

Exhibit B
RESTORE
Administrative Plan

I. Program Activities and Scope

Under the Residential Emergency Services to Offer Home Repairs to the Elderly Program (RESTORE), the Recipient shall assist low-income elderly / frail elderly NYS homeowners, living in one- to four-unit dwellings, with emergency repairs that address hazardous conditions posing a threat to the life, health or safety of the older resident(s). Emergency repairs may include, but are not limited to, heating system repairs or replacement; electrical repairs or upgrades of electrical systems; plumbing repairs that pose a health risk, such as water supply and septic issues; and structural repairs such as deteriorated foundations, roofs, floors, stairs, decks, doorways, windows and porches. Accessibility measures such as ramps or grab bars may be added to the home if such measures enhance the health or safety of the elderly occupants.

II. Selection Criteria for Assisted Units

- Assisted units must fall within the targeted service area.
- The Recipient shall make the determination of the existence of emergency condition(s) in a home if the condition(s) pose an imminent threat to the life, health or safety of the elderly homeowner(s).
- The assisted household must have an occupant aged 60 years or older.
- The household annual incomes shall not exceed one hundred twenty percent (120%) of the area's median family income.
- The home must be the primary residence of the elderly homeowner.
- Work undertaken cannot exceed \$10,000 per building for the full regulatory term.

III. Quality Assurance & Timely Program Implementation

Activities the Recipient shall undertake to ensure timely start-up of a local RESTORE Program shall include:

- Promotion of funding availability;
- Notification to all community and local service agencies of the program;
- The establishment of a separate account for the RESTORE funds;
- Instruction and training in the program's regulations to all RESTORE staff;
- Recruitment of outside contractors;
- The establishment of a standard practice procedure for RESTORE program referrals that includes the referral process; assessment and documentation of emergency conditions; and the collection of necessary documentation from the homeowner to establish eligibility;
- The establishment of a standard practice procedure manual for contractor

selection that includes the contractor procurement process, documentation of valid licensure, proof of valid insurance and any other required documents; and bid awards; and

- The establishment of a standard practice procedure manual for the monitoring of the licensed contractors for adherence to deadlines and quality of workmanship.

IV. Methods to Ensure Compliance

The methods the Recipient shall use to ensure compliance with the RESTORE repair response deadline of 72 hours to inspect a home, 7 days to begin repairs and 30 days to complete repairs shall include the following:

- Drafting and executing a written agreement with the licensed private contractor that specifies the required work to be completed and timeframes to be met;
- Monitoring the licensed contractor's progress to ensure quality of workmanship and that all deadlines are met;
- Ensuring that all work performed by contractors and/or in-house crews is completed within the 30-day timeframe; and
- Submitting a Project Detail Sheet to the Corporation within 30 days of completion for each RESTORE-assisted unit.

V. Contractor Procurement

Upon receipt of a request for assistance or upon the referral of a homeowner in need of emergency support, the Recipient shall:

- Inspect the home within 72 hours of contact.
- Collect all documentation from the homeowner to verify eligibility and complete a work write-up consisting of a description of the emergency situation(s) and detailed specifications that describe the measures required to correct the emergency situation(s).
- Issue a request for contractor bids that details the work that will be required to correct the emergency situation(s). The request for contractor bids shall stipulate the last date for applying and the required project start date to ensure compliance with the RESTORE requirement to begin repairs within seven days.
- Collect all documentation needed from the contractor to verify that they are licensed, insured, and that they meet local requirements, codes, rules and/or regulations for contractors.
- Select the lowest qualified available bidder for the project.
- Enter into a written agreement with the selected contractor that describes the details of the project and all required time frames for starting and completion.
- Inspect all work upon completion to ensure compliance with the specifications.

VI. Other Services / Program Linkages

Any RESTORE client that needs assistance outside of the scope of services offered by the RESTORE Program shall be referred, by the Recipient, to an appropriate service provider that may assist the individual. For example, when working on a RESTORE project and it becomes evident that the customer is a person with a disability(s) and would benefit from accessibility modifications completed in his/her home beyond the scope of RESTORE, the Recipient shall refer that individual to the HCR Regional Office for possible assistance through the Access to Home Program.

The Recipient shall establish a standard practice procedure that details the referral process to be used in coordinating the delivery of the RESTORE grant with other programs.

VII. Service Provider Agreements in Place

The Recipient shall maintain files and records of the Service Provider Agreements in place that provide the following information: service provider name, a brief description of the type of service and copies of written commitment letters.

VIII. Referral Agreements In Place

The Recipient shall maintain files and records of the Referral Agreements in place that provide the following information: referral source name and copies of written commitment letters.

IX. Public Outreach

The Recipient shall develop and distribute marketing materials that explain the program's objectives to local community organizations and offices. Examples include, though are not limited to, local departments of social services, county offices for aging, community and senior centers, medical clinics, regional food banks, town halls, and local neighborhood associations. The "NYS Housing Trust Fund Corporation" shall be prominently placed on all marketing materials as the source of RESTORE Program funds.

The Recipient's marketing activities shall be non-discriminatory and be designed to encompass the diverse socioeconomic character (population, housing and economic activity) of the area. Minority- and women-owned businesses should be encouraged to participate in the bidding process in order to promote participation amongst minority contractors. The Recipient shall utilize the Search Directory of Certified Minority- and Women-owned Businesses (<https://ny.newnycontracts.com/FrontEnd/VendorSearchPublic.asp>) published by the Division of Minority and Women's Business Development of the New York State Department of Economic Development in order to target direct mailings towards local minority- and women-owned businesses.

X. Recapture of Funds

In the event that a RESTORE-assisted home is sold or transferred within three (3) years after project completion, to other than a low-income elderly household, the Recipient shall recapture and return to HTFC funds invested in the unit. Funds must be returned to:

Housing Trust Fund Corporation
RESTORE Program
PO Box 1339
Albany, NY 12201-1339

Funds must be returned with a brief letter explaining the purpose including program name, SHARS Identification Number, and the client name and address.