In an effort to make the rehabilitation of your home as stress-free as possible, there are certain things which need to be discussed so your expectations will be realistic throughout the entire process. By planning ahead and knowing what to expect, you can minimize the inconvenience that tends to be an inherent part of the home improvement process.

**Before The Rehabilitation Of Your Home**
Once your application is approved, you will receive a letter from your housing specialist. Once you receive this letter, you should begin preparing your home for all of the inspections (termite & moisture inspection, construction inspection and a lead inspection if applicable). Remove all clutter (i.e. scattered or disordered items that impede movement or access) that may prevent the various inspectors and contractors from being able to conduct a thorough inspection of the property. The inspectors and contractors must have access to all rooms and areas in the home, and they must have a clear view of all areas and surfaces.

You should also begin making a list of all repairs you would like to have made to your home. When the construction specialist from DHNP meets with you for the initial inspection, tour your home with the construction specialist and discuss your list. Some of the repairs on your list may not be possible due to program regulations.

- **Realistic expectations** – if it’s broken, depending on the item, we will repair or replace it (example: your dishwasher does not work, we can replace it). If your kitchen countertop is in disrepair, we can replace it with a similar countertop. We cannot upgrade a laminate countertop to a granite countertop. We replace like-with-like.

- **Unrealistic expectations** – pools, hot tubs, installation of a deck, installation of hardwood floors where carpet currently exists, converting a garage into a habitable space, room additions.

Federal funds from the U.S. Department of Housing and Urban Development (HUD) are being used for the rehabilitation of your home. We are limited to the type of materials/finishes that can be used. While we try to allow the homeowner options for colors, finishes, etc., our program does not allow for custom orders for flooring, vinyl, cabinets, carpet, etc. Some items may be pre-selected to meet a performance standard set by DHNP.

Make sure you review the Work Write-Up very carefully. Occasionally an item may unintentionally be left off the work write-up. It is your responsibility to ensure that everything you need addressed is included in the work write-up before it goes out for bid. Your signature on each page of the work write-up indicates that you have thoroughly read and discussed the work with the construction specialist, and that you agree with the content of the work write-up.

At the time of the pre-construction conference (the pre-construction conference is a meeting at your home between you, your construction specialist and the contractor who was awarded the job), make sure you thoroughly communicate with the contractor. You should go from room to room with the contractor and construction specialist and discuss each line item from the work write-up. Do not try to rush through the pre-
construction conference. It is very important that both you and your contractor understand a line item the same way. This will avoid misunderstandings and prevent costly mistakes - financial and emotional.

**During The Rehabilitation Of Your Home**

After the pre-construction meeting with the contractor and the Construction Specialist, you will need to begin preparing for construction. Remove all personal belongings from the work area(s). It is strongly recommended that you store/pack away all non-essential items such as pictures, knick knacks, wall hangings, plants, decorative accents, lamps, unused appliances, etc. If your kitchen cabinets and/or bathroom vanities are being replaced, you are also responsible for packing and storing the contents prior to work commencing in these rooms. Electronic equipment (i.e. TV, stereo, computer, etc.) is also the responsibility of the owner to move and properly store. The contractor is only responsible for moving furniture and major appliances. Bottom line, if you don’t want it lost or broken, store it before work starts.

Plan for daily life. Rearrange rooms before work begins to make daily living less inconvenient. If your kitchen is being completely rehabilitated, you may want to move your microwave to a location where it can still be used. You may want to purchase some bottled water, paper plates and disposable utensils while your kitchen is out of commission.

Keep in mind that there is no way to avoid a mess during construction.

- **Realistic expectations** – dust, debris, noise, noxious odors, workers constantly coming in and out and tracking in dirt, construction materials being stored in your home and/or on your property, having to do some minor clean-up behind the contractor.

- **Unrealistic expectations** – that your house will be orderly and clean throughout the construction process. Expecting the contractor to do a thorough clean-up of your house on a daily basis.

Keep in constant communication with your contractor. Discuss a schedule for the work to be done in each room so you can plan accordingly. If you know the contractor will be renovating your bathroom on a particular day, be sure to remove all personal items and empty the vanity the day before.

As work progresses and items are completed, inspect the work closely. Make a list of any items that need to be finished or any mistakes that need to be corrected. Keep a detailed list (known as a “punch list”), and discuss these items with the contractor on a regular basis. Also discuss these items with the construction specialist as well. Prior to the final payment being released to the contractor, the construction specialist will need to make sure all items on your punch list have been resolved as best as possible. Please be mindful that there may be a possibility that an item on your punch list will not be resolved to your satisfaction. For example, a patch on a wall may not blend in with the surrounding surface as well as you had expected. Some repairs may be visible.

- **Realistic expectations** – that your house will look much better than it did before the rehabilitation, and that it will be more energy efficient if your rehab included new windows and/or a new roof and/or an upgraded heating/cooling system.

- **Unrealistic expectations** – that your house will be “brand new” and all work will be perfect.

Contractors are expected to perform the work in a professional and workman like manner. Rehabilitation will correct code violations and help extend the life cycle of your home. This is not a remodeling program, it is a rehabilitation program.

Imperfections in walls, ceilings, woodwork, doors, etc., may not be able to be corrected to your satisfaction. Also, when repairs are made to an existing surface such as a wall, the contractor will try to match the finish and/or color as best as possible. This does not mean that the repair will be an exact match or be “invisible”.

Homes settle over time. Doorways, windows and walls may no longer be plumb, straight and level. The contractor will try as best as possible to ensure doors, windows, counters and cabinetry are properly installed, but homeowners must realize that there are limitations, especially with doors.

Any work requiring a building permit will require the contractor to pull a permit and to have the work inspected and released by Permits & Inspections prior to the release of the final payment.

After The Rehabilitation Of Your Home
After the work is complete and the contractor has put all furniture back in place, it is the responsibility of the homeowner to unpack and replace all personal items and electronic equipment.

Before you sign off on the final payment, go over instructions for equipment and discuss warranties and proper maintenance with the contractor. Make sure you have all warranty paperwork. The one year warranty for the workmanship begins the day the 100% (final) payment is approved. During the one year warranty period, if you encounter any problems with any of the work performed under the contract, you should immediately call the contractor. You should also call your construction specialist so that he/she can follow-up with the contractor to ensure that your warranty issue is addressed in a timely manner.

Now that your home has been rehabilitated, it is your responsibility to keep your home in good repair. Homes require constant attention, and many of the repairs that are made under our rehabilitation programs could have been avoided had the homeowner taken action at the time a problem was first detected. Failure to take timely action as soon as a problem is detected can result in an escalation in the cost and scope of a repair once it is finally addressed.

- Realistic expectations – that the improvements to your home will require routine maintenance as time goes by. Understanding that proper maintenance is a part of home ownership.

- Unrealistic expectations – that you will not have to maintain the repairs; that your home will now be maintenance free and require no upkeep.

We hope that by planning ahead and having realistic expectations about the program, your home repair experience will be a good one. When all is said and done, we want you to be a satisfied customer.

I have read the above and fully understand that the DHNP repair programs provide assistance for the rehabilitation of the property; it does not allow for remodeling. I further understand that the improvements to my home will help to extend the life of the home, but will not make my home “brand new”.

DHNP DOES BUSINESS WITH THE FEDERAL FAIR HOUSING LAW AND THE SECTION 504 PROGRAM ACCESSIBILITY REQUIREMENTS

IT IS ILLIGAL TO DISCRIMINATE AGAINST ANY PERSON BECAUSE OF RACE, COLOR, RELIGION, SEX, HANDICAP, FAMILIAL STATUS OR NATIONAL ORIGIN