

Allegheny County Whole Home Repairs Program (WHRP)

Allegheny County - Program Manual

V.2 – Effective 10.13.23

This manual provides information on the guidelines for assistance through the Allegheny County Whole Home Repairs Program (“WHRP”) run by ACTION-Housing, Inc. (“ACTION”). WHRP aims to provide eligible Homeowners with **up to \$50,000** per owner-occupied unit in repairs to address habitability and safety concerns, provide measures to improve energy or water efficiency, and make units accessible for individuals with disabilities. WHRP will help eligible residents in Allegheny County repair habitability needs in their homes—such as roofs, windows, siding, foundations, environmental hazards, and accessibility modifications. Priority will be given to Homeowners in certain disinvested communities, as well as households with multiple system failures, certain environmental concerns, and accessibility modifications necessary for continued habitation. All projects will be obligated by **December 31st, 2024**. This means that the preliminary scope of work must be approved, regardless of whether or not work has actually begun on the property. This manual sets forth the administrative guidelines for the program, including how to apply, determining eligibility, determining the amount of assistance, causes for denial, and how to appeal denials. The Whole Home Repairs Program is funded by appropriated federal funds of the Federal State and Local Fiscal Recovery Fund (“SLFRF”) from the American Rescue Plan Act (“ARPA”) through the Pennsylvania Department of Community and Economic Development (“DCED”). WHRP was established by Section 135-C of Act No. 54 of 2022 (July 11, 2022). This manual is subject to change without notice.

Definitions

1. **Accessibility** – Home modifications should be designed to meet the needs of the person with the physical disability who will be residing in the home. Eligible modification items may include, but are not limited to the following: bathroom modifications, installation of grab bars and handrails, kitchen modifications, lifting devices, main level bathroom or bedroom addition, ramp addition or repair, private property sidewalk addition or repair, widening doorways or hallways, as defined by the Pennsylvania Housing Finance Agency’s Access Home Modification Program.
2. **Agency/ Agencies** – ACTION-Housing, Inc. or some other subcontractor of ACTION-Housing, Inc., performing the duties of sole recipient and program administrator.
3. **Allegheny County** – The legal, corporate boundaries of Allegheny County, Pennsylvania.
4. **Disability** – A physical or mental impairment which substantially limits one or more of such person's major life activities; a record of having such an impairment; or being regarded as having such an impairment, but such term does not include current, illegal use of or addiction to a controlled substance, as defined in section 102 of the Controlled Substances Act (Public Law 91-513, 21 U.S.C. § 802).
5. **Habitability Concerns** – Home repairs that are required to ensure residential units are any of the following:

- a. Fit for human habitation.
 - b. Free from defective conditions or health and safety hazards, including asbestos, mold, pests, or lead.
 - c. Free of conditions preventing installation of measures to improve energy or water efficiency and lower utility costs.
6. **Home** – The structure in which a person or persons physically resides and lives. This includes the part of a duplex occupied by the Homeowner applicant. Multi-family facilities are not eligible for this Program.
7. **Homeowner** – Any one of the following:
- a. An owner of a record evidenced by a publicly recorded deed.
 - b. An owner-occupant of a manufactured home who leases a space in a manufactured home community.
 - c. An equitable owner who can demonstrate an ownership interest in a property as provided by law, including:
 - i. A person who has inherited an interest in a property;
 - ii. A person who was the owner of record before a fraudulent conveyance of the property;
 - iii. A person who is a trust beneficiary and a person holding a partial ownership interest in a property such as tenancy by the entirety, joint tenancy, tenancy in common, and life estate
 - d. Where there is more than one equitable owner, the applicant must be the occupant of the property and the other owner(s) must sign off on the alterations to the property.
8. **Income** - Cash receipts earned and/or received by the clients before taxes and deductions but not the Income Exclusions listed immediately below.
- a. All income that is not specifically excluded must be included.
 - b. Income inclusions:
 - i. Money, wages and salaries before taxes and any deductions
 - ii. Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm less deductions for business or farm expenses)
 - iii. Regular payments from social security including SSDI, railroad retirement, unemployment compensation, strike benefits from union funds, worker's compensation, veteran's payments, training stipends, alimony, and military family allotments
 - iv. Private pensions, government employee pensions (including military retirement pay), and regular insurance or annuity payments
 - v. Dividends and/or interest
 - vi. Net rental income and net royalties
 - vii. Periodic receipts from estates or trusts
 - viii. Net gambling or lottery winnings
 - c. Income Exclusions: not considered sources of income for the purposes of determining income eligibility
 - i. Earned income or unemployment compensation for minors under the age of 18 (or full-time high school students)
 - ii. Capital gains

- iii. Any assets drawn down as withdrawals from a bank
- iv. Money received from the sale of property, house, or car
- v. One-time payments from a welfare agency to a family or person who is in temporary financial difficulty
- vi. Tax refunds
- vii. Gifts, loans, or lump-sum inheritances
- viii. College scholarships
- ix. One-time insurance payments, or compensation for injury
- x. The value of food and fuel produced and consumed on farms
- xi. The imputed value of rent from owner-occupied non-farm or farm housing;
- xii. Depreciation for farm or business assets;
- xiii. Combat zone pay to the military
- xiv. Reverse Mortgages
- xv. Payments for the care of Foster Children
- xvi. Child Support - Whether received by the Payee or paid by the Payor, child support payments are not considered sources of Income for the purposes of determining income eligibility.
 - 1. Payee: Child support received by a Payee from any state program or individual during an applicable tax year is not considered income (and is excluded) for the purposes of determining eligibility.
 - 2. Payor: Child support paid by a Payor through a state program and/or to an individual may not be deducted from income (and is included) for the purposes of determining eligibility.
- xvii. Non-cash benefits
 - 1. Non-cash benefits refer to benefits that the client does not pay as cash or receive as cash. These may include:
 - a. Employee fringe benefits, food, or housing received in lieu of wages;
 - b. The employer- or union-paid portion of health insurance;
 - c. The non-cash components of Federal non-cash benefit programs such as Medicare, Medicaid, Food Stamps, school lunches, and housing assistance.
 - d. Deductions from a paycheck are not considered non-cash and would, therefore, be included. Examples include:
 - i. Included as Income: If a client's regular social security is \$10,000 per year, but 10% is automatically deducted for Medicare, then the client only receives \$9,000. When figuring income for WHRP, though, this client's annual income from Social Security is \$10,000, not \$9,000 because this is not considered a non-cash benefit.
 - ii. Excluded from Income: If the same client receives, through Medicare, non-cash medical services (prescription drugs, a surgery, or some other non-

cash service) valuing \$30,000, these services would be excluded because they are non-cash benefits. In this case, the client's income is still \$10,000, not \$40,000.

9. **Primary Residence** – The domicile where an individual spends more than seventy-five percent (75%) of the time residing during the year.
10. **Property** – one or more tax parcels, owned by the Homeowner, on which the primary residence sits.
11. **The Program** – The Allegheny County Whole Home Repairs Program. Also referred to in this document as WHRP.

Applying for Assistance

Any Homeowner that meets WHRP eligibility criteria, outlined below, may apply for assistance. Applications for WHRP can be submitted via the application link on the ACTION website.

<https://actionhousing.org/our-services/allegheny-county-whole-home-repairs-program/>

Online applications are preferred. As a reasonable accommodation and to ensure access for all, hotline employees can assist individuals with completing the application over the phone.

Applications for the second round will be accepted starting at 8:30am EST on Monday, October 16, 2023 and will close firmly at 4pm EST on Friday, November 17, 2023. No applications will be accepted after this time, regardless of whether or not it was initiated or mailed prior to this time. ACTION makes no representation for or promise regarding the speed and reliability of the U.S. Postal Service. To ensure an application is timely submitted, applicants are strongly encouraged to apply online or via a phone application.

Those who applied in the first round and were not able to receive funding, but are otherwise eligible for WHRP will be required to recertify that they want to be included in the second round by logging into their application and clicking a button, calling the hotline, or coming into the Housing Stabilization Center during the timeframe in which applications are open.

This is the second round. The first round of applications took place from 8:30am EST June 1, 2023 until 4pm EST June 30, 2023. The application process may re-open for another thirty-day period in 2024 depending upon funding availability.

Determining Eligibility

Once the applicant submits their application, WHRP staff will review it to see if it is complete or is missing anything to fully determine eligibility. DCED regulations require ACTION to acquire proof of eligibility and thoroughly document in the client's file all aspects of eligibility determination and proof. The staff will contact the applicant within a reasonable time of

application submission to let them know if something is missing – if applicable. Applicants must respond to all inquiries and outreach attempts, which may include, but may not be limited to, phone calls, text messages, emails, and/or mailed letters, for documents or information. Program staff will attempt to contact applicants two times within ten business days via e-mail and/or their preferred method of contact. Failure to respond to such requests—or to provide request documents—after two attempts the application may be denied. Also, applicants should understand that if a requested document is submitted, that does not necessarily mean that the document will fulfill the requirements for approval, so applicants should pay attention to the online application and any communication that comes from the program staff that pertains to it.

Eligibility for WHRP requires an applicant to meet **the below qualifications below.**

Summary of Program Qualifications

- 1. The Property is within the corporate boundaries of Allegheny County.**
- 2. The household income does not exceed 80% of the total Area Median Income (AMI) for Allegheny County, as defined by the U.S. Department of Housing and Urban Developments Income Limits.**
- 3. Applicant(s) own the property.**
- 4. Applicant(s) reside on the property as their primary residence.**
- 5. Applicant(s) can prove their identity.**
- 6. Applicants between 65% and 80% AMI must also prove a COVID impact.**

Full Explanation of Program Qualifications

- 1. The Property is within the corporate boundaries of Allegheny County.** All property addresses will be run through the Allegheny County Geographic Information Systems to ensure it is within the corporate boundaries of Allegheny County. Households outside of Allegheny County are not eligible for WHRP but will be referred to the appropriate Whole Home Repairs Program for their home county if they are within the Commonwealth of Pennsylvania.
- 2. The household income does not exceed 80% of the total Area Median Income (AMI) for Allegheny County, as defined by the U.S. Department of Housing and Urban Developments Income Limits.** The following subsections are non-exhaustive collections of examples of documents providing proof of eligibility; as such other forms of eligibility proof may exist or in some cases, the listed methods may be inadequate. Regardless of these examples, each applicant is responsible for proving their eligibility. Income determination is completed at the sole discretion of ACTION.

- a. Homeowners are required to complete and sign a self-certification of annual income form disclosing all sources of income for all occupants over the age of 18 and no longer attending high school residing in the dwelling unit.
- b. Homeowners are required to provide at least one of the following:
 - i. A statement from an employer stating wages, rate of compensation, or pay stubs (for at least the prior two months) for all occupants over the age of 18 and no longer attending high school.
 - ii. Proof of eligibility that the household qualifies for one of the following federal benefits:
 - 1. Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Free- and Reduced-Price Lunch (NSLP) and/or School Breakfast (SBP) programs, Medicare Part D Low-Income Subsidies, Supplemental Security Income (SSI), Head Start and/or Early Head Start, Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Section 8 Vouchers, Low-Income Home Energy Assistance Program (LIHEAP), and Pell Grants.
 - iii. Proof of eligibility that the household qualifies (and has been income verified within the past 6 months) for another federal, state, or local program not listed in 2(a) above, including the Weatherization Assistance Program (WAP) and DCED's LIHEAP Crisis Program.
 - 1. For the purposes of other federal, state, or local programs used for income verification, the WHR agency must clearly identify the program, document the income verification method of that program, and ensure that the income verification method used for the other program meets or exceeds the parameters of the required WHR income verification methods described within this subsection (d, ii, sections 1 & 2).
- c. Other Sources of Income Determination
 - i. Self-Employment/Business Income:
 - 1. Notarized documentation providing a detailed description of gross income received, less expenses (i.e. net income)
 - 2. Quarterly or annual signed tax forms (including appropriate schedules)
 - 3. If ACTION staff become aware of a business operated from the private residence or a commercial location, the business owner must provide proof of net income as identified in the Eligibility Determination section.

- ii. Dividends, Interest, Royalties, Rents, Income from Estates or Trusts: Written documentation from the business or organization and/or legal entity from which the income has been generated.
- iii. Unemployment Benefits, Pensions, Insurance and Annuities, Worker’s Compensation, Strike Benefits:
 - 1. Documentation must be generated by the appropriate legal entity
 - 2. Statement from local Unemployment Compensation office
 - 3. If taxes are not withheld, Notice of Determination (Unemployment Compensation) checks or bank statements showing direct deposits of Unemployment Compensation for the previous twelve months or for the period for which benefits were received. If taxes are withheld, this income should be converted to the pre-tax level.
- iv. Net Rental Income
 - 1. Net Rental Income is defined as Gross Rental Income receipts less Rental Expenses. Proof of Net Rental Income can be provided by one of the methods listed below.
 - 2. Copy of prior year tax return showing net rental income.
 - 3. Copies of any agreement or lease which specifies the client's name, effective dates, and rental amount along with copies of expenditure receipts
- d. For the purposes of these guidelines, any document signature requiring notarization may be either:
 - i. Notarized; or
 - ii. Witnessed by an agency representative, but only if:
 - 1. The person(s) signing the document(s) provide valid proof of identity (this proof of identity must be documented with the signed documents); and
 - 2. The agency representative signs and dates the document(s) as a witness to verify the identity of the person(s) signing the document(s).

3. Applicant(s) own the property. Applicants must have – as well as be able and willing to prove – legal ownership and occupancy of the property. The property must be in good faith compliance with all zoning requirements. WHRP **cannot** assist applicants who have a tax-sale or mortgage foreclosure sale pending. The property does **not**, at the time of application, require proper Homeowners’ insurance to receive WHRP Homeownership grants¹. Applicant must prove Homeownership and occupancy with the following documentation:

¹ The Pennsylvania Department of Community and Economic Development (DCED) and ACTION-Housing, Inc. understands the importance of proper Homeowners insurance while also recognizing that some WHRP homes may require substantial repairs that currently prohibit their home from being “insurable” in the eyes of an insurance company; thus, DCED does not require insurance in order for Homeowners to receive WHRP funds.

- a. Photocopy of the deed or Mobile Home Title
 - b. The deed number and page number, found in the deed book
 - c. Copy of the real estate tax bill
 - d. Mortgage bill that includes the client's name and property address
 - e. Copy of water or sewer bill if it has been determined that the bill is sent to owners only
 - f. Verification through the County Recorder of Deeds
 - g. Verification through a government-sponsored online source, to be retrieved by WHRP staff
- 4. Applicant(s) reside on the property as their primary residence.**
- 5. Applicant(s) can prove their identity.** Acceptable Photo ID types to verify identity include (but are not limited to):
- a. Drivers Licenses or other state photo identity cards issued by the PA Department of Motor Vehicles (or equivalent)
 - b. U.S. passport
 - c. U.S. passport card
 - d. U.S. Military ID (active duty or retired military and their dependents, and Department of Defense civilians)
 - e. Permanent Resident Card
 - f. A Native American Tribal Photo ID
 - g. If no Photo ID is available, there must be documentation supporting the client's reason for no ID and client must sign self-declaration.
 - h. Agencies must verify that the client's Photo ID matches both the client and the client's name on the application for Whole-Home Repair services.
 - i. Photo ID verification must occur at the time of the inspection.
 - ii. The Client or a representative of the client(s) must be physically present during the inspection.
 - i. Documentation of Photo ID
 - i. Agencies must document in the client's file the Photo ID type and number on the client's Photo ID.
 - ii. Agencies must document in the client's file that the Photo ID matches both the client and the client's name on the application.
 - iii. Clients who are unable to verify their identity through an acceptable Photo ID must self-declare their identity with a signed statement. No Whole-Home Repair services may occur **at a home** until an eligible client provides adequate and matching Photo ID or a signed statement explaining that the client does not have Photo ID but that the client is the one who applied for the Whole-Home Repair services and is a resident of the home.
- 6. Applicants between 65% and 80% AMI must also prove a COVID impact.**

- a. Such proof can be a statement of loss of income, increased expenses, or general COVID hardship through themselves or others in the household contracting COVID.

In all cases, eligibility for WHRP does not guarantee acceptance into the program. Acceptance into the program is contingent upon availability of funds.

Prioritization and Selection

ACTION and its contracted providers are committed to serving those most in need with WHRP. ACTION hopes to be able to provide 200-250 Homeowners in Allegheny County with updated, repaired, and improved habitability and accessibility conditions for their properties, but anticipates over 3000 applications. Recognizing that the resources are limited in the Program and the need far exceeds those resources, ACTION will be engaging in a randomization process for selection of the applications that will receive assistance. The randomization process is being implemented in an effort to promote equity in access to the Program. Following the close of the application period described above, ACTION will run all eligible applications through a randomization process that will select 125 applications. The randomization will initially prioritize households at or below 60% AMI. Additional weight will be added to applications that meet the following criteria:

- Households with a child five years of age or younger;
- Households with a child with asthma;
- Households in need of accessibility modifications;
- Households with two or more substantive system failures;
- Households with seniors or someone on SSDI;
- Households in the following Census Tracts (based upon 2020 Census Tract boundaries):
 - o Census Tract 1307, Allegheny County, Pennsylvania
 - o Census Tract 501, Allegheny County, Pennsylvania
 - o Census Tract 1308, Allegheny County, Pennsylvania
 - o Census Tract 5619, Allegheny County, Pennsylvania
 - o Census Tract 1203, Allegheny County, Pennsylvania
 - o Census Tract 1302, Allegheny County, Pennsylvania
 - o Census Tract 1115, Allegheny County, Pennsylvania
 - o Census Tract 5231, Allegheny County, Pennsylvania
 - o Census Tract 1306, Allegheny County, Pennsylvania
 - o Census Tract 1209, Allegheny County, Pennsylvania
 - o Census Tract 506, Allegheny County, Pennsylvania
 - o Census Tract 5648, Allegheny County, Pennsylvania
 - o Census Tract 5138, Allegheny County, Pennsylvania
 - o Census Tract 402, Allegheny County, Pennsylvania
 - o Census Tract 1019, Allegheny County, Pennsylvania

- Census Tract 5652, Allegheny County, Pennsylvania
- Census Tract 5647, Allegheny County, Pennsylvania
- Census Tract 5140, Allegheny County, Pennsylvania
- Census Tract 2615, Allegheny County, Pennsylvania
- Census Tract 1005, Allegheny County, Pennsylvania
- Census Tract 5232, Allegheny County, Pennsylvania
- Census Tract 1114, Allegheny County, Pennsylvania
- Census Tract 305, Allegheny County, Pennsylvania
- Census Tract 5130, Allegheny County, Pennsylvania
- Census Tract 5523, Allegheny County, Pennsylvania
- Census Tract 4868, Allegheny County, Pennsylvania
- Census Tract 2614, Allegheny County, Pennsylvania
- Census Tract 5521, Allegheny County, Pennsylvania
- Census Tract 5509, Allegheny County, Pennsylvania
- Census Tract 4869, Allegheny County, Pennsylvania
- Census Tract 5151, Allegheny County, Pennsylvania
- Census Tract 5614, Allegheny County, Pennsylvania
- Census Tract 409, Allegheny County, Pennsylvania
- Census Tract 5233, Allegheny County, Pennsylvania
- Census Tract 4928, Allegheny County, Pennsylvania
- Census Tract 5630, Allegheny County, Pennsylvania
- Census Tract 3001, Allegheny County, Pennsylvania

Census Tracts were chosen based upon minority-Homeowner levels and impacts and red-lining and other disinvestment factors that have historically impacted access to programs of this nature. The homeownership demographics of all weighted Census Tracts are majority minority, defined as at least 40.01% of the homeowners in the community are members of a minority race.

In order to identify these households, program staff will need to verify the information provided in their applications. For example, applicants can state their income on the application and that it may fall below 50% of the area median income, but the applicant will not receive this priority until the household income is verified by the program staff. The listed repairs will also be verified via the process below. If listed repairs are found to not be needed upon inspection, ACTION may move onto the next applicant.

Following application of the randomization process in November 2023, additional rounds of applications may be accepted depending upon funding availability. At those points, the randomization process will again be implemented. The process may be tweaked or changed depending upon outcomes of the previous rounds.

Determining the amount of assistance

Following the selection of what applicants will move forward for assistance, ACTION will contact the applicant and schedule an inspection to determine the scope of work. Initial renovation scopes will be done by ACTION or an affiliated agency in order to determine the necessary grant amount—up to \$50,000—for the renovation and the work that will be covered by the grant. ACTION will prioritize work that must be done over work the Homeowner may want done at the sole discretion of ACTION. The first renovation scope inspection will be done by WHRP staff; the second will be conducted by WHRP and contractors. Homeowners who need additional assistance above the \$50,000 limit will be directed to other programs if eligible/applicable. ***Homeowners are not guaranteed \$50,000 worth of work under the Program and may receive less if it is determined at ACTION’s sole discretion that the work needed or able to be done is valued at less than \$50,000.***

WHRP will focus on the following renovation concerns of eligible homes in Allegheny County: roof, foundation, plumbing, electrical, water damage, heating/cooling, accessible modifications, and environmental hazards. These areas of possible renovation will be incorporated into the determination of the amount of assistance ACTION via WHRP can allocate to individual projects.

Coordination of Contractors

Contractor bidding is not required for WHRP. ACTION will **not** be engaging in “batch bidding” for WHRP contracts². ACTION will go under contract with contractor(s) to do approved renovation work on the property. Homeowners **cannot** choose their contractors but will be provided with and reasonably approve the Scope of Work prior to engagement.

Contractor procurement will occur on a job-by-job basis. Contractors will be selected by ACTION for specific projects, based on: prior experience,—as related to specific WHRP project proposals—contractor capacity, and cost efficiency. For each individual WHRP project, contractors will be selected from a rotating pool of available, approved ACTION contractors.

All work will be expected to be done consistent with industry standards as it relates to workmanship and quality. ACTION reserves the right to withhold payment where the quality of the work is below expected standards. Contractors will warranty their work for the Homeowners consistent with industry standards and shall provide Homeowners with whatever material warranties may exist on the products used for the work at the conclusion of the work.

Chosen contractors and Homeowners will all sign under contract with ACTION. Any approved activities that occur on the project site (pre/post inspection, testing, etc.) may be billed towards the grant award to that specific home. Upon completion of the renovation, ACTION will request the

² “Batch bidding” refers to solely granting specific contractor(s) the entirety of the projects in one geographical area.

signatures of WHRP staff and the Homeowner for the completion of the Final Inspection Form. The project may be determined as complete without the Homeowner's signature at the discretion of ACTION.

Davis-Bacon wage determination does not apply to WHRP (SLFRF) funds but may be triggered if other federal dollars are blended into a WHRP project. If Davis Bacon is not otherwise applicable, the project will trigger the Pennsylvania Prevailing Wage Act for projects **exceeding** \$25,000 ([PA Prevailing Wage Link](#)). This may impact the cost efficiency of projects.

Preparation and the Work

Homeowners will be contacted by the selected contractor to schedule the work. The length of time needed to complete the work will be communicated clearly to the Homeowner prior to the start of the work. The Homeowner will be expected to coordinate whatever preparation is necessary for the work to be done, which may include, but not be limited to, cleaning, moving of furniture, and arranging for alternative housing during a portion of the work. Failure to properly prepare the home for the work could result in a delay in the work and may lead to full denial from the Program. Where the Homeowner is unable to prepare for the work on their own, ACTION will reasonably assist in connecting them with resources to assist.

Making payments

Homeowners will NOT receive payments directly. The Homeowner is the beneficiary of funds (not a subgrantee) and therefore ACTION, as the grantee, is acting on the Homeowner's behalf to arrange repair work. The payment sum to the contractor(s) shall be held and paid out by ACTION upon successful completion of the work. Payment will be made in accordance with program guidelines and Pennsylvania DCED's administrative procedures following written approval by the Homeowner. If the Homeowner refuses to approve the work for longer than a week, but WHRP inspectors have fully signed off on the work, payment may still be made to the contractor(s). Payment will not be made until all necessary governmental inspections are complete and permits/sign-offs are acquired, if any.

Payments to contractors will be made on a weekly basis and in accordance with the individual project contracts by ACTION, upon proper submittal of required documentation. **Weekly** submissions of **Form 347** (to verify PA prevailing wage weekly) and **complete invoices** should be sent to a specifically designated email for contractors. A W9 and proof of proper insurance coverage must be on file with ACTION for the contractor. Upon receipt of required documentation, contractor payments should be initiated by Friday of the following week.

ACTION strongly prefers to issue payments through an electronic fund transfer, via ACH, to contractors. In order to process contractor payments, ACTION requests a canceled check, bank account, and routing number. For contractors who do not wish to receive an electronic fund transfer

and who prefer a check, the contractor must provide, via **one** email the following: Form 347, weekly completed invoices, a W9, if not already on file with ACTION, a request for a written check, and a mailing address as to where the check can be sent. Checks will be made. ACTION makes no representation as to the speed of the US Postal Service.

Denials of assistance and appeal

Ineligibility (as described above) for WHRP will result in a denial. Applicants who are non-responsive for one month after the second attempt to contact them may be denied as ineligible. Once all funds have been obligated, all remaining applicants will be made aware that they are being denied due to exhaustion of funds.

If an applicant does not agree with ACTION's decision, they may request an appeal within fifteen (15) days of the date on their denial letter. WHRP applicants must appeal ACTION's decision in writing via email, fax, or US Mail via the means below.

E-Mail: whrpappeals@actionhousing.org
Fax: 412-224-4032
Mail: ACTION-Housing, Inc.
c/o Whole Home Repairs Program
611 William Penn Pl., Suite 800
Pittsburgh, PA 15219

Rental Properties

At this time, WHRP is only available for owner occupied residences and is unable to assist with repairs on rental properties. This may change in the future depending upon availability of funds.

Non-Discrimination

In its administration of WHRP, ACTION and its partners shall not discriminate against any applicant on the basis of race, gender, religious creed, color, sexual orientation, gender identity or expression, ancestry, age, sex, national origin, language spoken in the home, handicap or disability, veteran status, familial status, or status as a survivor of domestic abuse.

Complaints of any nature should be brought to the ACTION Legal Department via the below contact information:

Phone: 412-281-2102 x2031
E-Mail: kwebster@actionhousing.org
Fax: 412-224-4032
Mail: ACTION-Housing, Inc.
c/o Legal Department
611 William Penn Pl., Suite 800
Pittsburgh, PA 15219

If for any reason there is a need to file a complaint against ACTION in its operation of the Program, those complaints can be submitted to the Allegheny County DHS Director's Action Line at 1-800-862-6783.

Conflict of Interest/ Disclosure

Any ACTION or partner employee or affiliate who is a party to or has a private interest in an applicant or contractor shall disclose the nature and extent of the interest to ACTION leadership and may not play any role in the approval of that application, hiring of that contractor, or any aspect of the work done by or with any of the previous. All conflicts of interest disclosures shall be kept in a single file in the downtown office of ACTION and shall be made available, with redactions to protect the identity of the applicant, to the public upon request.

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Fax: 412-224-4032
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