Neighborhood Service Flow Chart

MARKETING & INQUIRY Series of community meetings at various Recreation Centers across our target area. Applications will be available and handed out to citizens. Community outreach and engagement advertising TURN, Emergency, Hazard, and Physical Accessibility Loan Programs. Applications will include requirements for each specific program. **PRE-QUALIFICATION (4 weeks) DECLINED** Applications received & reviewed. Guidelines Only files that meet all the loan/income were not guidelines and have complete documents met. and will move forward to next stage. **UNDER REVIEW (2 weeks)** Appraisal, Title search, Full Inspection, Hazard Reduction (If present) & environmental review are requested. **CANCELLED** Missed the The citizen is contacted if approved/cancelled or declined. Every pre-approved file given a priority score & top 20 applications chosen to proceed. **FILE APPPROVED (2 weeks) MUST REAPPLY NEXT** Loan committee will review & approve files. **PROGRAM OPENING** Citizen is notified of full approval. CA visit home for rehab cost estimate. Scope of work is created by (CA). Contractors bid on the scope of work. **REHAB BEGINS (4 months)** Citizens and contractor signs documents before work can begin. Purchase Order is requested after a Notice to Proceed is signed. Contractor begins rehabilitation. Once rehab ends, final inspection is performed, and work must meet building code requirements. Citizen must sign off on final closeout documents.