BetterBuildings Application Process

Grant Program

≤ 200% Poverty Level

- Referrals: WAP referral
- City Rehab
- City Lead
- Housing Greensboro

- Incomplete Owner Applications
  - When required information is missing from the Application or the Assessment (when required), an Owner Application Additional Information Request letter [Attachment 8] is prepared and sent.
  - Upon receiving the Owner Application, information is entered into the Application Tracking List.
  - Verify property is within City limits
  - A subfolder is created and labeled as the property address

- Property owners interested in participating in the BetterBuildings Program (BBP) may contact the City through calls, emails, City website, or walk-ins.
- The following basic information should be collected from each inquiry by entering into the interest form (to determine grant or non-grant eligibility).

- Initial Customer Call/Contact

- Application [Attachment 1] to Property Owner

- Owner Application Received

- Owner Application Additional Information Request letter [Attachment 8] is prepared and sent.

- Loan application and approval
- Contractor selection
- Final sign-offs with Building Inspections
- Submit info to Duke Energy for rebate

≥250% Poverty Level

- Basic Upgrade Only
  - Loan application and approval
  - Contractor selection
  - Final sign-offs with Building Inspections

- Mid-Level Upgrade
  - Assessment
  - Contractor selection
  - Final sign-offs with Building Inspections

- Non-Grant Program

- Assessment
- Contractor selection
- Loan Application and Approval
- BBP review/approval of scope for retrofits

- Retrofits upgrades completed
- Submit invoice
- Conduct QA site inspections
- Send Check Request [Attachment 7] for assessment rebate
- Send customer Letter of Approval [Attachment 11] with gift certificate
- Submit info to Duke Energy for rebate

- Complete following record tasks:
  - Update Application Processing Checklist
  - Update Application Tracking List
  - Update Master Reporting Database

- Tours/pictures with CC of completed projects

- Channel 13 videos of work in progress

- Tours/pictures with CC of completed projects

- Single family residential projects-
  - Confirm final sign-offs with Building Inspections
  - Notify Stefan-leih Geary, Historic Preservation Planner
  - Create a site inspection log [Attachment 10]
  - Schedule site visit and complete inspection log form for each visit
  - Notify Building Permits office when required
  - Send Letter of Approval [Attachment 11]
  - Submit info to Duke Energy for rebate

- Non-Grant Program

- Assessment
- Contractor selection
- Loan Application and Approval
- BBP review/approval of scope for retrofits

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