

# City of Stanton

## PROGRAM GUIDELINES

### 2024 Neighborhood Enhancement Program Round Nine

## Table of Contents

<b>PROGRAM OVERVIEW</b> .....	3
<b>GENERAL PROVISIONS</b> .....	3
<b>COMPLAINT RESOLUTION. REVIEW COMMITTEE, PROCEDURES, FILING COMPLAINTS/APPEAL PROCESS, RESPONSE, DISPUTE RESOLUTION, FINAL RECOURSE, REINSTATEMENT</b> .....	4
<b>REFERRAL TO DISPUTE RESOLUTION SERVICES REQUIRED IF CONFLICT NOT SATISFACTORILY RESOLVED</b> .....	6
<b>PROGRAM ADMINISTRATION. CONFIDENTIALITY, FILES, FILE RETENTION, APPROVAL AUTHORITY, FRAUD POLICY</b> .....	6
<b>GRANT AGREEMENT AND PROGRAM COMPLIANCE</b> .....	6
<b>CONFIDENTIALITY POLICY FOR EMPLOYEES, VOLUNTEERS AND COMMISSION MEMBERS</b> .....	6
<b>PROGRAM GUIDELINES LANGUAGE FOR ADMINISTRATION/FILE RETENTION:</b> .....	7
<b>ELIGIBILITY REQUIREMENTS</b> .....	7
<i>Property</i> .....	8
<i>Eligible Activities</i> .....	8
<i>Eligible/Ineligible Costs</i> .....	9
<i>Application Process</i> .....	9
<i>Applicant Selection Process</i> .....	10
<b>CONTRACTOR/VENDOR SELECTION</b> .....	10
<i>Procurement</i> .....	10
<i>Licensing</i> .....	11
<i>Volunteers</i> .....	11
<i>Construction Activity Guide</i> .....	11
<i>Licensed Building Trades</i> .....	12
<i>Activity License Requirements</i> .....	13
<b>Map of Stanton City Limits</b> .....	14

## Program Overview

The City of Stanton is pleased to announce it was awarded \$50,000 for the NEP Program by Michigan State Housing Development Authority. The city will leverage its own resources to administer the program.

## General Provisions

- ✧ Goals/Purpose/Desired Outcomes. The Neighborhood Enhancement Program's goal is to focus on low/moderate income households that need assistance with maintenance. The desired outcome is neighborhood beautification and renewed interest in overall property maintenance for not only curb appeal, but for public safety.
- ✧ Program Location. The NEP Program is inclusive of the entire city of Stanton, Montcalm County, Michigan. *See attached map.*
- ✧ Owner Contribution (if applicable). Owner contributions are welcomed but not required. IF the scope of work requires more funds and the homeowner would like to contribute more funds to increase the impact of the scope of work, it will be accepted.
- ✧ Fair Housing/Equal Opportunity/Non-Discrimination. The City of Stanton will abide by the Fair Housing Act and regulations. The City of Stanton does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

The City of Stanton does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

- ✧ Identity of Contact Persons. Rachael Coffey, City Manager and/or Sarah Johnson, Clerk will be the points of contact for the NEP Program. For questions, please contact city hall at (989) 831-4440, or visit [www.stantononline.com](http://www.stantononline.com).
- ✧ Conflict of Interest. City of Stanton is committed to integrity and fairness in the conduct of all its activities. Inevitably, the interests of (Council/Staff/ Volunteers) will involve them in organizations, causes, and other endeavors that intersect with the affairs of the City of Stanton. This conflict of interest statement applies to all persons holding positions of responsibility and trust on behalf of the City of Stanton,

including but not limited to members of the commission, volunteers committee members, and city staff (Commission/Staff/Volunteers). Individuals worthy of affiliation with the City of Stanton will govern themselves by the spirit of of this statement.

- Each Commissioner/Staff/Volunteer has the duty to place the interest of the City of Stanton foremost in any dealings on behalf of the city. This accountability supersedes any conflicting loyalty to business interests, personal interests, or paid or volunteers service to other organizations.
- No Council/Staff/Volunteer will derive any personal profit or gain, directly, or indirectly, by reason of his or her service to the City of Stanton.
- The conduct of personal business between any Council/Staff/Volunteer and the organization is prohibited (no self-dealing).
- Council/Staff/Volunteers may obtain for themselves, their relatives, or their friends a material interest of any kind from their association with the City of Stanton.
- If a Commission Member/Staff/Volunteer has an interest in a proposed transaction with the organization in the form of a significant personal financial interest in the transaction or in any organization involved in the transaction, or holds a position as trustee, director, or officer in any such organization, he or she must make full disclosure of such interest before any discussion or negotiation of the transaction and abstain from decision-taking actions. With disclosure to other participants, the work of the City of Stanton is furthered by the willingness of conflicted persons to share information bearing upon the matter under consideration.
- No Commission/Staff/Volunteer may accept any payment or article of value from a city, potential city, or supplier, except nominal hospitality such as meals or token recognitions. In general, board members and staff should make every effort to decline to accept gifts on behalf of the City of Stanton, but in cases where it could be considered ungracious to decline, the city representatives should make clear that the gift is being accepted on behalf of, and will be given to, the City of Stanton.
- If a conflict, or the potential appearance of a conflict exists, the commission member must recuse themselves by not influencing, attempting to influence, or participating in that discussion and/or vote.

## **Complaint Resolution. Review committee, Procedures, Filing Complaints/Appeal Process, Response, Dispute Resolution, Final Recourse, Reinstatement**

A homeowner and contractor complaint resolution process is a formal procedure to log, investigate, and resolve any homeowner dissatisfaction or problems. The aim of such a process is to turn around a dissatisfied resident or contractor into a satisfied one.

To provide excellent services and products there is a need to assess the information obtained from homeowner or contractor complaints. Although most people do not like

complaints, this information provides invaluable insight into homeowners' requirements, opinions, and viewpoints.

## COMPLAINT RESOLUTION

### 1. Review Committee

The City shall establish a review committee comprised of three members who will hear all cases that cannot be successfully resolved by the program administrator. The review committee will be comprised of the following: A person with building/construction expertise (completely separate from the contractor who is part of the complaint; a local community representative; and a representative of the city (but should not be administrator or staff member of housing program). The claimant may choose to make a presentation or submit a written description (including documentation) to the committee for review.

### 2. Complaint Resolution Procedure

The following Complaint Resolution Procedure shall be adopted to resolve all complaints by applicants or between parties participating in the Program. The Administrator shall notify the contractor and property owner not be able to resolve a problem.

- a) Any party applying for or participating in a rehabilitation project administered by the Program may file a written complaint to the City giving a detailed description of the complaint. The City shall provide a copy of the complaint to the party against which the complaint is written. If the complaint is against the City, the City shall convene a meeting of the Complain Review Committee at the earliest date convenient to all parties.
- b) The City shall investigate the complaint and respond in writing within fifteen (15) days to both parties of the recommended resolution of the problem.
- c) Each party shall review the recommendation and respond in writing within fifteen (15) working days informing the City of their decision on the resolution recommended. The City will attempt to mediate any unresolved issues between the parties.
- d) If the issue cannot be resolved between the parties and City, the City shall convene a meeting of the Complaint Review Committee at the earliest date convenient to all parties.
- e) The Complaint Review Committee, consisting of no less than three members in attendance, shall review all written documents and hear verbal arguments by the parties. The complaint Review Committee will make a decision during the meeting on the resolution of the complaint unless it is determined that additional information is required and it is necessary to reconvene the Committee for final decision at a later date. The City shall advise the parties in writing of the Committee's decision.
- f) If the parties do not accept the decision of the Complaint Review Committee, the City shall advise the parties in writing that they shall be required to participate

- in a Dispute/Resolution Program. The costs of participation in the Dispute/Resolution Program shall be at the expense of the parties in the dispute.
- g) If mediation is unsuccessful and all of the above procedures have been adhered to and properly documented, the issue may be referred to the MSHDA Community Development Division staff for final decision.

## **REFERRAL TO DISPUTE RESOLUTION SERVICES REQUIRED IF CONFLICT NOT SATISFACTORILY RESOLVED**

Should the above-listed efforts fail to resolve all outstanding issues; city must seek the services of the closest Dispute Resolution/Mediation Program. This process is for all parties involved including contractor and homeowner. A list of Community Dispute Resolution Program (CDRP) Mediation Centers may be found at <http://courts.mi.gov/administration/scao/officesprograms/odr/pages/commuity-disputeresolution-program.aspx>.

Attached is a process map for a typical complaint procedure (See Attachment A/Client Complaint Procedure). In the event that MSHDA is contacted directly by a complainant, he/she will be referred to the city for implementation of policy procedures. If all previously outlined steps have failed to resolve the complaint, the city may contact MSHDA in writing, detailing the complaint and verifying its compliance with the above listed steps. After all disputes have been resolved, then reinstatement of the contractor will occur.

NOTE: All liability to third parties, loss or damage as a result of claims, demands, costs, or judgments arising out of activities, such as direct service delivery, to be carried out by the City in the performance of its HID-funded grant agreement shall be the responsibility of the City, and not the responsibility of the Authority, if the liability, loss, or damage is caused by, or arises out of, the actions or failure to act on the part of the City, any subcontractor, anyone directly or indirectly employed by the City, provided that nothing herein shall be construed as a waiver of any governmental immunity that has been provided to the City or its employees by statute or court decisions.

## **Program Administration. Confidentiality, Files, File Retention, Approval Authority**

## **Grant Agreement and Program Compliance**

## **CONFIDENTIALITY POLICY FOR EMPLOYEES, VOLUNTEERS AND COMMISSION MEMBERS**

Respecting the privacy of our homeowners, donors, members, staff, volunteers, and of the City of Stanton itself is a basic value to the city. Personal and financial information is

confidential and should not be disclosed or discussed with anyone without permission or authorization from city manager. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. Employees, volunteers, and board members of the City of Stanton may be exposed to information, which is confidential and/or privileged and proprietary in nature. It is the policy of the City of Stanton that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal /dismissal.

## **FRAUD POLICY**

The city has an annual audit of all finances with a reputable audit company at the end of each fiscal year. Several internal controls are in place, including 2 signers for all checks, monthly balancing of financial statements including a 2nd employee's review of statements, and city commission approval of all accounts payable. Personally identifiable information is kept in a protected location only accessible to the City Manager and not shared with any outside entities besides MSHDA. All documents are retained by the city in accordance with the State of Michigan Records Retention and Disposal Schedule. Any reports of suspicious fraudulent activity should be reported directly to the city manager and/or mayor. Any reports would be handled according to the Whistle Blower Protection Policy in the city's Personnel Manual. The code of ethics/structure ensures applicants will only be selected as clearly defined in this Program Guidelines under section *Eligibility Requirements*.

## **PROGRAM GUIDELINES LANGUAGE FOR ADMINISTRATION/FILE RETENTION:**

MSHDA-Funded Housing Resource Fund Grants. These records document housing resource fund grants that are provided by MSHDA. They may include, but may not be limited to, grant agreements, payment requests, correspondence, progress reports, monitoring reports, and applications.

The city will retain all grant records for five (5) years. The City of Stanton will comply with all rules and regulations required by MSHDA for the program administration of the NEP Program. City staff will assist with the program administration including but not limited to confidentiality, files, file retention, approval authority, the grant agreement, and program compliance.

## **ELIGIBILITY REQUIREMENTS**

## Pre-Approval Process

Homeowners are required to complete the Household Income Self-Certification Form and Scope of Work Application with attachments. Applications must include estimates of work to be done with a minimum of (2) quotes (3 quotes will be required if equal to or greater than 25% cost difference), “before” pictures, proof of being current on property taxes, and proof of current homeowner insurance. The City Manager or a member of their staff will review the submitted applications for completeness and signatures to determine a homeowner’s eligibility.

## Property

### *Building types assisted*

1. Homes must be single-family, owner occupied, and must be approved by MSHDA.
2. Licensed contractor and/or building inspector may be contacted for their expertise to ensure property condition is overall in satisfactory condition before applicant is selected.

### *Property Condition Criteria*

1. Applicants must own the home (proof required)
2. Homes must be primary residence (proof required)
3. Taxes & Insurance must be up to date (proof required)
4. Lead-Based Paint/Asbestos Compliance: Lead-Based Paint/Asbestos Test, if applicable, must be performed on the home prior to grant funding the project. The homeowner is responsible to submit payment to the City of Stanton to request testing. The City of Stanton will order the testing on the home and will forward all reports to the homeowner once completed. If for some reason the homeowner or project does not qualify for grant funding, the upfront payment for the testing amount will not be reimbursed. Referrals will be provided if mitigation is determined necessary. Therefore, only homes without lead/asbestos are eligible to participate.

## Eligible Activities

### *Limitations on the scope of work*

1. Homeowner, contractor, and city must all develop a scope of work and timeline that is agreed to, in writing, by all parties.
2. Homeowner and contractor must sign contract.
3. All improvements must be completed to current building code and standards.
4. All improvements must be exterior only.

### *Minimum/Maximum Levels of Assistance*

1. Maximum funding amount per project is \$8,000 with no lien or pay back requirements; minimum funding amount per project will be \$1,000.



2. If the city does not receive qualified applications for the NEP program, it is possible that one qualified applicant may receive a grant amount above maximum allowed if the homeowner complies with the lien requirements. Subject to approval by MSHDA.

### Eligible/Ineligible Costs

1. All improvements must be exterior only such as, but not limited to: siding, roofing, exterior doors, exterior windows, exterior paint, porches, decks.
2. No interior improvements examples: furnaces/drywall/interior painting •

### *Minimum Requirements and Standards*

1. Homeowner must agree to scope of work.
2. Homeowner must agree to all required rules and regulations per MSHDA
3. Homeowner must agree to lead and/or asbestos testing if applicable. Homeowner must agree to pay to for lead/asbestos testing.
4. Applicants must agree to home inspection by licensed contractor and/or building inspector prior to application selection
5. Homeowners must agree to before and after photographs of project
6. Homeowners must agree to scope of work, understand expectations of project and cost of estimates

### Application Process

1. Homeowners will be notified of grant program by social media, newspaper, utility billings, and posters. A notice of available funds will be published on the city's website, video logs, and social media sites.
2. The city will accept applications until June 1, 2024, at 5 pm.
3. City officials (may include: city manager, chief of police, and department of public works director, building official, and deputy city clerk) will review the applications and select applicants on or about June 10, 2024.
4. Applications will be selected based on the most significant neighborhood impact (old, historic homes that are in need of major exterior improvements which are surrounded by well-maintained homes will be considered first).
5. The applicant must be the owner and occupy the assisted property.
6. The applicant must not own any property that is subject to any citation of violation of the state and/or local codes and ordinances.
7. The applicant must not have been the prior owner of any property transferred to the county treasurer or to a local government as a result of tax foreclosure proceedings.
8. The applicant must have a household income at or below 120% of Montcalm County's median income (located below).
9. Homeowner must complete and sign the Self Certification Form.
10. Homeowners will be notified of grant program by social media/newspaper/utility billing/posters.

Household Size	1	2	3	4	5	6	7	8
Income Limits 120% AMI	\$63,600	\$72,720	\$81,840	\$90,840	\$98,160	\$105,480	\$112,680	\$120,000

### Applicant Selection Process

The city officials will make every effort to select applicants with the most significant neighborhood impact. Homes that are in desperate need of exterior improvement in order for the home to be salvaged, will be considered first. If the city does not receive any qualified applicants, focus on other homes may be considered. The city will also consider the opinion of a licensed contractor and/or building inspector to inspect the overall condition of the home prior to selection. Homeowners must agree to photos taken from the beginning of the project, during, and after the project. The city may also take photos before, during, and after of the project to ensure success. Selected applicants will be notified via telephone of award.

### Contractor/Vendor Selection

#### Procurement

Small purchase procedures are used to provide written documentation on how the city will validate that the expenses made are reasonable and necessary.

The city staff and homeowner will work together to gain understanding of the improvements to be made and will visit the site. A work write-up and project costs will be developed and staff will meet again to discuss options. If any unforeseen conditions appear after the initial write up improvements may be added separately based on available funding.

A minimum of two written quotes/cost estimates obtained via phone, internet, etc., that are comparable in scope for each activity are needed in order to release a notice to the contractor of them receiving the work.

The estimates can be from: Stores – dated, activities itemized by type and cost Contractors – can be verbal quotes on telephone if clearly documented with the date, time, parties on the call, activities itemized by type and cost.

- ❖ Contractor Verification of Eligibility (State Licensing, Insurance Certifications, etc.) all contractors must be state licensed and provide proof and provide proof of required insurance certification
- ❖ Contract Approval, Award and Notification- contractor will be notified via telephone of approval, award, and notifications
- ❖ Pre-Construction Meeting-pre construction meeting must be attended by the awarded contractor

- ✧ Notice to Proceed – contractor will receive a letter formally stating notice to proceed after city and MSHDA agree to scope of work
- ✧ Contractor Performance-contractor must be professional and abide by timelines given in contract and must notified city and homeowners of any changes in timeline. Contractors must agree to bid and scope of work. If homeowner or city is not satisfied by contractor’s performance there will be a meeting with all parties to discuss miscommunications
- ✧ Change orders - all change orders must be approved by MSHDA, city, and homeowner
- ✧ Permits and Inspections/Notification Procedures - (local and state code) contractors must abide by all local and state codes, all fees from the city will be waived
- ✧ Construction and Contractor Payment Provisions (holdback provisions – minimum 5%) the contractor will receive 50% of the bid at the beginning of the job and 50% at the completion of the job
- ✧ Damages - The contractor will be responsible for any damages. Contractors should take pre and post construction. Contractors will be required to create a daily log of all activities
- ✧ Recognized Participants Clause- the contractor agrees to participant with MSHDA, city and homeowner with this NEP Grant and recognizes all work must be completed as stated in the contract signed by the contractor and homeowner

## Licensing

The city must ensure whether or not the work being performed requires a contractor. Refer to the Licensed Building Trades Guidance (below) to determine if a contractor is required based on the work being performed. If it is determined that a contractor is not required then the city must determine that the person performing the work is knowledgeable, experienced and capable and assume responsibility and oversight of their work performance from a cost and completion perspective.

## Volunteers

Volunteers must first be approved by MSHDA. We will allow volunteer labor for work not requiring a licensed contractor, based on local/state/federal requirements as long as lead/asbestos testing is conducted upfront and property does not have lead/asbestos issues identified based on test results. If a property owner is identified to complete the work (and meets the criteria for approval including the information listed in the licensing and volunteers) then all purchases including supplies and equipment must be purchased and completed by the city on their behalf based on the procurement process outlined above.

## Construction Activity Guide

- ✧ The city will oversee and pre-approve all activities requested to be undertaken on a per address basis.

- ✧ The city must follow procurement procedures, obtain bids for all necessary work (labor and materials), and determine reasonableness prior to issuing a notice to proceed.
- ✧ A determination of licensing, insurance, lead, asbestos, and other local requirements, including but not limited to permits, must be made by the city.
- ✧ The homeowner must also accept the selected bid.
- ✧ An approval confirmation must be formally signed and dated by the homeowner, city and contractor.
- ✧ Pre-approval by MSHDA must be secured prior to any work being performed and/or costs being incurred. Contractor will receive notice to proceed only after all parties, homeowners, city, and MSHDA meet all requirements.
- ✧ The city and local building inspector must make a determination of required inspections and/or confirmation that all other local requirements were met.
- ✧ Completion and satisfaction with work must be formally signed and dated by the homeowner, city and contractor prior to request and release of funds.

### Licensed Building Trades

The Department of Licensing and Regulatory Affairs must license all contractors offering to do work which totals \$600 or more in labor and materials. A Residential Builders license allows a contractor to build a complete residential structure and to do maintenance & alteration (remodeling) work on a residential structure. A Maintenance & Alteration license indicates that the holder has met requirements for one or more of the following trades:

- ✧ Basement waterproofing
- ✧ Carpentry
- ✧ Concrete
- ✧ Excavation
- ✧ House wrecking
- ✧ Insulation
- ✧ Masonry
- ✧ Painting and decorating
- ✧ Roofing
- ✧ Screen and storm sash
- ✧ Gutters
- ✧ Siding
- ✧ Swimming pools
- ✧ Tile and marble

The trades for which a maintenance & alteration contractor is qualified to practice are listed on the license. The holders' state license must be displayed in the place of business and all contractors and their salespersons must carry a pocket card, which you should ask to see. If they cannot show you a license, check the department's License Information database or call the Licensing Division at 517-373-8068.

## Activity License Requirements

### Required

- ✧ New Construction/Remodeling of homes, apartment buildings, condominiums, townhouses, etc.
- ✧ Carpentry
- ✧ Concrete
- ✧ Excavation
- ✧ Insulation Work Required Masonry
- ✧ Painting & Decorating
- ✧ Siding
- ✧ Roofing
- ✧ Screen & Storm Sash
- ✧ Gutters
- ✧ Tile & Marble
- ✧ House Wrecking
- ✧ Swimming Pools
- ✧ Laying wood floors
- ✧ Basement Waterproofing

### Not Required

- ✧ Drywall
- ✧ Fences
- ✧ Awnings
- ✧ Sewer and septic, water lines, sprinklers
- ✧ Pavers without mortar
- ✧ Asphalt paving
- ✧ House moving
- ✧ Carpeting and vinyl floors (not wood)
- ✧ Plaster and Lath
- ✧ Replacement windows/doors /garage doors

Stanton City Limits (outlined in orange dotted line)

