BetterBuildings Application Process

Initial Customer Call/Contact

- 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 and geographic eligibility).

Application [Attachment 1] to Property Owner

- Name, address, phone number, email
- Are you interested in having us determine if you might qualify for a direct grant for energy efficiency upgrades for your home?
  - YES: 1) How many people live in your home?
    2) What was your household income last year?
    THEY DON'T KNOW: Someone will call you back within 72 hours to assist in determining your annual income. To prepare for that call please gather your tax return from last year or documents to verify current income for adults in the household.
  - NO: Obtain answers to questions below, then provide electronic or hardcopy application
- Are you the owner of this property?
- Is your home in the City of Greensboro?
- Is this your primary residence?

Owner Application Received

Incomplete Owner Applications

- When required information is missing from the Application or the Assessment (when required), an **Owner Application Additional Information Request letter [Attachment 6]** 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
- **Owner Approval Letter** sent to customer according to eligibility **[Attachment 2, 3, or 4?]**
- **Project Checklist [Attachment 5]**

Grant Program ← → **Non-Grant Program**

≤ 200% Poverty Level ← **≥250% Poverty Level**

- Referrals: WAP referral
  City Rehab
  City Lead
  Housing Greensboro

Non-Grant Program
- Assessment
- Contractor selection
- Loan Application and Approval
- BBP review/approval of scope for retrofits
- The property owner or contractor is required to notify the City Sustainability Planner of start date for retrofit work.
- Following steps taken when notification received:
  - Single family residential projects-
    ✓ Notify Stefan-leih Geary, Historic Preservation Planner **[Attachment 8?]** of the scope and year of work
    ✓ Notify Building Permits office when required **[Attachment 9?]**
    ✓ Create a site inspection log **[Attachment 10]**
    ✓ Schedule site visit and complete inspection log form for each visit
    ✓ Confirm final sign-offs with Building Inspections
- Retrofit 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

(≥250% Poverty Level box tasks:)
- Upgrade complete
- Receive invoice from contractor
- Test-out
- Pay contractor by sending **Check Request [Attachment 7?]**
- Complete following record tasks:
  - Update Application Processing Checklist
  - Update Application Tracking List
  - Update Master Reporting Database

Basic Upgrade Only
- Contractor selection
- Weatherization completed
- Inspection/QA
- Authorize payment to contractor
- Complete following record tasks:
  - Update Application Processing Checklist
  - Update Application Tracking List
  - Update Master Reporting Database

Mid-Level Upgrade
- Loan application and approval
- Contractor selection
- Assessment
- BBP review/approval of scope for retrofits
- The property owner or contractor is required to notify the City Sustainability Planner of start date for retrofit work.
- Following steps taken when notification received:
  - Single family residential projects-
    ✓ Notify Stefan-leih Geary, Historic Preservation Planner **[Attachment 8?]** of the scope and year of work
    ✓ Notify Building Permits office when required **[Attachment 9?]**
    ✓ Create a site inspection log **[Attachment 10]**
    ✓ Schedule site visit and complete inspection log form for each visit
    ✓ Confirm final sign-offs with Building Inspections
- Weatherization & mid-level retrofits completed
- Inspection/QA
- Complete following record tasks:
  - Update Application Processing Checklist
  - Update Application Tracking List
  - Update Master Reporting Database

Channel 13 videos of work in progress
Tours/pictures with CC of completed projects