Kerr-Tar Regional Council of Governments
2028 NCHFA/ESFRLP Rehabilitation Loan Pool

ASSISTANCE POLICY/Vance County

For the 2028 Cycle of the
Essential Single-Family Rehabilitation Loan Pool

What is the Essential Single Family Rehabilitation Loan Pool?

The Kerr-Tar Regional Council of Governments ("COG") has been granted Membership by the North Carolina Housing Finance Agency ("NCHFA") under the 2028 cycle of the Essential Single-Family Rehabilitation Loan Pool Program ("ESFRLP2028"). This program provides Members with funds via a "loan pool" to assist with the essential and critical repairs to single-family homes that are owned and occupied by lower-income households (less than 80% area median income) with one or more elderly, disabled or Veteran fulltime household members and/or a child under the age of 6 who is at risk from identified lead hazards in the home.

The objectives of the ESFRLP program, as determined by NCHFA, are:

1) to promote equitable distribution of Program funds across the state;
2) to serve elderly, disabled and Veteran households and households with a child under the age of six whose health is threatened by the presence of lead hazards, with incomes at or below eighty percent (80%) of area median incomes;
3) to facilitate aging in place amongst elderly and disabled fulltime household members of eligible dwelling units through accessibility modifications;
4) to promote the long-term affordability and lower operating costs of ESFRLP assisted units through cost-effective, energy-efficiency measures;
5) to facilitate the continued development of rehabilitation management skills among recipient organizations across the entire state; and,
6) to ensure that all available program funds are invested within the limited time available.

As an ESFRLP Member, the COG has been allocated for Vance County an initial set-aside of $273,000 which it plans to apply toward the rehabilitation of three houses within the County of Vance, and/or any of its municipalities. After the demonstrated successful use of the initial set-aside, the COG may access additional funds, depending on availability, on a unit-by-unit basis from the ESFRLP loan pool to assist additional homes.

This Assistance Policy describes who is eligible for assistance under the ESFRLP program, how applications for assistance will be rated and ranked, what the terms of assistance are, and how the rehabilitation process will be managed. The COG has designed the ESFRLP project to be fair, open and consistent with its approved application for funding and with the NCHFA ESFRLP Program Guidelines.

The funds provided by NCHFA come from the US Department of Housing and Urban Development's (HUD) Federal HOME Investment Partnerships Program. The form of assistance for construction-related costs (hard costs) will be provided as no interest, no payment loans which are forgiven at the rate of $14,000 per year. Non-construction-related costs (soft costs including lead/asbestos inspections/clearances, radon testing and environmental reviews) will be provided in the form of a grant.

EMERGENCY and HEALTH Notifications: Due to the recent COVID-19 pandemic, increased awareness of the need to protect COG representatives and the homeowners they serve from various health related exposures has become more apparent than ever. Homeowners participating in the ESFRLP program must agree to follow all local, state and federal guidelines for emergency preparedness surrounding the COVID-19 pandemic and any other emergency declared that includes their property address for the duration of construction on the property.

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Who is Eligible to Apply?

Eligibility: The major requirements to be eligible for ESFRLP assistance are:

1) The housing units to be rehabilitated with ESFRLP funds must be located in the County of Vance, and/or any its municipalities, and must be owner-occupied. Ownership is defined as having an executed Deed of Trust giving fee simple or a 99 year leasehold interest in a one- to four-unit- dwelling, or in a townhouse unit. **Rental units are not eligible**.
2) The house must have a full-time household member who is elderly, disabled or a Veteran or a household with a child under the age of six whose health is threatened by the presence of lead hazards,
3) The gross annual household income must not exceed 80% of the area median income for Vance County and;

2026 Income Limits for Vance County
Essential Single-Family Rehabilitation Loan Pool

Number in Household	80% of Median Low Income
1	$ 43,900
2	$ 50,150
3	$ 56,400
4	$ 62,650
5	$ 67,700
6	$ 72,700
7	$ 77,700
8	$ 82,700

*Income limits are subject to change based on annually published HUD HOME Income Limits. This update will not require re-approval by the governing authority.

4) The cost of rehabilitation cannot exceed the ESFRLP Program Guideline limit of $70,000 and must include all Essential Rehabilitation Criteria as described in the ESRFLP Administrator's Manual for the 2028 Cycle (www.nchfa.com). Unfortunately, not all homes can be brought up to the Program-required Rehabilitation Standards with the limited funding available. Some otherwise-eligible households may be deemed ineligible for assistance because their homes fail this test.

What Types of Houses Are Eligible?

Properties are eligible only if they meet all of the following requirements:

1. The property must require at least $5,000 of improvements in order to meet ESFRLP Essential Rehabilitation Standards as released by NCHFA.
2. On site stick built and off frame modular units will be eligible for consideration. Manufactured housing is only eligible for assistance if the foundation and utility hookups are permanently affixed including removal of all transporting equipment (e.g. wheels, axles, tongue) and installation of a full masonry foundation and tie-downs. Mobile homes are not eligible.
3. The property must be free of environmental hazards and other nuisances as defined by the Vance County Health Department or any such hazards or nuisances must be corrected as part of the rehabilitation of the unit. Kerr-Tar Regional COG Rehabilitation Specialist will determine whether there are environmental hazards/nuisances present on the site and if they can be removed with program assistance.

4. Properties cannot be located in the right-of-way of any impending or planned public improvements. Kerr-Tar Regional COG staff will assist in making this determination.
5. The property cannot be located on a site that is endangered by mudslides, landslides, or other natural or environmental hazards. Kerr-Tar Regional COG staff will work with the homeowner to make this determination, if needed.
6. The property cannot have been repaired or rehabilitated with public funding of $30,000 or more within the past 10 years without NCHFA approval.
7. The property shall not be located in a Special Flood Hazard Area (SFHA)" on the National Flood Insurance Program maps. This is also called "base flood" or "100-year flood". https://www.fema.gov/flood-zones.
8. No more than fifty percent (50%) of the total area of the unit may be used for an office or business (e.g. day care, hair salon, room rental, etc). Program funds may only be used to improve the residential exterior, interior and systems portion of mixed-use buildings.
9. Properties that have a known infestation of bed bugs, fleas, mites or any other ectoparasites will not be evaluated until the infestation has been eliminated.
10. Taxes must be paid.

How Applications are Rated and Ranked?

There are many more ESFRLP-eligible households (with eligible houses) than can be assisted with the available funds than funds to assist with. Therefore, the COG has devised the following priority system to rank eligible applicants and determine which of them will be selected for assistance and in what order. Under this system applicants will receive points for falling into certain categories. The applications will be ranked according to which receive the most points. If there are more eligible applicants with eligible houses that can be treated with existing funding, Kerr-Tar Regional COG may be able to treat additional houses with unrestricted pool funds. Pool applicants will come from the original list and be considered according to which received the most points. If alternate pool applicants are not identified on the original list and must be solicited, the solicited, eligible, pool applicants will be selected on a first come, first to qualify, first served basis.

Priority Ranking System for Kerr-Tar Regional COG
2028 Essential Single-Family Rehabilitation Program

Emergency Need	*Points*
Threat of imminent eviction/removal; must meet Special Need(s) & income requirements; applications received at any time	*8*
Special Needs (for definitions, see below)	
Household with a child age 6 or under with lead hazards in the home	4
Elderly Household *(62 or older)*	4
Disabled	4
Veteran Household	4
Multiple Disabled, Elderly or Veteran Household Members *(more than1)*	4
Income (See Income Table above)	*Points*
Less than 30% of County Median Income	5
30% to 50% of County Median Income	4
50% to 80% of County Median Income	3

Definitions

- *Elderly*: An individual aged 62 or older.
- *Disabled*: An individual who has a physical, mental or developmental disability that greatly limits one or more major life activities, has a document of such impairment, or is regarded as having such impairment.

- *Veteran*: A person who is a military veteran, is defined as one who served in the active military, naval, or air service (i.e. Army, Navy, Air Force, Marine Corps, and Coast Guard; as a commissioned officer of the Public Health Service; or as a commissioned officer of the National Oceanic and Atmospheric Administration or its predecessors), and who was discharged or released there from under conditions other than dishonorable. Provide DD-214 form to demonstrate.
- *Head of Household:* The individual who own(s) the house.
- *Household Member*: Any individual who is an occupant (defined below) of the unit to be rehabilitated shall be considered a "household member" (the number of household members will be used to determine household size and all household members are subject to income verification).
- *Occupant*: An occupant is defined as any immediate family member (mother, father, spouse, son/daughter of the head of household who has resided in the dwelling unit for at least 6 months prior to the submission of the family's application.
- Emergency: A situation in which a household member has an immediate threat of being evicted or removed from a home due to health or safety issues within a time frame that the program can complete a repair to stop eviction or removal. These applications will be received at any time during the funding cycle and elevated based on the ability of the program to complete the work in a timely manner that meets the goal of assisting homeowners to remain in their home. This may be documented with a doctor's letter or eviction notice.
- Child with lead hazards in the home: a child below the age of six threatened by lead hazards in the home.

Recipients of assistance under ESFRLP will be chosen by the above criteria without regard to race, color, religion, national origin, sex (including gender identity and orientation), familial status and disability.

What are the forms and terms of assistance under ESFRLP?

The North Carolina Housing Finance Agency will provide assistance to those households selected for the project with a 0% interest, forgivable loan covering the hard costs associated with the rehabilitation of the home and a grant for soft costs. These will be two separate documents or set of documents.

The Loan: To provide assistance to households selected for the project, NCHFA will create loan documents for the homeowners including a Promissory Note and Deed of Trust covering hard costs for the rehabilitation in an amount not to exceed $70,000. This loan covering the hard costs remains 0% interest and forgivable at $14,000 per year for as long as the owner resides in the home or until the balance is reduced to $0. The term of the loan is dependent upon the loan amount and the number of years it takes to bring the balance of the loan to $0 when forgiven at $14,000 per year. For example, if the amount of the loan is $37,452, then the term is 3 years ($28,000 forgiven over the first 2 years and $9,452 forgiven at the end of the 3rd year). The maximum term of the typical loan will be five years.

As long as the borrower lives in the home, no payments on the loan will be required. If the recipient prefers, the loan can be paid off at any time to NCHFA, either in installments or as a lump sum payment. Furthermore, under certain circumstances NCHFA may allow assumption or refinancing of the loan. Should an heir inherit the property and choose to live in the house as their permanent residence, they may assume the loan without being income eligible. However, the lien remains on the property. A buyer who may wish to buy the property to live in may assume the loan so long as they can document that they are income-eligible (≤ 80% AMI). Default can occur if the property is sold or transferred to another person and/or if the borrower fails to use the home as a principal residence, without prior written approval of the North Carolina Housing Finance Agency.

The Grant: To pay for soft costs including application outreach/intake/management, environmental reviews/inspections/testing and project assessment/documentation/ estimating/bidding, NCHFA will create a Grant Agreement not to exceed $10,000. The grant has no repayment or recovery terms.

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What kinds of work will be done?

Each house selected for assistance must be rehabilitated to meet ESFRLP Rehabilitation Criteria. That means every house must, upon completion of the rehabilitation:

- meet the more stringent requirements of either NCHFA's Essential Property Standard or Vance County's Minimum Housing Code (These are "habitability standards" which set minimum standards for decent, safe and sanitary living conditions.) Additionally, the home must meet applicable Lead-Based Paint regulations 24 CFR part 35.
- retain no "imminent threats" to the health and safety of the home's occupants or to the home's "structural integrity". (An example of an imminent threat to occupants as well as to the home's structural integrity is an infestation of insects or a crawlspace that is too damp).

These requirements are spelled out in full in the ESFRLP Administrator's Manual which you may view, at reasonable times, upon request, at COG office or anytime online at www.NCHFA.com.

In addition to the above items that must be done to satisfy NCHFA requirements, the scope of work may include approved items meant to reduce future maintenance and operational costs or to further protect homes from natural disasters and/or home modifications designed to enable greater accessibility for household members to function more independently as they age.

Once the rehabilitation is complete, major systems in the home that, with reasonable maintenance and normal use, should be capable of lasting another 5 years include: structural support, roofing, cladding and weatherproofing, plumbing, electrical and heating/cooling systems.

Of course, contractors performing work funded under ESFRLP are responsible for meeting all local requirements for permits and inspections. All work done under the program must be performed to meet NC State Residential Building Code standards. (This does not mean, however, that the whole house must be brought up to current Building Code Standards.) Upon the date of approval by the COG of the contractor's request for final payment, a one-year warranty on all products and workmanship will begin.

What about lead-based paint?

Until it was discovered to be a health hazard, the metal, lead, was used for centuries to make house paints. Now we know that lead exposure is a serious problem for everyone and especially small children. Selling lead paint was outlawed in 1978, but many older buildings still contain lead paint and children are still being poisoned.

Under ESFRLP, a lead hazard evaluation must be performed on every home selected for rehabilitation that was built before 1978. The specific type of evaluation and the appropriate lead hazard reduction work performed will depend on the total amount of Federal funds used to rehabilitate the home, as per 24 CFR Part 35. If required, lead-based paint hazard reduction and/or abatement will be performed by contractors who are trained and certified to perform such work.

It may be necessary for the household to relocate during the construction process for protection against further lead poisoning. If relocation is required, it shall be the responsibility of the homeowner to pay for relocation. No project activities shall result in permanent displacement of households.

Who will do the work on the homes?

Kerr-Tar Regional COG, is obligated under ESFRLP to ensure that quality work is done at reasonable prices and that all work is contracted through a fair, open and competitive process. To meet these requirements, the COG will invite bids only from contractors who are part of an "approved contractors' registry". Additionally, all public communications about

the project will contain an invitation for contractors to participate. For additional information about procurement and disbursement procedures, please refer to the COG's ESFRLP Procurement and Disbursement Policy for the 2028 Cycle.

All qualified members of the Approved Contractors Registry will be invited to bid on each job, and the lowest responsive and responsible bidder will be selected for the contract.

All contractors working on pre-1978 units must be Renovation, Repair and Painting Rule (RR&P) Certified Renovators working for Certified Renovation firms.

All contractors performing or sub-contracting $40,000 or more of construction work shall be licensed general contractors as per NCGS 87-1.

Homeowners who know of quality rehabilitation contractors that are not on the approved contractors' registry are welcome to invite them to apply.

What are the steps in the process, from application to completion?

Now that you have the information about how to apply for the Essential Single-Family Rehabilitation Program, and have been given an idea of the type of work that can be done through the Program as well as information on the process for getting the work done, let's look at the steps in the process:

1. **Completing a pre-application form:** Homeowners who wish to apply for assistance must do so by December 18, 2026. Proof of ownership, income and special needs will be required. Those who have applied for housing assistance from the Kerr-Tar Regional COG in the past will not automatically be reconsidered. A new pre-application must be submitted.

2. **Client Referral and Support Services**- Many homeowners seeking assistance through the Essential Single-Family Rehabilitation Loan Pool may also need other services. If the ESFRLP staff meet the homeowner during the application process, they will provide pamphlets and a list of the agencies with contact information for the resources and programs available in the County. For households that meet the requirements of the pre-application step and qualify to receive assistance through the ESFRLP program, additional verbal discussion will be offered during the Screening of applicants and/or Pre-rehab inspection steps of the program.

3. **Preliminary inspection:** The COG Rehab Specialist will visit the homes of persons found to be income and ownership eligible to determine the need and feasibility of the home for rehabilitation. Homeowners must inform staff of any known pest infestations prior to the visit. Kerr-Tar Regional COG staff has the right to deny an application based on health and safety concerns that may put their staff and/or contractors at risk.

4. **Screening of applicants:** Applications will be rated and ranked by the COG based on the priority system outlined on page 3. Household income will be verified for program purposes only (information will be kept confidential) and ownership of property will be verified by a title search conducted by NCHFA.

   From this review, the three most qualified applicants will be chosen according to the priority system described above; there will be a list of alternates in the order that they qualified.

   The three most qualified applicants, based on the ranking system, from highest score to lowest score will receive site visits and home inspections conducted by the Kerr-Tar Rehabilitation Specialist.

The COG will then submit to NCHFA an ESFRLP Loan Application and Reservation Request for each potential borrower for approval.

Applicants not selected to receive ESFRLP assistance will be notified in writing within 30 days from the date that Kerr-Tar Regional COG deems the selection process to be complete or no more than 180 days after the date of their pre-application. The selection process is considered complete only when Kerr-Tar Regional COG has all the information needed to determine whether or not the selected applicants and alternates are eligible to be assisted under the ESFRLP project and funds remain available.

5. **Written agreement:** If the approved applicant chooses to proceed, a written agreement, the HOME Owner Agreement, between the homeowner and the COG will be executed as part of the ESSFR Loan Application and Reservation Request procedure (that formally commits funds to a dwelling unit). This agreement will certify that the property is the principal residence of the owner, that the post–rehab value of the property will not exceed 95% of the 203(b) limits established by HUD and defines the ESFRLP maximum amount and form of assistance being provided to the homeowner, the scope of work to be performed, the date of completion and the rehabilitation standards to be met.

6. **Pre-rehab inspection & unit evaluation:** The COG's Rehabilitation Specialist will visit the home again for a more thorough inspection. All parts of the home must be made accessible for inspection, including the attic and crawlspace. The owner should report any known problems such as electrical short circuits, blinking lights, roof leaks, etc. Each unit will be evaluated for energy-saving opportunities such as air-sealing and duct-sealing as well as for environmental concerns, such as lead based paint hazards, radon and asbestos.

7. **Lead and Other Testing:** Kerr-Tar Regional COG will arrange for a certified firm to inspect all the pre-1978 constructed homes for potential lead hazards. All homes will be tested for radon. Homes where the Rehabilitation Specialist deems it necessary will be tested for Asbestos. The owner will receive information covering the results of the tests and any corrective actions that will be needed as part of the rehabilitation.

8. **Work write-up:** The Rehabilitation Specialist will prepare complete and detailed work specifications (known as the "work write-up".) A final cost estimate will also be prepared by the Rehabilitation Specialist and held in confidence until bidding is completed.

9. **Bidding:** Bid Notices will be sent via email to all eligible contractors who are registered with the COG and are in good standing. The Bid Notice will provide the location, date, time and time of the Pre-Bid Conference. Contractors interested in submitting a bid for the applicable property are required to attend the Pre-Bid Conference. The work write-up and bid documents will be released to contractors who attend the conference. The conference includes a required site inspection of the property. No access to the home will be provided to contractors outside of this inspection time.

   Contractors will be given no less than 7 days to submit their bid. Instructions for submitting bids will also be provided at the Pre-Bid conference. The Pre-Bid Conference and the bid opening will be conducted at the Kerr-Tar Regional COG, 1724 Graham Avenue, Henderson, NC at a specified date and time, with all bidders invited to attend.

10. **Contractor selection: Within 72 hours** after review of bid breakdowns the winning bidder will be selected and the homeowner will be notified of 1) the selection of the winning bid; 2) the amount of the winning bid, 3) the specific reasons for the selection, if other than the lowest bidder was selected.

11. **Loan closing and contract execution:** Loan documents (Promissory Note and Deed of Trust) will be prepared by NCHFA and executed by the homeowner. Kerr-Tar Regional COG will facilitate the loan closing and recordation of these documents and forward the recorded documents to NCHFA. By law, homeowner's have the right to hire (at their own cost) legal representation of their choosing at the loan closing. Any cost in excess of the predetermined ESFRLP allowance for such costs must be paid by the homeowner. If homeowner does not have "representation" at the closing, the borrower must sign a NCHFA, "Legal Advise Disclosure". Construction contract documents will be executed by the homeowner and contractor with Kerr-Tar Regional COG signing on as an interested third party. All relevant Federal statutes and provision will be reviewed with the contractor and made a part of the contract. Execution of these documents will bind all parties and make the project official.

    The Borrower must keep the property and all improvements constantly insured for the benefit of the Beneficiary against loss by fire, windstorm and such other casualties and contingencies, in the manner and with companies as may be satisfactory to Kerr-Tar Regional COG or the NCHFA. The amount of the insurance required by this provision is one hundred and ten percent (110%) of the amount of the loan secured by the Deed of Trust.

    The Borrower must keep the County property tax up to date, as well as, maintain the property in a state of good repair for the life of the loan.

12. **Pre-construction conference:** The homeowner, contractor and Kerr-Tar Rehabilitation program representative will participate in a Pre-Construction conference to discuss the details of the work to be done. Starting and ending dates will be agreed upon, along with any special arrangements such as weekend or evening work hours and disposition of any items to be removed from the home. Kerr-Tar Regional COG will issue a "proceed order" formally instructing the contractor to commence by the agreed-upon date.

13. **Construction:** The contractor will be responsible for obtaining all and posting all permits for the project before beginning work. The permit must be posted at the house during the entire period of construction. The Rehabilitation Specialist will closely monitor the contractor during the construction period to make sure that the work is being done according to the work write-up (which is made a part of the rehabilitation contract by reference) and in a timely fashion. Local Code Enforcement Officials will inspect the work (when applicable) for compliance with NC State Building Code. The contractor will be required to schedule all necessary inspections. The homeowner will be responsible for working with the contractor toward protecting personal property.

14. **Change Orders:** All changes to the scope of work must be approved by the owner, the contractor, Kerr-Tar Regional COG Rehabilitation Specialist, and two COG personnel, and, if in excess of $500 the Kerr-Tar Regional COG Executive Director, and reduced in writing to a contract amendment ("change order"). If the changes require an adjustment in the contract amount, the amount must be specified in the change order.

15. **Progress payments:** All work must be inspected by the Rehab Specialist, a Building Inspector (if a building, electrical, plumbing or HVAC permit was required), and the homeowner prior to any payments to the contractor. The Grant Administrator or designee shall perform an initial inspection, mid-contract inspection and final inspection on each house contracted. If all work is deemed satisfactory and all other factors and written agreements are in order, 90% payment shall be issued upon presentation of an original invoice from the contractor.

    If any of the work is deemed unsatisfactory, it must be corrected prior to authorization of payment. If the contractor fails to correct the work to the satisfaction of the Grant Administrator and Rehab Specialist, payment may be withheld until such time as the work is determined to be satisfactory.

Invoices for payment, once deemed eligible for payment, will be provided to the Kerr-Tar COG for direct payment to the Contractor.

16. **Closeout:** When the contractor declares the work complete, the homeowner and the Rehabilitation Specialist will thoroughly inspect the work. If deficiencies are observed, a punch list will be developed by the Rehabilitation Specialist and the contractor will be required to make the repairs. When the homeowner and the Rehabilitation Specialist are satisfied that the contract has been fulfilled, the homeowner will sign a certificate of satisfaction and Rehabilitation Specialist will sign a certificate of final inspection. After receipt of the contractor documents referenced above and the final invoice, the final ten percent (10%) payment will be ordered. All material and workmanship will be guaranteed by the contractor for a period of one-year from the approval date of the final pay requisition. The COG will notify the homeowner in writing of this date.

25. **Post-construction conference:** Following construction, the contractor and the Rehabilitation Specialist will sit down with the Homeowner one last time. At this conference the contractor will hand over all owner's manuals and warranties on equipment and materials to the homeowner. The contractor and Rehabilitation Specialist will go over operating and maintenance requirements for the new equipment, materials and appliances and discuss general maintenance of the home with the Homeowner. The Homeowner will have the opportunity to ask any final questions about the work.

26. **Final loan amount determination:** If, upon completion of all rehabilitation work, the contract price has changed due to the effect of change orders and there is a need to modify the loan, NCHFA will execute and record the appropriate documents to reflect the resulting increase or decrease in the original loan amount. The loan will remain the property of NCHFA, with original documents remaining there for storage and "servicing". Please note that it is the responsibility of the homeowner to record an estoppel is they wish this to be reflected in the Deed of Trust.

27. **The warranty period:** It is extremely important that any problems with the work that was performed be reported by the homeowner to the Grant Administrator or Rehabilitation Specialist in writing as soon as possible. All bona fide defects in materials and workmanship reported within one year of completion of construction will be corrected by the Contractor at no cost to the homeowner or Kerr-Tar Regional COG.

Project Marketing Strategy: Several methods will be used to make the public aware of the NCHFA ESFRLP Project and to garner interest in the project. A press release will be issued to the local media announcing the Project, as well as, the place, dates, and time applications will be accepted. Direct outreach will be done by means of flyers posted in public buildings frequented by potential applicants. Referrals from others such as previous ESFRLP participants, non-profit agencies, social service agencies, contractors, building supply houses, etc. will also be encouraged.

What are the key dates? If, after reading this document, you feel that you qualify for this program and wish to apply, please keep the following dates in mind:

- Applications will be available to the public starting September 1, 2026.
- Applications must be turned in at the Kerr-Tar Regional COG Office by noon on December 18, 2026.
- Scoring and Selection of Eligible Units will begin immediately and completed by January 30, 2027.
- All rehabilitation work must be under contract by June 30, 2028.
- All rehabilitation work must be completed by December 31, 2028.

How do I request an application?

Applications are also available at the following locations:

Vance County Senior Center 126 S. Garnett Street Henderson, NC 27536	City of Henderson Office 134 Rose Avenue Henderson, NC 27536	Vance County Administrative Office 122 Young Street, Suite B Henderson, NC 27536

By calling: Kerr-Tar Regional Council of Governments at (252) 436-2040

Log on the Kerr-Tar COG website at www.kerrtarcog.org

Resolution of Disputes: Although the application process and rehabilitation guidelines are meant to be as fair as possible, Kerr-Tar Regional COG realizes that there is still a chance that some applicants or participants may feel that they are not treated fairly. The following procedures are designed to provide an avenue for resolution of complaints and appeals.

During the application process:
1) If an applicant feels that his/her application was not fairly reviewed or rated and would like to appeal the decision made about it, he/she should contact the Kerr-Tar Regional COG Executive Director, Diane Cox, within five days of the initial decision and voice their concern. If the applicant remains dissatisfied with the decision, the detailed complaint should be put into writing.
2) A written appeal must be made within 15 business days of receipt of the initial decision on an application.
3) The Kerr-Tar COG will respond in writing to any complaints or appeals within 15 business days of receiving written comments.

During the rehabilitation process:
1) If the Owner feels that construction is not being completed according to the contract, he/she must inform the contractor and the Kerr Tar Regional COG Rehabilitation Specialist, preferably in writing.
2) The Rehabilitation Specialist will inspect the work in question. If they find that the work is not being completed according to the contract, the Rehabilitation Specialist will review the contract with the Contractor and ask the Contractor to correct the problem.
3) If the Rehabilitation Specialist finds that the work is being completed according to contract, the complaint will be noted and the Rehabilitation Specialist and the Owner will discuss the concern and the reason for the Rehabilitation Specialist's decision.
4) If problems persist, a mediation conference between the Owner and the contractor may be convened by the Rehabilitation Specialist and facilitated by Kerr-Tar Regional COG Executive Director. In order to trigger a mediation conference, the Owner must put the dispute in writing.
5) Should the mediation conference fail to resolve the dispute, the Kerr-Tar COG Executive Director will render a written final decision.

In the event that there is any question or dispute with respect to the interpretation or the manner of implementation of housing rehab contracts or related documents or relating to the execution, progress and completion of, or payment for the work, the Owner and the Contractor agree that Kerr-Tar Regional COG shall resolve any such dispute in accordance with the General Conditions hereto and such resolution shall be final and binding upon the parties. If formal resolution becomes necessary, Kerr-Tar Regional COG Executive Director shall provide a written Finding to each party within fifteen (15) calendar days.

Final Appeal:
After following the above procedures, any applicant or homeowner who remains dissatisfied with the COG's final decision may appeal in writing to Michael Handley, NCHFA, PO Box 28066, Raleigh, NC 27611-8066, (919) 877-5627.

Will the applicant information provided remain confidential? Yes. All information in applicant files will remain confidential. Access to the information will be provided only to Kerr-Tar Regional COG employees who are directly involved in the program, the North Carolina Housing Finance Agency, the US Department of Housing and Urban Development (HUD) and auditors.

What about conflicts of interest? No employee or board member of the Kerr-Tar Regional COG, or entity contracting with Kerr-Tar Regional COG, who exercises any functions or responsibilities with respect to the ESFRLP project shall have any interest, direct or indirect, in any contract or subcontract for work to be performed with project funding, either for themselves or those with whom they have family or business ties, during their tenure or for one year thereafter. Relatives of Kerr-Tar Regional COG employees, or of Kerr-Tar Regional COG board members and others closely identified with Kerr-Tar Regional COG, may be approved for rehabilitation assistance only upon public disclosure before the Kerr-Tar Regional COG board of directors and written permission from NCHFA.

What about favoritism? All activities under ESFRLP, including rating and ranking applications, inviting bids, selecting contractors and resolving complaints, will be conducted in a fair, open and non-discriminatory manner, entirely without regard to race, color, religion, national origin, sex, familial status and disability.

Who can I contact about the ESFRLP program? Any questions regarding any part of this application or program should be addressed to:

Katie Conner, Finance Director
Kerr-Tar Regional Council of Governments
Post Office Box 709
1724 Graham Avenue
Henderson, NC 27536
(252) 436-2040

This Assistance Policy is adopted this 27th day of August 2026.

C Gaines
Board Chairman

Patricia S. Cox
Secretary to the Board