

**HOMEOWNER EXPECTATIONS
WHAT TO EXPECT (AND NOT EXPECT) FROM THE SFR-
SINGLE FAMILY REHABILITATION PROGRAM**

THINGS PROPERTY OWNERS DO IN THE PROGRAM

This program will provide you with assistance during the housing rehabilitation process, but as property owner, you are responsible for making choices and for conducting the work listed below:

(Initial on each line to indicate you have read and understood the statement)

- _____ You should help the Rehab Specialist inspect the house and point out problems.
- _____ You need to allow access to your property for viewing by the Rehab Specialist and by contractors for bidding purposes.
- _____ You must sign the Rehabilitation Contracts with the contractor.
- _____ You will be responsible for providing access to your property for the contractor to perform the requirements of the Rehabilitation Contract during normal business hours.
- _____ You will approve payments to the contractor(s).
- _____ You will inspect and approve the work performed by their contractors.
- _____ You will work with contractors to settle disagreements during the job.
- _____ You will contact the contractor to ask them to correct problems covered by the contractor warranty during the warranty period following completion of the work.
- _____ You will be required to sign legal documents related to the financial assistance you receive.

**THINGS PROPERTY OWNERS SHOULD THINK ABOUT BEFORE TAKING ON A
REHABILITATION PROJECT**

- _____ Rehabilitation work has its limitations - it is not new construction.
- _____ Not all work that you may wish to be done can be accomplished by this Program.
- _____ Repairs will correct most problems, but probably not all of them.
- _____ Don't expect your property to be completely new when work is done.
- _____ Don't expect all floors, walls, ceilings, doors, windows, and so on in older houses to be completely smooth, plumb, level and square when work is done.
- _____ It can be stressful living in a house while a contractor is performing work. Furniture may be rearranged or stacked with a great deal of disorder. It can also be very messy, noisy, and dusty.
- _____ You are responsible for securing all belongings, for example, pictures on the walls, items in the cabinets, nick-knacks on shelves and clothes in the closets when the area is being affected by the work.

_____ Very few times in life is anyone completely satisfied with things they buy or have repaired. Buying a house or having one repaired is no different.

_____ Houses always need maintenance. It is a good idea for you to save a little each month for future repairs and maintenance.

_____ The Program Administrator is not a contractor; the contractor does not work for the state, and the Program Administrator does not guarantee that the owner will be satisfied with the work done by their contractor.

I have read the above statements and understand the implication of participating in the SFR-SINGLE FAMILY REHABILITATION program.

Owner's Signature

Date

Owner's Signature

Date



Rock Island Economic Growth Corporation and its subsidiaries are pledged to the letter and spirit of U.S. Policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.

How To Be Prepared

1. Start planning ahead. Plan adequate storage space for contractor tools, equipment and materials.
2. Make arrangements for the contractor to get into your property if you will not be home during the day.
3. Prepare your property and furnishings for remodeling. Put away all breakable and valuable items that may be in the way of the workmen. There may be dust and dirt from the work - send your drapes to the dry cleaners and wash your curtains. Clean floors and carpets. Clean vents and wipe down walls.
4. When the work starts, keep your copy of the work specifications handy, refer to them often. Check with the program inspector if there is anything you do not understand once work has started.
5. Try to stay out of the construction area - especially children. This will help prevent injuries and allow the workmen room to work. Please abide by the rules and regulations the contractors must adhere to, especially concerning lead.
6. Expect the unexpected. In most cases, changes and improvements will be new to you. However, unforeseen problems may be uncovered during the course of the work which require a plan change. Be prepared if this should happen. Discuss changes with the housing staff -- visualize and be flexible. Changes must be approved by you and the contractor and be authorized by the housing staff in writing. Again, refer to the work specifications.
7. To avoid mutual confusion, one member of the family should be delegated as the spokesman to discuss problems or questions with the program administrator. This should be the owner.
8. Stop problems before they start. If something isn't going the way you feel it should, or if you don't understand it, speak to the housing staff and get an acceptable explanation or correction before it progresses too far.
9. Keep a good relationship between your household and the contractor.
10. Win cooperation from the workmen with good basic human relations. Nothing makes the contractors work harder than a word of appreciation or an unexpected pot of coffee or even a pitcher of ice water.
11. All work will be inspected by the housing inspector before the contract is completed.
12. Please read all of your paperwork and keep it in a safe place.
13. Always ask questions. Housing staff is always there to clarify and help meet your housing needs.

Homeowner's Signature

Date

