**Aging in Place Program FAQ’s**

Topeka Habitat for Humanity Aging in Place Repair Program is dedicated to providing assistance to aging homeowners on a fixed income who wish to live in their home with increased safety, dignity, and independence. We offer a holistic approach to home repairs with the homeowner at the center of what we do.

**Who is Eligible for Repairs?**

* Homeowners in Shawnee County
* Age 60 or older
* At or below 60% of the average median household income

**How does the Process work?**

1. **Application:** Application packets are available by request in English and Spanish. You will be asked several questions prior to receiving an application base on available funding and program capacity. Receipt of an application is not a guarantee of eligibility or program acceptance. Please return all supporting documentation with your application including, income and benefits verification for all household members, mortgage statement, tax statement, etc. If you need assistance getting any necessary documentation please contact our office.
2. **Review:** Once the application is received eligibility for the program is determined; follow-up phone calls and/or letters may be used to capture missing information.
3. **Inspection:** The Family Services Manager and Repairs Manager will schedule a home visit and inspection to review the repairs and/or accommodations you have requested. Please be aware that areas of the home outside of the requested repairs may also been assessed. We ask that complete the home visit survey prior to our arrival so that we can prepare accordingly. Repairs and services discussed at the home visit are not a guarantee of any services. After the initial inspection by Topeka Habitat Staff additional contractors may be requested to provide bids for repair projects.
4. **Repairs:** Once we review the inspection report and any necessary bids we will make a determination of what/if any repairs we can commit to. A meeting will be scheduled to review the Homeowner’s Agreement and Scope of Work which details the repairs/accommodations Topeka Habitat agrees to perform; this may not include all of your requests if it is outside of the program’s scope and resources. At that time we will discuss a potential timeline for repairs and any homeowner commitments such as education classes or sweat equity, and any grant requirements. Sub-contractors may be utilized for specialized work and will coordinate scheduling with the Applicant and Topeka Habitat Staff. Volunteers may be utilized for certain types of outdoor work.
5. **Closing:** Post-repair there will be a final meeting to close your application, and sign the completion paperwork. However, you may still be participating in the program until the assigned Sweat Equity, education classes, follow-up surveys, etc. are completed based on your homeowner agreement.

**What services are prioritized?**

* **Accommodations and Accessibility**: grab bars, hand rails, addressing trip and fall hazards, ramps, etc.
* **Immediate Safety Concerns:** We cannot address cosmetic or optional repairs
* **Loss of Hot Water or Heat:** We will prioritize a loss of water or hot water due to a plumbing issue or hot water heater issue, loss of heat during cold months due to a furnace issue, loss of AC during hot months due to an HVAC issue.
* **We will evaluate all other repairs based on our current program capacity and available funding.**

**What Services are not available through this program?**

* Massive Repairs due to catastrophic events such as fires and acts of nature.
* Repairs to Trailers or Mobile Homes
* Cosmetic Repairs
* Repairs to Garages, Sheds, Fences or Unattached Exterior Structures.
* Remediation of mold, pests, lead, asbestos, or hoarding.
* Other types of repairs may be unavailable at various times depending on funding availability and requirements.

**Who do I contact for Assistance or Questions?**

Please contact our office for assistance, via phone at 785-234-4322 or via email at families at topekahabitat.org. Our offices are located at 121 NE Gordon Street, our office staff is available by appointment. For more information and other program updates visit our website at topekahabitat.org.