the following tools will be provided:

1. Properly trained rehabilitation services personnel to provide assistance from the initial intake through completion of work.
2. Properly trained code enforcement personnel to serve as liaison for all available programs as well as beautification/environmental tasks.
3. Temporary housing to be used to house families whose house is under construction through the rehabilitation program. Applicants will need to find their own temporary housing, and the cost of temporary housing shall be included in the maximum expenditure limit.