

HOME REPAIR PROGRAM (HRP) FAQ'S

What do I need to do first?

The first step is to determine if you are eligible to participate in HRP by completing the application and submitting all the required documentation to the Office of Community Development. Once this is done our office will follow up with you on your approval status.

What do I do in the meanwhile?

Thoroughly read and become familiar to the instructions listed in the HRP Homeowners Instructions and Information Guide. Make sure to sign and return the acknowledgement form to the Office of Community Development.

How long does the application process take?

If the application is complete and submitted with all the required documentation, the turnaround time is typically less than a week. Approval times may vary and are subject to the volume of requests at the time of submittal.

How often can I apply for assistance with the Home Repair Program (HRP)?

Applicants may only receive assistance once within a five-year period.

If my application is approved does that mean you can start work right away?

No. Approval is not an authorization to begin work. An initial inspection must be performed to determine if the 'Scope of Work' being requested by the homeowner meets program requirements. This process typically takes place within a few days of the application approval but may be longer depending on the volume of requests at the time of submittal.

Is there paperwork for me to sign?

Yes. There are specific documents you need to sign at different stages throughout the project. The HRP Coordinator and the contractor will be contacting you at each of these stages. Please ensure you complete each stage in a timely fashion. If you have any questions, please call the main office and ask to speak with the HRP Coordinator listed on your documents. Please note: The process cannot start without receiving the signed and notarized Homeowner's Agreement.

What happens after my application is approved?

The Program Coordinator will forward your application approval to the Project Manager. The Project Manager will contact you by phone to schedule an inspection time. If the Project Manager determines the work is within the program's guidelines, then they will proceed by creating an approved Scope of Work that will be either mailed and/or emailed to you.

What is an approved Scope of Work?

An approved Scope of Work is a written document listing all the proposed work to be performed by a contractor and is used by the contractor as the basis for their construction quotes. The approved Scope of Work will have further instructions attached on how the quotes are gathered by the homeowner.

How and when do I get the Scope of Work?

It is mailed and/or emailed to you after the Project Manager has completed their inspection review. This is done in-house and is typically completed within a few days following your inspection.

What do I do if I have a question on the Scope of Work or obtaining quotes?

You can contact the Project Manager with questions by calling the main office number listed on the letter and requesting to speak with the Inspector.

What is my responsibility in getting quotes?

Follow the written instructions that you receive with your Scope of Work. You are required to select the contractors and schedule their visits. When you call a contractor for a quote, tell them you are requesting a quote for the Monmouth County Home Repair Program and the type of work you need done. (For example; roof repair, furnace repair).

How do I know which contractor I can get a quote from?

Our HRP Approved Contractors List is enclosed with your Scope of Work for your reference. You may select the contractors for your quotes from this list.

What if I have a contractor, I want to use that's not on the list?

If the contractor is not on the list, they need to apply to become an approved HRP contractor by following the instructions listed in Chapter 7 of the HRP Homeowner's Instructions and Additional Information Guide.

What do I do when they come to perform their quotes?

Please follow the written instructions. Make sure the contractor has a copy of the approved Scope of Work to base their quote on. That is all that is required of you. Please allow the contractors access and an appropriate amount of time on the site to perform their quote.

Can I change the "Scope of Work" with the contractor?

No. The homeowner is not permitted to ask for or negotiate a change in in the Scope of Work. If any questions or concerns arise at the time of the contractor's visit, the contractor will consult with the Project Manager. The contractors are familiar with the HRP requirements and have a solid working relationship with our office. They are professional and capable in their ability to develop quotes based on our program's requirements without assistance. Any interference with their visit to the site may result in delaying the project review and/or receiving final approval.

How are the quotes submitted?

The quotes are submitted directly to the Project Manager by each contractor.

How does the County know which contractors I called?

The Project Manager will contact you by phone to confirm which contractors you selected to provide a quote.

How long does it take? Who approves the quote?

The quote review stage can average between a few days to a couple weeks depending on the Scope of Work, equipment and/or materials specified, and the required information needed to be gathered for the project. The review is conducted in-house between the Project Manager and the contractors. The homeowner is not involved in this process but is informed of the final results. This review is based on HUD requirements, HRP Operating Procedures Manual and the applicable minimum building/zoning/health code compliance. They are not based on the preferences of the homeowner.

Can I request your assistance with gathering the quotes?

Assistance with soliciting quotes on a client's behalf is offered to accommodate clients with special circumstances or needs. Requests shall be made either verbally or in writing to the Project Manager. Please call the main office to request to speak with the Project Manager (or) email requests to homerepair@co.monmouth.nj.us

Who does what?

The HRP Coordinator:

- Assists applicants with the application process
- Reviews completed applications
- Determines the final eligibility of the applicant
- Coordinates and gathers the required signed contract agreements and documents throughout the project until the completion of the project

The Homeowner:

- Applies for program eligibility
- Reviews the HRP Homeowner's Instructions and Additional Information Guide
- Returns signed acknowledgement form
- Calls and schedules the appointments with the contractor for the quotes, and provides the contractor with access to the property for the quote
- Adheres to the requirements listed in Chapter 9 – Property Conditions and Client Provisions, of the HRP Homeowner's Instructions and Additional Information Guide, throughout the quote visits and the work in progress.
- Signs the required contracts and documents throughout the project until the completion of the project

The Project Manager:

- Completes the inspection and evaluates the request for assistance
- Determines requested work meets the programs criteria
- Creates the Scope of Work
- Reviews quotes and awards the final contract
- Oversees the work in progress
- Ensures the materials and methods meet the programs criteria and the specific requirements of the approved Scope of Work
- Performs final inspection and issues the final approval upon completion of work
- Signs required documents throughout the project until completion of the project

The Contractor:

- Provides the quote and performs the work when awarded.
- Schedule the working day/s directly with the homeowner
- Communicates the jobs progress and any issues or concerns directly with the Project Manager.
- Signs the required contract and documents throughout the project until completion of the project
- Upholds labor and material warranties.

How will I know which contractor gets the job?

Once the quotes have been finalized and submitted for review, the Project Manager will contact the homeowner and review them with the selected contractor. If there are no other concerns, the Project Manager will give the project final approval to proceed. The HRP Coordinator will mail and/or email the homeowner and the contractor the required documentation and instructions to follow. If there are concerns with the project the Project Manager will address them with the homeowner before making a final decision.

Do I need to be home when the repair is being made?

For exterior work, you do not need to be present. For work specific to the interior of your home, you or an adult over the age of 18 needs to be present for the duration of the work.

Who do I contact with a concern or question during the work?

For questions or concerns during the project please contact the main office number and ask to speak with your Project Manager.

Who do I contact with a question on the paperwork?

For questions or directions regarding paperwork please call the main office number and ask to speak with the HRP Coordinator directly.

What happens when the work is done?

The contractor will contact our office for a final inspection. A final inspection will need to be performed by the Project Manager. Any outstanding issues should be addressed at this time. All parties will sign all of the required completion paperwork.

Are there any warranties? When do they start?

Yes. The HRP requires the contractor to warranty their work (installation labor) for a minimum of (1) one year. Some contractors exceed that warranty voluntarily (refer to your paperwork). Materials and equipment that come with manufacturer's warranty is disclosed in the final paperwork. Some manufacturer's warranties are required to be registered online and instructions should be given and/or assist by the contractor. The warranty starts from the date of completion listed on the Completion Certificate. If you have a question regarding the manufacturer's warranty, contact the manufacturer and/or the contractor.