

## **NYS Housing Trust Fund Corporation RESTORE Program FAQ Sheet**

1. Is there an age requirement for the RESTORE Program? **Yes, at least one of the homeowners has to be age 60 years or more.**
2. If you do not own your home are you eligible for the RESTORE Program? **No, this program is for owner occupants only.**
3. Are life leases an acceptable proof of home ownership? **Yes, life leases are acceptable under the RESTORE Program. The LPA must maintain a copy of the legal document in their file for the entire records retention period.**
4. If an eligible owner of a multi-unit residence resides in the home, but rents out the other units, can we use RESTORE funds to do emergency repairs to the entire building or just the owner occupied space? **Only common areas other than the owners unit would be eligible.**
5. Can RESTORE funds be used on a mobile home? **Yes, but the occupant must own the mobile home. The lot may be owned but if they do not they must have an agreement with the lot owner and file the necessary paperwork.**
6. Are reverse mortgages counted as income? **No, the LPA does not have to consider resources from a reverse mortgage as income when qualifying a senior for eligibility under the RESTORE Program.**
7. Are payments for foster children/grandchildren counted as income? **No, but the LPA must make sure that they use the same method for calculating income for all applicants regardless of household size.**
8. Where can I find guidance on Determining Income? **Please download the HUD "Technical Guide for Determining Income and Allowances for the HOME Program" available at: <http://www.hud.gov/offices/cpd/affordablehousing/library/modelguides/1780.cfm>.**
9. Are there required timeframes that a referral/repair process must follow? **Yes. From the date of the emergency referral, the LPA has up to 3 days to inspect the home, for the date of the assessment you have up to 7 days to start the repairs which then must be completed within 30 days.**
10. What happens if we are not able to follow the program timeframes? **We understand that there may be reasons why timeframes cannot be met but HCR does monitor the adherence to the timeliness for the RESTORE projects. Non-compliance may impact the current or future RESTORE awards.**
11. Are the RESTORE timeframes in calendar days or business days? **Calendar days.**
12. If a roof needs to be repaired or replaced, and it is winter, I most likely will not be able to meet program timeframes, what should I do? **The LPA should do what is necessary to stabilize the situation and when weather allows, the repair/replacement should be completed. Please document on the Project Detail Form why the timeframe was not met.**
13. Are contractor bids required? **Yes, please see the RESTORE Program Agreement, Section 6. Supporting Documentation.**
14. Where can I find out if a home was previously served under the RESTORE Program? **Please contact your HCR Project Manager. You must supply the address, county and the section/block/lot numbers (S/B/L).**
15. What is the maximum we are allowed to spend on an individual property? **All buildings can receive up to a total of \$5,000 dollars. If a property has previously been served but did not receive the maximum amount, they can be served again until they reach the \$5,000 maximum. This amount has been reduced from the previous limits.**
16. Can appliances be replaced with RESTORE funds? **Yes, but only when the replacement eliminates an obvious health or safety hazard.**

17. Are we required to go to the State Historic Preservation Office for clearance? **No**, but if a project is located in a Historic District and the repair is an exterior repair you will need to address local laws.
18. Does RESTORE fall under the EPA Renovation Final Rule? **Yes**, if there is a child under six that lives in the home.
19. When will I receive my second payment? **After 75% of the first half of your award is spent. As documented by submitted Project Detail Forms and photographs. You must submit a Disbursement Request Form and an Administrative Funds Detail Sheet and you must include all invoices/receipts. An original signed Disbursement Form will need to be submitted to your Project Manager.**
20. With our current technology, can we submit our payment requests electronically? **Yes. You may submit your payment requests electronically to [OCR-Disbursement@nyshcr.org](mailto:OCR-Disbursement@nyshcr.org) but you must also submit an original copy to your project manager. Please make sure you include all invoices/receipts for each payment.**
21. How long will it take to receive my requested disbursement? **It may vary, but normally within two weeks from the time the request is received by the Office of Community Renewal's (OCR) Finance Unit.**
22. When is the last day you can request a RESTORE draw? **The draw can be requested after the contract period ends, however, only documented projects whose repairs started prior to the end of the contract will be reimbursed.**
23. If I have two consecutive active RESTORE awards, can I use the balance of one award in conjunction with a more recent award on a single project? **Only if the project occurs within the contract period for both contracts.**
24. What needs to happen if we recapture RESTORE funds? **Recaptured RESTORE funds must be returned to the Housing Trust Fund Corporation (HTFC). Please speak with your Project Manager regarding any "recapture" questions.**
25. If the homeowner gets a reverse mortgage, do we recapture the RESTORE funds? **No, the program is income based and not asset based. It would be considered like a living lease, as long as they remain in their home and you have legal documentation of this, the LPA does not recapture RESTORE funds.**
26. Can delivery costs be associated with the RESTORE projects? **Yes, but they must be reasonable and not total more than 12% of the RESTORE award.**
27. What would be considered delivery costs? **Delivery costs are those costs related to staff delivering the services to a specific project, such as travel.**
28. What about filing fees and attorney costs? **Filing fees and attorney costs should be considered hard costs directly related to the work performed on the project and can be billed to that project.**
29. What is the RESTORE retention period for our records? **Records must be kept for a period of five years.**
30. Exhibit E is a new Exhibit in our contract can you please explain why this change was made? **Actually, the standard contract always included a lien on the project property. But now we have changed this to include a Property Maintenance Agreement. This will ensure that you are notified regarding the transfer or sale of a project property.**
31. Will we be required to file Exhibit E in the Office of the County Clerk? **Yes, it is the only way you will be aware of a transfer or sale of a project property.**
32. What will it cost us to file this Property Maintenance Agreement? **It will depend upon the area of the state but this cost should not be more than the lien you were previously required to file. We do understand it can cost in the range of \$50-\$60 per agreement.**

33. Will costs associated with the filing be considered a project cost? Yes, it would be considered a project cost.