



Housing and Community Assistance Operation Fix It Program Guidelines

Operation Fix It (OFI) works in the community with dedicated volunteers and city staff to assist qualified Scottsdale homeowners. The program helps qualified applicants with code enforcement referrals and issues related to health and safety on the property.

The maximum amount of assistance per household, per year may not exceed \$4,000. Assistance may exceed the \$4,000 maximum under limited circumstances and must address items posing a serious threat to the health, safety and welfare of the household, as determined by the Community Assistance Manager.

Operation Fix It Program projects and repairs are limited to the following activities:

- Weed Mitigation
- Green Pools
- Tree Removal
- Tree Trimming
- Exterior Junk Removal
- Exterior House Painting
- Fence Repairs and Replacements
- Xeriscape activities "Rock the Yard"

Operation Fix It is not a regular maintenance program and shall not perform yard services more than once a year. Any additional yard services may be approved on a case-by-case basis with a referral from code enforcement.

Eligibility Standards

The program is only available to income eligible homeowner-occupied applicants. In addition to meeting the income guidelines, applicants must have owned and lived in their home as their primary residence for the preceding year immediately prior to applying and being qualified for participation in the program. Applicants must be current on Mortgage payments. Persons, who use their home as a rental property, in whole or in part, are ineligible to participate in the program.

The applicant's home must be the applicant's sole and only property unless it is of equal or less value than primary residence. Households with \$50,000 in liquid assets are not eligible for assistance. Liquid assets include but not limited to Checking and Savings Accounts, CD's, Money Market Accounts.

If determined ineligible, applicants may re-apply 6 months after the determination of ineligibility.

Applicants cannot be reimbursed for money that has been spent on repairs prior to receiving assistance. The Operation Fix It program possesses the right to refuse assistance if the applicant does not meet eligibility requirements or the nature of the request is deemed not to be in the best interest of the program or the City of Scottsdale.

Applicants shall acknowledge Operation Fix It is not an entitlement program. The City reserves the right to delay, postpone or deny participation in the program for 5 years. At all times participation requires adherence to terms of the Program Guidelines, Code of Conduct and any other Program documents.



Application Process

1. *Request for application*

Homeowner's requesting assistance shall submit complete an application online in the [Scottsdale Neighborly Portal](#). The application will include instructions explaining the application and assistance process.

The completed application shall include copies of the following information:

- Authorization for the Release of Information
- Deed to property
- Most recent Property Tax Valuation
- Most recent Signed Federal & State Income Tax Returns, including W-2s & 1099s
- Last three (3) Pay Stubs for employment
- Last three (3) Bank Statements (include all pages of each statement)
- Most current Benefit Award letters (Social Security, Disability, Pension, Retirement, Child Support, Alimony, Welfare or other public assistance, Unemployment/Workers Compensation)
- Last three (3) statements (include all pages of each statement) of the following:

Assets: Investments, Stocks, Bonds, IRA's, CO's, Money Market, Trusts, Life Insurance, Real Estate)
- Most current Utility Statement, include all that apply (Electric, Water, Gas)
- Copy of a government issued ID or birth certificate
- Most Current Mortgage Statement

Assistance shall not be considered to those applicants whose applications are either:

1) incomplete; or 2) all required income and homeownership documentation has not been submitted. Homeowners shall be notified that their applications shall not be considered, and assistance may not be granted until the requested information has been received.

2. *Processing of Application*

Upon submittal of an application and all required income and homeownership information, a Community Grants Specialist shall review the documents. All applications will be evaluated based on priority and shall include (at minimum):

- Homeowner's Application
- Maricopa County Recorder's Office ownership and property tax information
- Financial and ownership documents as provided by applicant
- Additional information necessary as determined by the City's Community Grants Specialist

A Community Grants Specialist will review the applicant's income and homeownership information to determine client's eligibility (or ineligibility). The applicant's income shall be calculated to determine the total gross household income for the upcoming twelve (12) months. Determination of income eligibility shall be in accordance with the HUD income guidelines. If determined ineligible or the application is deemed incomplete, applicants may re-apply six (6) months after the determination of ineligibility.

The Programs reserve the right to seek third party verification for income, ownership and household composition. Credit reports may be requested and processed on each person whose property receives assistance.



If IRS tax liens or tax certificates are found, the applicant will automatically be disqualified for assistance, unless written satisfaction of lien is presented to the Housing and Community Assistance Office. Falsification of income and other required information requested is grounds for disqualification and may result in a \$10,000 fine and one year in prison.

3. *Receiving Assistance*

The City of Scottsdale shall complete the applicant's eligibility status within five (5) business days of the receipt of the completed application, including all required income documentation. Upon eligibility, staff shall schedule an appointment to inspect the applicants' property to evaluate the repairs requested within five (5) business days.

Painted surfaces that will be affected as a result of the repairs and/or replacements shall be tested for lead based paint, if the home is built prior to 1978 and the area to be affected is greater than the HUD Lead Safe Housing Rule threshold. The lead-based paint inspection and/or risk assessment shall be conducted by a licensed lead consultant company. City staff will develop a scope of work. The scope shall also include appropriate measures to address lead-based paint findings in accordance to all federal regulations.

The City of Scottsdale has contractors of varying trades available for the completion of Operation Fix It projects in compliance with the City's procurement requirements. Operation Fix It also relies on donations both financial and in-kind and, many of our projects are performed by volunteers.

Applicants also acknowledge some projects may not be completed, or may be cancelled or rescheduled due to insufficient budget, workforce, weather conditions, etc. Applicants also accept service or assistance "as-is" and will be personally responsible for making any changes or improvements.

