



Home Repair Services Program Description

2016 Military Veteran Program

Program Goals

The focus of the Home Repair Services (HRS) department is to complete repairs that make a senior client's home safe and hazard free to enable the senior to remain in their home for a long as possible.

Eligible Repairs

The HRS department focuses primarily on critical repairs which may be impacting the client's ability to remain in their home. In addition, approved repairs are focused on the living area occupied and utilized by the senior client with the goal that each senior has safe and usable access to bathroom, kitchen, living and sleeping areas. Thus, in most cases, if a client has more than one bathroom, repairs will only be made to the primary bathroom used by the senior client and multiple toilets, faucets, etc. will not be provided.

It is important to note that due to budget constraints and program guidelines not all repairs noted in HRS's assessment process (see below), or those requested by the homeowner, can be completed. The program is focused on providing "critical" repairs, as defined by HRS management, that fall within the program guidelines and budget. All repairs approved are at the sole discretion of MOWA.

Typically repairs are focused on items such as: installation of ADA compliant toilets, replacing damaged or non-functioning faucets, installation of grab bars, light electrical and plumbing repairs. On occasion, and depending on funding availability and funder underwriting guidelines, the HRS may complete more moderate or major repairs on a case-by-case basis. Such repairs include: roofing repairs or replacement, HVAC repair or replacement, electrical system repairs, plumbing system repairs, etc. Again, any such repairs are made at the sole discretion of MOWA with decisions based on many factors including: client need, condition of property, income level, safety and/or code violation concerns, funder guidelines, and funding availability.

Non-eligible Repairs

Repairs that are not allowed under the program include: repairs made to renovate the property, repairs that are solely cosmetic in nature, or repairs to the portion of the home that may be primarily occupied by other family members.

As well the HRS department does not currently provide the following repairs (partial list): painting, foundation work, major structural repairs, appliance repair, windows, replacement, repair or maintenance of outbuildings, garages or carports, repairs to fences, floor coverings or the cutting of trees. It is important to note that as funding sources and funder underwriting guidelines change the repair list and service availability is subject to change.

Application Process

In all cases a potential client must submit an application for services and meet underwriting requirements including: age (at least 55), income (must fall below 80% of the Area Median Income as defined by HUD), residency, home ownership, military veteran status, and proof of homeowners insurance. In all cases the client must own and occupy the premises as their primary residence. No repairs will be made to rental properties. Once a completed application is received the client is placed on a waiting list. Please note that depending on the demand for services there may be a significant waiting time to receive service.

Assessment

Once a client is pulled from the waiting list an assessment appointment is scheduled. A HRS Field Technician will inspect the home and determine what repairs are necessary and which fall within program guidelines and budget. Once the assessment is complete it is reviewed by the HRS Director who determines which repairs will be completed.

Completion of Repairs

Once a decision is made regarding which repairs have been approved the client will be contacted for a repair appointment. The majority of minor and/or moderate repairs are completed by HRS on-staff employees and volunteers with moderate and/or major repairs handled by outside contractors.

Please note that once service is received clients are not eligible to apply for additional services until the expiration of a waiting period which at present is 3 years after receiving initial service.

For more information or to request an application please contact Ms. Mara Burks at 404-351-3889 ext. 245, by mail at Meals On Wheels Atlanta, 1705 Commerce Drive NW Atlanta, GA 30318 or visit our web site at www.mealsonwheelsatlanta.org



Our mission is to support senior independence through meals, shelter, education and community.

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