



Home Repair Program

MORE Program, Housing & Community Development Funding
Habitat for Humanity of Southern Santa Barbara County

Selection Policy & Operating Manual
Updated 11.21.24

Revised 9/22 to reflect maximum household expenditures.

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Introduction

Established in 2000, Habitat for Humanity of Southern Santa Barbara County (Habitat Santa Barbara) is a local nonprofit that helps individuals and families build and improve a place to call home. We work towards our vision by building strength, stability, and self-reliance in partnership with families in need of decent and affordable housing. Habitat Santa Barbara eliminates substandard housing through constructing, rehabilitating, and preserving homes; by advocating for fair and just housing policies; and by providing access to resources and training to help families improve their housing conditions.

Habitat's Home Repair Program invests in the stability of our community by way of partnering with local income-qualifying homeowners. The following document outlines the Policies and Procedures related to this program to ensure that our selection processes maintain fairness, consistency, and clarity as we evaluate and partner with individuals and families. This document may be updated regularly with board approval, to support the continued improvement as needed.

Home Repair Selection Policy

(INTERNAL DOCUMENT ONLY)

Approved on 9/30/2021

Application & Eligibility

Eligibility for Habitat for Humanity's Home Repair Program is determined according to the following principles, which are outlined below:

1. Must own a home within the Habitat Santa Barbara service area (between Carpinteria and Gaviota)
2. Property must be owner-occupied and the primary residence of all owners on title and/or qualifying household member(s).
3. The property must be an eligible property. Eligible properties are owner-occupied manufactured homes.
 - a. The following are not eligible: multi-family dwellings that are larger than two units (apartment buildings, tri-plex, etc.) homes used as rental units, boats and recreational vehicles (RV's) will not be considered..
4. Property must be inhabitable and without any unpermitted or illegal additions.
 - a. Homes that are "red tagged", condemned, uninhabitable and/or with extensive damages over the program limit are not eligible.
5. Property cannot be in a state of incomplete construction, renovation or remodeling activity.
6. Homeowner must be current with the following:
 - a. Mortgage loan payment (if homeowner is still making payments)
 - b. Homeowner's insurance policy ·
 - c. Property taxes
7. Household income must be below 80% of the Area Median Income.
8. Household income will be determined by totaling income for all adult members residing in the home.
9. Homeowners must be willing to partner with Habitat Santa Barbara, volunteers and the community.
10. Home must demonstrate a need for repair. This will be determined by a property assessment conducted by Habitat Santa Barbara.
11. Household must commit to being a good Habitat for Humanity ambassador in the community.
12. Homeowners that have received assistance from Habitat Santa Barbara's Home Repair Program may not reapply for assistance for 5 years after the completion of their repairs. Restricted funding sources may be considered in these cases.

Habitat for Humanity of Southern Santa Barbara County will not determine eligibility according to race, color, religion, sex, national origin, sexual orientation, gender identity, marital status, or familial status/size.

Verify Homeownership (Required Documentation)

- A. Deed of trust for the property or title to the manufactured home
 - i. With written approval by the CEO, Habitat Santa Barbara may make an exception to move forward with a home that does not have a title or deed of trust.
 - ii. With written approval by the CEO, Habitat Santa Barbara may use program funds to obtain title and pay any back taxes that were due to sale/transfer of title
- B. Proof of Mortgage Payment, if applicable
- C. Proof of valid Homeowner's Insurance and current in premium payments
 - i. With written approval by the CEO, Habitat Santa Barbara may make an exception to move forward with a home that does not have insurance after evaluation but **not** for government funded projects.
 - ii. With written approval by CEO, Habitat Santa Barbara may cover up to \$1,500 of administrative costs including homeowners' insurance for one year, updating trust documents, etc. especially as it relates to reducing liability or helping a homeowner become eligible for Habitat's Home Repair Program.
 - iii. If property is in a FEMA flood zone, proof of Flood Insurance will also be required
- D. Proof of Paid Property Tax, if applicable

Define Financial & Structural Need (Income & Home Condition)

- A. Identifying need according to Income
 - i. Verify homeowner total household income to be at or below 80% AMI
 - i. Income documentation must be verified for all homeowners (i.e. those listed on the title to the home or the deed to the property).
 - ii. Room renters' income is not included in household income. However, the rental income the homeowner(s) receive(s) would be included in their total household income.
 - iii. Required documentation, as applicable:
 - 1. Earned Income
 - a. Two recent, consecutive paystubs
 - b. Previous two years federal and state income tax returns
 - c. Self-Employment Income
 - i. Year-to-Date profit/loss statement
 - ii. Previous two years federal and state tax returns
 - d. Statement of no income
 - 2. Unearned Income:
 - a. Social security award letter
 - b. Retirement benefit statement
 - c. Veteran's benefit statement
 - d. Unemployment insurance award letter
 - e. State disability benefit statement
 - f. CalWorks/CalFresh award letter
 - g. Final divorce decree

- h. Child Support
- 3. Assets
 - a. Three months of consecutive checking and savings bank account statements showing transactions
 - b. Total liquid assets cannot exceed \$50,000 for a household of two people. Liquid assets are defined as assets easily converted into cash, such as Treasury Bills, money market funds, certificates of deposits, bank deposits, and stocks. No retirement accounts, automobiles or primary residences shall be included in the computation of liquid assets.
 - c. Based on evaluation of assets, additional information may be needed.
 - d. On a very limited case-by-case basis, CEO may approve project as an exception to extenuating circumstances. Written approval must be obtained.
- B. Identifying need according to home condition, whereby the home's condition may negatively impact an individual or household's overall health and wellness due to living conditions as specified by Health and Safety Code Section 17920.3 including but not limited to
 - i. Structural deficiencies
 - ii. Code violations
 - iii. Safety hazards
 - iv. Accessibility / livability challenges
 - v. Individual or household unable to perform repairs themselves
 - vi. Neighborhood blight

Define Willingness to Partner

- A. Interacting honestly with Habitat Santa Barbara staff members & volunteers
- B. Maintaining a respectful and agreeable attitude while working with Habitat Santa Barbara staff & volunteers
- C. Meeting deadlines for submission of paperwork
- D. Homeowner(s) agree to and sign Homeowner Agreement, Subcontractor's Agreement (as needed) and scope of work prior to beginning improvements or repairs.
- E. Homeowner(s) will sign "Certificate of Completion" document once services rendered are fulfilled
- F. Homeowner(s) partners with Habitat Santa Barbara by way of performing sweat equity to the extent that is appropriate (immediate family member may also perform this requirement)
- G. Homeowner(s) agrees to communicate promptly with Habitat staff throughout the project.
- H. Homeowner(s) agrees to the Scope of Work defined by Habitat staff. There will be no expectations of additional work unless otherwise stated in writing.

- I. Homeowner(s) agrees and intends to live in the repaired home for a minimum of 5 years after completion, or longer depending on cost. Habitat Santa Barbara aims to avoid placenta Deed of Trust on a property and so set a maximum spend limit per home as outlined below, and prioritized by funders accordingly:
 - a. Projects will not exceed \$20,000 per household for funding provided by contracts with the County of Santa Barbara.
 - b. Projects will not exceed \$25,000 per household for funding provided by private funding as well as the City of Santa Barbara.
 - c. A property may be required to be owner-occupied for more than five years if more than \$10,000 is spent on repairs.

Define Appropriate Scope of Work

- A. Scope of Work must be reasonable to accomplish according to the affiliate's personnel and financial resources
- B. Scope of Work and selection of projects will be determined according to affiliate financial ability and grant structures supporting project focus areas which may influence specific geographic regions. Scope, budgets & procedures may change according to private or public funding and grant requirements.
- C. Scope of Work may vary based on available funds, type of funds and partner's willingness to stay in the home; private dollars versus government funding influence these parameters
- D. Scope of Work may not include the following activities as it is in violation of safety policies. The following projects are prohibited, unless the work can be done using a licensed and insured subcontractor:
 - i. Roofing projects
 - ii. Projects pertaining to hazardous substances including, but not limited to, mold, asbestos, lead paint, etc.
 - iii. Projects that may be a threat to health and/or safety.
- E. Scope of Work may not displace individuals and/or household or cause them unnecessary hardship during the construction process. If the repairs needed cause displacement, Habitat Santa Barbara will find lodging/hotel for the duration of construction.
- F. Maximum cumulative spending on one home is \$25,000. On rare instances, exceptions may be made on a case-by-case basis depending on funding. Exceptions will be approved by the CEO.
- G. Any questions regarding scope of work can be managed on a case-by-case basis in accordance with all policies and considered for approval by Habitat Santa Barbara's CEO.
- H. Habitat may proceed with an expedited approval process when home repairs for an individual and/or household is anticipated to total to less than \$ 1,000 per home.
 - i. Expedited approval process may include limited income and asset verification.

Application Status

- A. Acceptance

- i. If homeowners are determined to fulfill Habitat Santa Barbara's Objective Criteria- financial need, willingness to partner, and appropriate scope of work- they will be internally approved as eligible as a Habitat Santa Barbara partner Individual and/or household. Confirmation and external approval are dependent upon budget / project scope approval by Habitat Santa Barbara's CEO & Finance Department. All necessary documents must be submitted to Habitat for review and approval of program eligibility.
 - ii. Following internal approval based on selection policy guidelines, Habitat Santa Barbara staff may decide the cadence of scheduling of projects, in accordance with homeowner need, program calendar, volunteer availability, availability of specialized/professional labor, and project appropriateness.
 - iii. Per HFHI Policy 19 and Policy 33, a Sex Offender Registry Check is required on all homeowners and any other adult household members of the home to be repaired
 - a. Habitat Santa Barbara reserves the right to recheck sex offender status throughout the home repair service. Any person who does not consent to a sex offender registry check will not be permitted to become a partner individual and/or household
 - b. A sex offender registry finding may disqualify an applicant from service with Habitat Santa Barbara. However, homeowners and/or households will not be barred from home repairs based solely on a sex offender finding. Each application will be handled on an individual basis to determine if the information on the report calls for disqualification based on the following criteria:
 - 1. Nature of the conviction and whether children were involved
 - 2. Time elapsed since the offense
 - iv. Confirmation will be extended by way of homeowner phone call and formal acceptance letter on organization letterhead. A site visit/home inspection is not reflective of an approved application.
- B. Denial**
- i. Should a homeowner neglect to comply with the following conditions for approval: financial need, willingness to partner, or reasonable scope of work, they may be denied by the affiliate.
 - ii. An eligibility denial letter will be sent to the individual and/or household on organization letterhead acknowledging the reasons for denial and, if possible, alternative resources to fulfilling their needs
- C. Deselection**
- i. Throughout the process of being confirmed as a Habitat Santa Barbara Partner individual and/or household, it is possible that an individual and/or household may need to be deselected. This may occur if an Individual and/or household violates any of the conditions of approval (financial need, willingness to partner, or reasonable scope of work) or refuses to comply with Habitat Santa Barbara's due diligence practices (i.e. Homeownership Agreement, Sweat Equity agreement, etc.).
 - ii. Deselection of a partner individual or household will be notified by way of a call from Habitat staff and a formal letter on organization letterhead.
- D. Inactive Status**

- i. Should a homeowner be unresponsive to communications by the affiliate, the affiliate must take the following actions to identify homeowner intent:
 - a. Phone Call
 - b. E-mail (if no response to phone call)
 - c. Letter (if no response from phone call/ email)
- ii. If communication is unsuccessful, the homeowners will be categorized as inactive, and this information (with communication log) will be kept in their file.

Application Management

A review of applicants will be completed on an ongoing basis, and site visits made when resources allow; preferences may be made as a combination of application date as well as life safety urgency. Confirmation or decline may be influenced by volume of waitlist, and available resources to address the needs.

There are several factors which influence how long a person may have to wait before receiving repair assistance:

1. Collect applications for a period of thirty (30) days before disbursing any Loan proceeds. After thirty (30) days, Recipient shall evaluate applications and make funding determinations.
2. **Date** & time application is submitted: Applications are prioritized according to date and time as well as which of three categories in descending priority the need falls under
 - a. Recipient shall first fund all eligible applications from Low-Income Residents who own a Mobilehome and who have received one or more notices of violation from the Mobilehome Park's enforcement agency for a substandard condition or nuisance pursuant to 25 CCR section 1606, which requires repair and/or alteration to the Mobilehome;
 - b. After funding all eligible applications described in section 2(A) above, Recipient shall fund all eligible applications from Low-Income Residents who own a Mobilehome for which one of the licensed professional listed in MORE Guidelines section 400.5(b), or an equivalent for projects located in Indian Country, has issued a report which details one or more substandard conditions or nuisances and the associated subsections of 25 CCR section 1606, remediation of which requires repair and/or alteration of the Mobilehome;
 - c. After funding all eligible applications described in section 2(A) and 2(B) above, Recipient shall fund all other applications which are eligible for assistance under the Program.
 - d. After completing this initial evaluation and funding of applications received during the first thirty (30) days, Recipient shall repeat the steps set forth above in Sections (2)(A) through (2)(C) until all Loan proceeds have been awarded to Low-Income Residents who are eligible for assistance under the Program.
3. Eligibility principles including life/safety urgency of request.
4. Funding Availability, including geography related to funding criteria.

5. Availability of licensed contractor/subcontractor, when needed, to perform the required scope of work.

The combination of these factors determines how long it will take, and who is next, to receive home repair assistance. It is important to remember that while an applicant may have an urgent need for housing and may qualify for eligibility, they will still have to wait until their name is reached and resources are available to provide the support.

All Personal Identifiable Information (PII) about applicants and homeowners is kept in a locked filing cabinet. All staff and volunteers who review PII pass a criminal background check. Organization will constantly monitor security of IT systems electronic data safety.

Home Repair Operating Manual

Internal Operational Procedures

Inquiry

- A. Phone screening:
 - i. Habitat staff or Family Services Committee (FSC) volunteer will conduct phone screening with interested candidates to determine program eligibility
 - i. Financial eligibility
 - ii. Geographical eligibility
 - iii. Owner-occupied property
 - iv. Willingness to partner
 - v. Scope of work requested
 - ii. If phone candidate is deemed eligible, candidates will be asked to submit full Home Repair Application including all requested supporting documents.
 - iii. If phone candidate is deemed ineligible, candidates will be informed as to why they are not eligible.
 - iv. All inquiries are tracking on the _Home Repair Master Data spreadsheet
- B. And / or Home Repair Application:
 - i. Candidates may start with the full application on Habitat Santa Barbara's website instead of having an initial phone screening.
 - ii. Candidate to submit complete Home Repair Application including all requested supporting documents.

Note: Support and resources regarding requests for reasonable accommodation may be made available to any individuals who experience barriers in completing an application.

Eligibility and Project Approval

- A. Initial Application Review
 - i. Using the [Home Repair Selection Policy](#), Habitat staff or Family Services Committee volunteers determine whether an applicant is deemed eligible or ineligible using the Home Repair [Application Checklist & Review](#) form.
 - ii. Use the following website to perform Sex Offender Registry Check <https://www.meganslaw.ca.gov/mobile/Disclaimer.aspx>
 - iii. If at any point in the application process an applicant is deemed ineligible, the applicant will be notified via Denial Letter with an appropriate reason and/or explanation for denial per Habitat Santa Barbara's Home Repair Selection Policy.
- B. Home Visit / Walkthrough Inspection
 - i. If basic qualifications are met, a home walkthrough will be scheduled with the homeowner where the [COVID Risk Agreement](#) is signed with a minimum of two Habitat Santa Barbara Representatives (representatives can include qualified

- volunteers). The COVID Risk Agreement must be signed prior to **all** entries into applicant or Habitat Santa Barbara Partner homes indefinitely.
- ii. These two representatives will meet the homeowner, clarify program details and expectations, and perform a walkthrough of the home using the Home Repair [Walkthrough Inspection Form](#) to assess need, scope of work, permits and budget.
 - iii. Goal of Home Inspection:
 - a. Identify Scope of Work & accompanying measurements / plans.
 - b. Identify potential volunteer hazards.
 - c. Identify anything that must be addressed prior to approval of project.
 - d. Identify irregularities between application and onsite inspection.
 - e. Determine life/safety urgency.
 - iv. Representatives should take pictures of any areas that may be eligible for the Home Repairs Program.
- C. Create Scope of Work & Budget
- i. If an applicant is still eligible for the program, a scope of work and project budget is created using the [Home Repair Project Spreadsheet](#).
 - ii. If a permit/licensed work is needed:
 - a. Habitat will receive or request three bids from qualified licensed and insured subcontractors who will provide a current W9 form, and a certificate of insurance listing “Habitat for Humanity of Southern Santa Barbara County” as additionally insured.
 - b. After the competitive bidding process takes place, Habitat may move forward with previously selected subcontractors from the Request for Qualifications or may use subcontractors who is listed on Habitat’s preferred vendor list.
 - c. Three bids from potential subcontractors are not necessary if the total repair cost is less than \$ 1,000 for reasons of efficiency and execution. Projects at \$500 or less will not be government subsidized.
 - iii. Schedule home visit with the chosen contractor/subcontractor to get final bid, if not already provided.
 - iv. Hazardous Substances: Mold, Asbestos, lead-based paint
 - a. Ongoing monitoring and collaboration with experts will be performed to ensure compliance with laws and standards set in place by the California Department of Public Health, Habitat for Humanity International, California State Licensing Board, Occupational Safety & Health Administration, U.S. Department of Housing & Urban Development, and the California Department of Industrial Relations regarding mold, asbestos and lead-based paint.
 1. Resources include but are not limited to the following:
 - a. <https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/CLP/PB/Pages/LRCRegs.aspx>
 - b. https://admin.publichealth.lacounty.gov/eh/TEA/ToxicEpi/ToxicEpi_Docs/Mold%20In%20My%20Home_2009.pdf

c. <https://www.dir.ca.gov/dosh/acru/acruinfo.htm>

D. Approval of Project

- i. If applicant scope of work and project budget is within the Home Repairs Program parameters, the internal Approval Form must be submitted to Director of Finance and CEO for review and approval.
- ii. If Approval Form showing budget, applicable bids, and scope of work is approved, Habitat will officially confirm homeowner as a Habitat Santa Barbara Partner individual and/or household by notifying them.
- iii. All repairs will be performed in compliance with laws and standards set in place by the California Department of Public Health, Habitat for Humanity International, California State Licensing Board, Occupational Safety & Health Administration, U.S. Department of Housing & Urban Development, and the California Department of Industrial Relations.
- iv. CDBG Funding Approvals
 - a. Eligible homes include those located in Habitat for Humanity of Southern Santa Barbara County's service area, which is defined as the area in Santa Barbara County south of the Santa Ynez Mountains; however, homes within the city of Santa Barbara city limits and homes within the city of Goleta city limits are ineligible to receive County funding.
 - b. Submit reports to the County on completed homes and include each address, description of work completed, funding amount, and sample before and after photos.
 - c. Submit payment requests on County's form of Expenditure Summary and Payment Request (ESPR) for homes for which the work has been completed. County will not accept payment requests for a home until the work is complete.
 - d. National Environmental Policy Act, (NEPA) Review by County HCD.
 1. Completion of Tier I NEPA review for the broad level program area (45 days) - Signed September 6 and effective until September 2027 via County advice.
 2. Tier II – Site Specific NEPA Reviews
 - a. Habitat staff to provide pictures of each property and scope of work to HCD to complete the Tier II environmental review
 - b. Habitat cannot move forward with project until receipt of "Notice to Proceed" for submitted properties for Tier II environmental review
 - c. Santa Barbara County to consult with State Historic Preservation Office (SHPO) prior to the start of repair work (may take up to 30 days for a SHPO response).
- v. PLHA Funding Approval
 - a. The program falls under Eligible Activity No. 301(a) (2) of the State of California Permanent Local Housing Allocation Program.

- b. Eligible homes include those located in Habitat for Humanity of Southern Santa Barbara County's service area; however, homes within the city of Santa Barbara city limits are ineligible to receive County funding.
 - c. Homes located in the City of Goleta shall first utilize PLHA funds allocated to the City of Goleta for which the County is the PLHA Consortium lead entity and responsible for administering the funds. After Goleta funds are exhausted, Habitat may use County PLHA funds for homes located in the City of Goleta.
 - d. Submit reports to the County on completed homes. Report separately on homes completed within the city of Goleta in order that HCD may report to the city of Goleta on the use of its allocation of PLHA funds. Each report must include a description of the work completed, funding amount, and several before and after photos.
 - e. Submit payment requests on County's form of Expenditure Summary and Payment Request (ESPR) for homes for which the work has been completed. County will not accept payment requests for a home until the work is complete.
 - f. Submittal of Reports and Payment Requests identified and required under subsections (d) and (e) above, shall indicate whether the report and funding are related to eligible homes located in unincorporated Santa Barbara County or within the city of Carpinteria, OR if in the City of Goleta for its respective allocation of PLHA funds, which the County administers as lead entity.
- vi. MORE Program Funding Requirements
- a. Pursuant to Exhibit D – MORE Local Programs all work done by Habitat must be in alignment with Sections 6-19.



Project Preparation

- A. Before any work is performed, Habitat Santa Barbara and the homeowner must sign the [Homeowner Agreement & Scope of Work](#). If subcontractor is being used, they must sign Habitat Santa Barbara's [Home Repair Contract for Subs](#) prior to any work beginning. Additional Scope of Works may be added to Homeowner Agreements.
 - a. If an adjustment to the Scope of Work is needed, the existing Scope of Work can be voided and replaced with a new one with Habitat Santa Barbara and Homeowner's signatures. If subcontractor is being used, they must sign Habitat Santa Barbara's Home Repair Contract for Subs prior to any work beginning
- B. Project Manager to work with Director of Finance and Operations to ensure coverage of project.
- C. Habitat staff will gather marketing materials: people photos, description of repair needs and testimony from the homeowner about why they want to be a Habitat Santa Barbara partner. "Before" photos of the home are taken in detail and saved electronically.

- D. As needed, have Project Manager and/or licensed and insured subcontractor review all testing per EPA standards to ensure home is safe to begin work.
- E. Timeline
 - a. Project Manager will identify the appropriate scheduling of approved projects based on need and available resources.
 - b. Project Manager will then coordinate with subcontractors, and homeowner to create a timeline for the project. Ops/Vol Coordinator will coordinate with volunteers.
- F. Technical improvements to the homes will be conducted by licensed professionals while beautification work and unprofessional labor may be improved with support of volunteers. No subcontractors will be responsible for supervising volunteers – Habitat will supervise.
- G. Fund Development Plan
 - a. If relevant, develop a fund development plan to support any projects not underwritten with government funding.

Project Execution

- A. Execute Project within agreed upon timeline and within agreed upon Scope of Work & Budget unless written approval is granted by CEO (in conjunction with the Director of Finance).
- B. Project must be executed in adherence to all standard building codes & permitting requirements.
- C. All contractors and subcontractors must be licensed and insured.
 - a. To check license status, visit CSLB.CA.gov.
 - i. Print/Save a PDF of the results page
 - b. All contractors and subcontractors must not be listed as “Excluded Parties,” on the federal System for Award Management (SAM.gov) website.
 - i. Print/Save a PDF of the results page
- D. Update [Home Repairs Project Budget spreadsheet](#) as the project continues.
- E. Capture program through photos, quotes, and written summaries; publicize work in community to promote funding for current and future projects.

Project Closeout

- A. Homeowner to sign Certificate of Completion (included in [Homeowner's Agreement](#)) once Scope of Work has been completed
- B. Submit project review and final expense reports to CEO and Director of Finance for final review.
- C. For marketing, request an “after” statement reflecting improved quality of life from homeowner(s) and take “after” pictures.
- D. Pursuant to [Exhibit D – MORE Local Programs](#) all work done by Habitat must be in alignment with Sections 17-19.

Project Management

- A. All inquiries are added to [Homekeeper, a Salesforce CRM](#) with all information to track candidate and applicant data, including demographics information for reporting.
- B. Save all materials in appropriate electronic and hard copy files.
- C. Update Conversation Log as Habitat staff communicates with applicant.
- D. Develop realistic timelines that the homeowner can understand, and that, as needed, can be supported by a volunteer recruitment plan created by the Ops/Vol Coordinator. For scheduling purposes, utilize corporate groups as much as possible, with ongoing volunteers positioned as Crew Leaders when it is safe and appropriate to do so.
- E. All engagement and activities at all levels will adhere to relevant COVID-19 safety protocols and in compliance with health standards.

Role of Family Services Committee:

- A. Family Services Committee volunteers play a supplemental role to improve capacity and relationship building with homeowners, including assessment, screening, and referrals to partner agencies.
 - a. For a full list of FSC duties and responsibilities, see [Family Services Committee Job Description](#) document.

External Operational Procedures

Application Inquiries

- A. Habitat Santa Barbara shall respond to applicants within a reasonable window of time to provide quality customer service.
- B. All communication will be kept up to date and comply with HUD's Fair and Equal Housing Act, protecting people from discrimination, including use of Equal Housing Lender insignia.

Outreach & Marketing

- A. When possible, outreach should be conducted in partnership with local non-profit agencies (spanning our service area) as a referral system for applicants across Southern Santa Barbara County.
- B. Outreach to prospective home repair applicants is conducted in alignment with the [Fair Housing Marketing Plan](#) for the Home Repair Program. See the plan for additional details.
- C. Outreach & marketing is tracked using the [Outreach, Advertising, Vendors, Etc.](#) spreadsheet.

Request for Qualifications for Licensed & Insured Subcontractors

- A. Habitat Santa Barbara will secure at least three subcontractors using the Request for Qualifications (RFQ) document in areas of construction where it is needed most frequently.
- B. Habitat Santa Barbara will prioritize outreach to Minority / Women-owned and small businesses.
- C. All vendors will go through a competitive bid process.
- D. If CDBG funding will be used, Habitat Santa Barbara must submit County documents with RFQ to the candidate subcontractors, and Habitat Santa Barbara must receive written confirmation that the subcontractor is aware of federal requirements and will comply.

Other Program Parameters

All standards and procedures will be in compliance with the Repairs AOM, U.S. Affiliated Organization Policy Handbook, Human Resources Manual, OSHA Standards, HFHI Policies, Competent Person Training, and other operational guidance provided by Habitat for Humanity of Southern Santa Barbara County and Habitat for Humanity International. The Repairs Affiliate Operations Manual (referenced above) is one of a series of 10 volumes outlining the core operations for U.S. Habitat affiliates. The other titles in this series are Advocacy, Construction, Construction Safety, Financial Policies and Procedures, Homeowner Selection, Homeowner Support, ReStores, Resource Development, and Volunteer Management. The full collection is available at my.habitat.org/kc/aom.

* This document is subject to change as needed to support the effective running of the HFHSSBC's Home Repair Program. Changes must be approved by CEO & Board of Directors.



Equal Housing Opportunity Statement: We 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.