

Dear _____,

This packet is being sent to you because you requested information from the HomeOwnership Center at RuralEdge for the Revolving Loan Fund Home Repair Program. Please complete the enclosed Eligibility Packet and submit it along with the required supporting documents which will allow RuralEdge to evaluate your eligibility for our Home Repair Program. Please note that ***you will be initially evaluated for a low interest loan.*** Grant funds are limited, and eligibility is based on area median income guidelines.

Due to high demand for these services, funding requests are prioritized based upon the scope of work and funding availability. Emergency situations will take priority. In those cases, when a delay is unavoidable, or funding is unavailable, a letter will be mailed to you defining the current waiting period.

This packet contains the following items:

- 1) Checklist of Additional Documentation Needed for Processing (Page 2)
- 2) Privacy Policy and Practices (Pages 3 & 4)
- 3) Eligibility Packet (Pages 5-14)
- 4) Your copy of What You Need to Know to Have a Successful Home Repair (Page 15)
- 5) Your copy of Things to Consider When Selecting a Contractor (Page 16)

Please complete, sign, and return to our office along with ***all*** required supporting documentation as noted on the **Documentation Checklist (page 2)**. If you need assistance completing these documents, please contact our office at 802-535-3555 or email us at: homeownership@ruraledge.org.

Thank you,

HomeOwnership Center

DOCUMENTATION CHECKLIST - REQUIRED FOR ELIGIBILITY REVIEW
INTAKES MISSING ANY BOLDDED ITEMS BELOW
ARE CONSIDERED INCOMPLETE.

CHECKLIST:

- One (1) month of income documents for every member of the household 18 years and older** (pay stub, benefit award letter, pension statement, etc.).
 - If you collect Social Security or Disability benefits, please provide the most recent Social Security, SSI, or disability benefits statement(s). Or, if your benefits are deposited directly to a bank account, you may provide your two (2) most recent bank statements which show the benefit deposits.
 - If you are self-employed, please provide the most recent two (2) years of Federal Income tax returns, including all schedules.
- Two (2) months bank statements for all accounts for every member of the household 18 years and older** (checking and savings) (all pages).
Internet print outs are not acceptable. Statements must be stamped by a bank employee if they do not contain the bank logo.
- Written documentation of any other income** which may include, but is not limited to: 3SquaresVT, Reach UP, Fuel Assistance.
- Current property tax bill.**
- Warranty Deed or Quit Claim Deed** showing the current owner(s) of the property. If you don't have a copy of your Warranty Deed or Quit Claim Deed, you can obtain one from your Town Clerk's office. If you own a mobile home, please provide your Bill of Sale as proof of ownership.
 - If you have a mobile home and live in a park or association, please provide a copy of your lot agreement. *Our program requires a signed five-year lease beginning the date funds are awarded. Please discuss this with your park owner.*
- Current homeowner's insurance bill with policy declarations page.**
- Most recent Mortgage Statement**, if applicable.

*FYI - After the site visit, you will be **required** to provide at least two (2) detailed written estimates (please see pages 15 & 16 for additional information). Please begin seeking estimates as soon as possible.*

If you have questions, please call us at (802)535-3555 ext.1304 or 1301.

Please return documents to Rural Edge, 1222 Main Street, St. Johnsbury, VT 05819 or via email at homeownership@ruraledge.org.



RuralEdge/ NORTHEAST COMMUNITY LENDING CORPORATION PRIVACY POLICY AND PRACTICES

RuralEdge /Northeast Community Lending Corporation and the NeighborWorks® HomeOwnership Center value your trust. Protecting your confidential information is important to us. This notice describes our policy regarding the collection and disclosure of personal information.

RuralEdge /Northeast Community Lending Corporation does not sell or share any personal information with commercial companies for the purpose of marketing their products to you.

What Information We Collect

Personal information means information that identifies an individual and is not otherwise publicly available information. This includes personal financial information, such as credit history, income, employment history, financial assets, bank account information, financial debts, Social Security Number, and other information you provide on a Personal Profile or Intake application.

We collect the personal information in order to provide financial fitness, counseling, counseling to prepare you for applying for a home mortgage from a conventional lender, counseling to prevent foreclosure, and our own lending for down payment, closing costs, home rehabilitation, or other purposes related to home purchase or foreclosure prevention.

Restrictions on Disclosure of Personal Information

In general, RuralEdge/ Northeast Community Lending Corporation and the NeighborWorks® HomeOwnership Center disclose personal information only when necessary to provide services to you, or when allowed by law.

We may disclose the following kinds of personal information about you:

- ❖ Information we receive from you on applications for a loan or other product or service, such as name, address, telephone number, social security number, assets and income.
- ❖ Information about your transactions with us, such as your loan balance, payment history and parties to your transactions; and
- ❖ Information we receive from third parties such as credit bureaus, including information about your credit worthiness and your credit history.

We may disclose your personal information to the following types of unaffiliated third parties:

- ❖ Financial service providers, such as companies engaged in providing home mortgages, reverse mortgages, or home equity loans.
- ❖ Other service providers with whom we may coordinate efforts in order to make efficient use of resources, such as NETO (Weatherization), PATH (Emergency Assistance), NEKCA, VHCBA Lead Abatement, VT Center for Independent Living, HeatSquad, or other nonprofit community resources.
- ❖ Other third parties when the information is provided to help complete a transaction initiated by you, such as reporting a payoff on a loan, or to otherwise administer our business, and other third parties who are involved in program review, auditing, research, or oversight purposes.



PRIVACY POLICY AND PRACTICES

(Continued)

We may disclose personal information about you to third parties as permitted by law, such as auditors in connection with a financial audit of us, to government entities, in response to subpoenas, and to credit bureaus.

In material intended for public distribution, such as newspaper articles, RuralEdge/Northeast Community Lending Corporation publications, press releases, or reports to funding sources, it is sometimes useful to illustrate our services by highlighting our work with a family or individual. In those cases, we will specifically seek your permission to use any personal information.

Medical Information

We will not use or share personally identifiable medical information about you for any purpose other than that which is authorized by you.

Protecting the Confidentiality of Your Personal Information

All RuralEdge/Northeast Community Lending Corporation employees are required to use strict standards of care regarding the confidentiality of your personal information as outlined in Personnel Policies. Employees not adhering to our policies are subject to disciplinary action. We maintain physical and electronic security procedures to safeguard the confidentiality and integrity of personal information in our possession and to guard against unauthorized access. Our safeguards comply with Federal regulations to guard your personal information.

More Information

If you have any questions regarding our Privacy Policy, please contact the Director of the NeighborWorks HomeOwnership Center.

By Phone: (802) 535-3555 Ext. 1301 or Toll Free at 1-888-MYVTHOME (888-698-8466)

By Email: Homeownership@ruraledge.org

By Mail: RuralEdge, 1222 Main Street, St. Johnsbury, VT 05819.

Please list dependents below:

Number of People Living in the Home: _____

Name: _____ Age: _____ Relationship: _____ Disabled? Yes No

Name: _____ Age: _____ Relationship: _____ Disabled? Yes No

Name: _____ Age: _____ Relationship: _____ Disabled? Yes No

Are there non-dependents who live in the home? Yes No

If YES, please list non-dependents:

Name: _____ Age: _____ Relationship: _____ Disabled? Yes No

Name: _____ Age: _____ Relationship: _____ Disabled? Yes No

Name: _____ Age: _____ Relationship: _____ Disabled? Yes No

(Please use back page if additional space is needed.)

***If 18 years and older, income and bank statements must be submitted.**

Emergency Contact - Person not living with you:

Name: _____ Phone: _____

Mailing Address: _____

CUSTOMER EMPLOYMENT (If Applicable)

Primary Employer: _____ Employers Phone: _____

Street: _____ City: _____ State: _____ Zip Code: _____

_____ Part-Time Full-Time _____

Title or Job Description Hire Date

Gross Monthly Income (before taxes): \$ _____ (Annual \$) _____

Select One: Hourly Salary Commission Other: _____

Can you be contacted at work? Yes No

Secondary Employer (if applicable) _____ Employers Phone: _____

Street: _____ City: _____ State: _____ Zip Code: _____

_____ Part-Time Full-Time _____

Title or Job Description Hire Date

Gross Monthly Income (before taxes) \$ _____ (Annual \$) _____

Select One: Hourly Salary Commission Other: _____

Can you be contacted at work? Yes No



ALL HOUSEHOLD INCOME

Type of Income	Customer Monthly Amount	Co-Customer Monthly Amount	Other Household Member(s) Monthly Amount
Salary/Employment Income			
Alimony/Child Support Income			
Public Assistance Income			
3Squares			
Social Security Income			
Supplemental Security Income			
Disability Income			
Pension Income			
Other Income:			

ANNUAL FAMILY OR HOUSEHOLD INCOME: \$ _____

Can you document your child support/alimony income? Yes No If yes, how long will it continue? _____

***I certify that the income stated above is a complete and accurate household income and includes all sources from all members of your household. Intentional omissions will be subject to penalties and possible immediate repayment of funds awarded.**

LIABILITIES/DEBTS

Please list any debts, including credit cards and auto loans.

DO NOT INCLUDE UTILITIES

Paid To	Current Balance	Monthly Payment	Whose Debt? C=Customer CC=Co-Customer
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
Out of Pocket Medical Expenses			

	<u>Customer</u>	<u>Co-Customer</u>
Have your payments been made on time?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you currently in Chapter 13 bankruptcy?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, Date it began?	_____	_____
If yes, when will it be paid out?	_____	_____
If yes, how much is the payment?	_____	_____
Have you had a Chapter 7 bankruptcy?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, when was it discharged?	_____	_____

Additional Questions for Home Repair Program

1) Do you have a loan on your home now? Yes No (If No, skip to question 2)

Who is your Mortgage Lender? _____

How much is your Monthly Payment? \$ _____

Does your monthly payment include amounts for taxes and/or insurance? Yes No

If Yes, how is your payment broken down?

Taxes \$ _____ Insurance \$ _____ Principal & Interest \$ _____

2) Who owns the property? (Name(s) on the Deed): _____

Sole Owner (1-person)

Husband and Wife

Joint Tenants

Tenants in Common

Life Estate

3) Property Address (if different than mailing address): _____

4) County: _____

5) Approximately what year was your home built? _____

6) How many years have you owned your home? _____

7) How many years have you lived in your home? _____

8) Is your home a mobile home? Yes No

Are the wheels and hitch removed? Yes No

Do you own the lot? Yes No

If you do NOT own the lot, who is the owner? _____

If you pay lot rent, how much do you pay per month? _____

9) What needs to be repaired?

10) Where does your water come from?

Drilled Well

Spring

City

Town

Village

Other: _____

11) How many bedrooms are in your home? _____ Approximate Square Footage _____

12) How much money do you believe you could spend monthly on a home repair loan?

___ \$0 to \$25.00 ___ \$25 to \$50 ___ \$50 to \$75 ___ \$75 to \$100 ___ \$100 or More

Grant funds are limited, and eligibility is based upon Program and Area Median Income Guidelines

Additional Questions for Home Repair Program

(Continued)

- 13) What Town do you pay Property Taxes to? _____
How much are your total Property Taxes? \$ _____
Are your Property Taxes current? Yes No
If No, how much do you owe in delinquent Property Taxes? \$ _____
- 14) Do you currently have Homeowner's Insurance? Yes No
How much is your annual Homeowner's Insurance premium? \$ _____
Your Insurance Agency's Name: _____
Your Insurance Agency's Phone Number: _____
Your Policy Expires on (Date): _____
If you don't currently have Homeowner's Insurance, what is preventing you from obtaining it?
 Condition of the Home
 Cannot afford Homeowners Insurance
 Other _____
- 15) Is your home located in a flood zone? Yes No
If Yes, how much is your annual Flood Insurance premium? \$ _____
Your Insurance Agency's Name: _____
Phone Number: _____ Fax Number: _____
Your Policy Expires on (date): _____

Community Resources

- 16) Have you ever had *NETO (Northeast Employment and Training Organization Inc.)* and/or *NEKCA (Northeast Kingdom Community Action)* work on your home?
 Yes No If Yes, what year? _____
- 17) Have you ever worked with *VCIL (Vermont Center of Independent Living)* regarding work on your home? Yes No
Have you completed an application to VCIL? Yes No
- 18) *SASH (Support and Services at Home)* is a free program that works to keep senior and disabled individuals living independently at home. *SASH* Coordinators help individuals connect with local resources to help fulfill their needs and pursue their wellness goals. *SASH* also includes a free wellness nursing visit.
Are you interested in learning more about *SASH*? Yes No

AUTHORIZATION TO PULL CREDIT

I/We authorize RuralEdge and Northeast Community Lending Corporation to:

- a) Pull my/our credit report to review my/our credit file for housing counseling in connection with my/our pursuit for funding to repair or improve real property.
- b) Pull my/our credit report and review my/our credit file for informational inquiry purposes.

I/We have received a copy of the RuralEdge/Northeast Community Lending Corporation Privacy Policy and Practices.

Customer

Date

Co-Customer

Date

PLEASE COMPLETE AND RETURN TO:
 RuralEdge/Northeast Community Lending Corporation
 1222 Main Street, St. Johnsbury, VT 05819
 (802) 353-3555 x1304 or Toll Free (800) 234-0560
 Email @ homeownership@ruraledge.org

“The following information is requested by the Federal Government in order to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking to participate in this Program. You are not required to furnish this information but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose to not furnish this information, we are required to note the race/national origin of the individual applicant(s) on the basis of visual observation or surname.”

CUSTOMER	CO-CUSTOMER
Ethnicity (Select One) <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Not Hispanic or Latino Race (Select One or More) <input type="checkbox"/> White <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Native Hawaiian/Other Pacific Islander <input type="checkbox"/> Asian and White <input type="checkbox"/> American Indian/Alaskan Native and Black <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian/Alaskan Native and White <input type="checkbox"/> Black/African American and White <input type="checkbox"/> Other Gender (Select One) <input type="checkbox"/> Male <input type="checkbox"/> Female Were you born in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No	Ethnicity (Select One) <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Not Hispanic or Latino Race (Select One or More) <input type="checkbox"/> White <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Native Hawaiian/Other Pacific Islander <input type="checkbox"/> Asian and White <input type="checkbox"/> American Indian/Alaskan Native and Black <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian/Alaskan Native and White <input type="checkbox"/> Black/African American and White <input type="checkbox"/> Other Gender (Select One) <input type="checkbox"/> Male <input type="checkbox"/> Female Were you born in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No

AUTHORIZATION TO RELEASE INFORMATION



Name: _____

Social Security # _____

Name: _____

Social Security # _____

Address: _____

Phone # _____

I/We authorize the release of information to and/or from the Northeast Community Lending Corporation, (NCLC) NMLS 223009, RuralEdge and the HomeOwnership Center (HOC) regarding my/our income, debt, credit, mortgage, rent, employment, homeowners/hazard insurance, housing situation and any other necessary information, including the procurement of a credit report at any time, in order to obtain, verify or re-verify any information for the purposes of assisting in the acquisition, financing, refinancing, retention or repair of housing. I/We further agree that photocopies or facsimiles of this authorization may be used for the purposes stated above.

This document constitutes my/our consent for the following organization(s) to release information to NCLC, RuralEdge and the HOC and for NCLC, RuralEdge and the HOC to release information to said organization(s), for the purposes stated above:

- Area Agency on Aging
- Attorneys and/or Title Companies Associated with the Transaction(s)
- Banks and Other Lending Institutions Associated with the Transaction(s)
- Community Connections (NVRH)
- Caledonia Home Health Care & Hospice
- Credit Bureau Services of Vermont (CBC) and Equifax, Experian and TransUnion (Credit Bureaus)
- Creditors and/or Collection Agencies
- Efficiency Vermont and/or HeatSquad
- Habitat for Humanity
- Homeowner's insurance /Hazard Insurance Agencies and/or Companies
- Northern Counties Health Care
- Northeast Employment and Training Organization, Inc . (NETO)
- Northeast Kingdom Community Action (NEKCA)
- Northeast Kingdom Human Services
- Social Security Administration
- USDA Rural Development (RD)
- Vermont Agency of Human Services (AHS)
- Vermont Center for Independent Living (VCIL)
- Vermont Department for Children and Families (DCF)
- Vermont Department of Disabilities, Aging and Independent Living (DAIL)
- Vermont Housing and Conservation Board (VHCB)
- Vermont State Housing Authority (VSHA)
- Visiting Nurses Association and Hospice Inc. (Orleans/Essex)
- Other (If Applicable): _____

This consent is given freely and is open to all information provided to or acquired by NCLC, RuralEdge and the HOC and/or the above organizations in connection with my/our pending acquisition, financing, refinancing, retention, or repair of housing. This consent is in addition to the release of information as provided for in my/our Customer Service Agreement with the Home Ownership Center (if applicable).

I/We further agree that the Home Ownership Center may use information, history, and photos taken in connection with your request for promoting the Home Ownership Center, and for the preparation of proposals to the funders of NCLC, RuralEdge and the HOC. I/We also authorize the Home Ownership Center to share information about the services I/we receive through the Home Ownership Center with Vermont Housing Finance Agency for research and statistical purposes.

Signature _____

Date _____

Signature _____

Date _____



"This is an Equal Opportunity Program. Discrimination is prohibited by Federal Law. Complaints of discrimination may be filed with USDA, Director, Office of Civil Rights, Room 326-W, Whitten Bldg., 14th and Independence Ave., SW, Washington, DC 20250-9410".



DECLARATION OF HOMESTEAD RIGHTS

Can anyone, other than you, claim a Homestead* Interest in the property that will secure repayment of the loan?

No Yes

If yes, who may be able to claim a Homestead Interest?

Name _____

Name _____

*Vermont law recognizes a Homestead Right in the spouse or civil union partner of the legal owner of real estate, which is used or kept as their primary home, even if the spouse or civil union partner is not a co-owner of that home. This Homestead Interest prevents creditors from attaching the entire Homestead Property without the written consent of both spouses and partners. Therefore, the Lender will require that both spouses and civil union partners sign the Mortgage Deed, or otherwise waive their Homestead Interest in the property, in order to ensure that it is fully enforceable.

This Declaration has been prepared in response to Act 91 of the 2000 Legislative Session, effective July 1, 2000, which provides that parties to a civil union shall have all the same benefits, protections, and responsibilities afforded under Vermont law to spouses in a marriage.

You should consult an attorney for specific legal advice regarding Homestead Rights and for specific legal advice regarding benefits, protections, and responsibilities under Act 91.

Signature

Date

Signature

Date



Accurate Information Acknowledgement Form

Each of the undersigned specifically represents to RuralEdge and to RuralEdge's actual or potential agents, brokers, processors, attorneys, insurers, servicers, successors and assigns and agrees and acknowledges that:

- 1) The information provided in this Intake is true and correct as of the date set forth opposite my/our signature and that any intentional or negligent misrepresentation of this information contained in this Intake may result in Civil Liability, including monetary damages, to any person who may suffer any loss due to reliance upon any misrepresentation that I/we have made on this Intake, and/or in criminal penalties including, but not limited to, fine or imprisonment or both under the provisions of Title 18, United States Code, Sec. 1001, et seq.;
- 2) All statements made in this Intake are made for the purpose of obtaining a grant and/or residential mortgage loan;
- 3) RuralEdge and its agents, brokers, insurers, servicers, successors, and assigns may continuously rely on the information contained in the Intake, and I/we are obligated to amend and/or supplement the information provided in this Intake if any of the material facts that I/we have represented herein should change prior to closing.

Each of the undersigned hereby acknowledges that RuralEdge, its servicers, successors, and assigns, may verify or reverify any information contained in this Intake or obtain any information or data relating to the Intake, for any legitimate business purpose through any source, including a source named in this application or a consumer reporting agency.

Signature

Date

Signature

Date

Steps for a Successful Home Repair What You Need to Know

Due to high demand for these services, requests for *emergency situations* will take priority. If we are unable to take action due to the demand, a letter will be mailed defining the current waiting period.

Step 1 - Filling out the forms and returning the required documents.

Step 2: Visiting Your Home

Once we have received your completed Intake and supporting documents, we will come to your property to develop a thorough Scope of Work and see if your project meets the requirements of the Program. This visit may require photographs of your property and a discussion with you.

Step 3: Scope of Work

A Scope of Work will be prepared by the Rehabilitation Specialist based upon the initial visit to your home. The Scope of Work will only reflect the repairs that meet our Program requirements.

Step 4: Review

The Rehab Specialist will review the scope of work with client. It is your responsibility, as the Homeowner, to obtain and submit estimates (**at least two**) from contractors.

Step 5: Application Process

Once the Scope of Work is complete, your file will be reviewed to determine if you are eligible for a loan. This review is based upon your household income and your debt obligations obtained from your credit report. You may be required to provide additional documentation before final consideration is presented to the Review Committee.

Step 6: Loan Review Committee Decision

The Loan Review Committee will meet to consider your application.

If funding is approved for a loan, a commitment letter will be mailed to you with the details of the decision. At this point, you can either accept or reject the offer. Accepting the offer requires you to send back the signed commitment letter. A title search will be ordered by RuralEdge, if needed.

Under certain circumstances you may qualify for a grant. If you do qualify, a grant letter will be mailed to you with the details. At this point you can either accept or reject the offer. Accepting the offer requires you to send back the signed grant letter. *Grant monies are very limited and are distributed under very strict guidelines.*

Step 7: Mortgage Closing/Grant Award

Once you return the commitment letter and the title search is completed, you will be contacted to schedule a closing. You may be required to sign a mortgage deed or other necessary documents for filing with your city or town and/or the State of Vermont at closing. This means we may need to place a lien on your property.

The funds to complete the home repairs will be held by RuralEdge and payments will be approved by you and made directly to the contractor. The Rehabilitation Specialist will monitor the progress on the repairs and ensure that the repairs are completed according to the Scope of Work.

Things to Consider When Selecting a Contractor

Letting someone into your home to do work requires careful consideration. Following please find some steps to take to help make this a safe and pleasant experience:

1. Once you receive the Scope of Work from the Rehabilitation Specialist, it is time to find a contractor.
2. Ask your friends, neighbors, or local Chamber of Commerce for the names of contractors in your area.
3. Make a list of three (3) to five (5) contractors to call. Before you reach out, **do your due diligence as a consumer:**
 - a. **Check to see if they are reputable.** The internet has reviews; Facebook and Google are sources for background information. Search both the name of the business and the name of the contractor (if applicable). **You should be able to find information about most established businesses.** *If you can't find any information, don't be worried, but understand you will need to ask them more in-depth questions. Try to find as many reviews as possible and thoroughly assess all reviews. Every business gets bad reviews, but most businesses also get good reviews, the balance should favor the good reviews.*
 - b. The Better Business Bureau may be another good resource.
4. **Meeting the Contractor in Person:**
 - a. Get the full name and address of the business and contact information.
 - b. When the contractor arrives at your home do not let them inside until they identify themselves and you feel comfortable.
 - c. Go over the list of repairs created and be prepared to give them access to the areas of interest.
 - d. Ask for a detailed written estimate. The more detail you get from each contractor, the easier it is to compare the offers.
 - e. Ask them when they may be able to start the project.
 - f. Ask for references from past customers. (Please keep in mind they probably will not give you names of people who were dissatisfied with their performance.)
 - g. Ask for proof of applicable licenses and insurance.
 - h. Ask if they have previously operated under any other business names, and if they have, why they no longer do so.
 - i. It is ok to ask if they have been sued by past clients or if they have a felony conviction. It is also good to ask about their employees and their hiring practices and how they conduct background checks.
5. Never allow a contractor to pressure you to make a decision that day or give a deposit.
6. Once you receive the estimate, send a copy to the Rehab Specialist to review. At least two (2) estimates must be provided.
7. Once you have selected a contractor, contact RuralEdge with the name of the contractor.
8. **RuralEdge will create and collect the necessary documents needed before any work can begin.**
9. Once work begins:
 - a. It's ok to observe their work and ask questions, but do not get in the way.
 - b. If changes need to be made, contact RuralEdge before agreeing to any changes as this may impact your project cost and may not be covered by available funding.
 - c. In the event of a disagreement or performance issue, contact RuralEdge immediately, explain the issue in detail and ask for a meeting if necessary.