



DEPARTMENT OF
HOUSING



CDBG-DR PROGRAM GUIDELINES

**HOME REPAIR, RECONSTRUCTION, OR RELOCATION PROGRAM
(R3 Program)**

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PUERTO RICO DEPARTMENT OF HOUSING
CDBG-DR PROGRAM GUIDELINES
HOME REPAIR, RECONSTRUCTION, OR RELOCATION PROGRAM
VERSION CONTROL

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9	March 29, 2021	Sections 13.4, 13.6, 17 and 18. For convenience and ease of reference, all edits are marked in gray.
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11	February 08, 2022	Extensive edits were made throughout the document. For convenience and ease of reference, all edits are marked in gray.

Table of Contents

1	Overview	9
2	National Objective	9
3	Program Description	9
4	Eligible Use of Funds	10
5	Intake	12
5.1	Applicant Identification	13
5.2	Applicant Citizenship	14
5.3	Program Priorities	15
5.3.1	Intake Priority Period	15
5.3.2	Prioritization of Vulnerable Applicants	16
6	Program Eligibility	17
6.1	Property Type	18
6.2	Ownership	18
6.2.1	Alternate Methods for Documenting Ownership	19
6.3	Primary Residence	20
6.4	Proof of Damage	22
6.5	Income Verification and Household Size	23
6.5.1	Household Size	23
6.5.2	Calculating Household Income	23
6.5.3	Income Verification Required Documentation	24
6.6	Insurance Coverage	24
6.6.1	National Flood Insurance Reform Act (NFIRA) Non-Compliance	25
6.7	Preliminary Eligibility Determination	25
7	Duplication of Benefits (DOB)	25
7.1	Assistance Considered a Duplication of Benefits	26
7.1.1	FEMA Individual Assistance (FEMA IA)	26
7.1.2	Small Business Administration (SBA) Loans	26
7.1.3	Declined SBA Loans	27
7.1.4	Cancelled SBA Loans	27
7.1.5	FEMA National Flood Insurance Program Insurance (NFIP Insurance)	28
7.1.6	Private Insurance	28
7.1.7	Increased Cost of Compliance (ICC)	28
7.1.8	Other Funds	28

7.1.9	Certification of hurricane-related expenses.....	29
7.2	Exceptions to Duplication of Benefits	29
7.2.1	Funds for a Different Purpose	29
7.2.2	FEMA'S Sheltering and Temporary Essential Power (STEP) or "Tu Hogar Renace" 30	
7.2.3	Funds for the Same Purpose but for a Different Allowable Use	30
7.2.4	Funds not Available to the Applicant	30
7.2.5	Private Loans	30
7.2.6	Other Assets or Lines of Credit	31
7.3	Excess Duplication of Benefits (DOB) Funding	31
8	Appraisals	31
9	Damage Assessments	32
9.1	Work in Place (WIP)	34
9.2	Applicant-Initiated Reconstruction (AIR)	35
9.2.1	Formal Construction	35
9.2.2	Informal Construction	36
10	Change in Circumstance and Exacerbated Damages	36
11	Environmental Review	37
11.1	Environmental Level of Review	39
11.1.1	Exempt Activities	39
11.1.2	Categorically Excluded Activities	39
11.1.3	Activities Requiring an Environmental Assessment	40
11.1.4	Floodplain Management	41
11.2	Tiered Environmental Review	42
11.3	Lead Hazard Assessments.....	43
11.4	Asbestos Surveys	44
12	Program Award Types	45
12.1	Repair Award	46
12.2	Reconstruction Award.....	47
12.3	Elevated Reconstruction Award Option.....	48
12.4	Relocation Award	48
12.5	Attached Housing Unit Structures (AHUS)	51
12.5.1	Award Considerations for Attached Housing Unit Structures (AHUS)	51
12.5.2	AHUS Outside the Floodplain with a Single Owner (OF/SO)	53
12.5.3	AHUS within the Floodplain with a Single Owner (WF/SO)	54

12.5.4	AHUS Within or Outside the Floodplain with Multiple Owners (WF/MO, OF/MO) 55	
12.6	Reconstruction and Relocation Unit Size and Exceptions.....	57
12.7	Green Building Standards	60
12.8	Reasonable Accommodations for Accessibility	61
12.9	Award Caps	61
13	Awards and Requirements	62
13.1	Ownership and Occupancy Period Requirements	62
13.2	Pre-Award Conference	63
13.3	Repair or Reconstruction Award Requirements.....	64
13.3.1	Construction Permit Issues	64
13.4	Relocation Award Requirements	65
13.4.1	Liens	66
13.4.2	Title Issues	67
13.4.3	Voluntary Acquisition of Hurricane-Impacted Property	68
13.4.4	Appraisal of Hurricane-Impacted Property	69
13.4.5	Demolition and Maintenance of Acquired Property.....	69
13.4.6	Housing Counseling – Homeowner Education.....	69
13.4.7	Relocation Options	70
13.4.8	Relocation Option 1: Purchase of an Existing Home.....	71
13.4.9	Relocation Option 2: Purchase of Vacant Lot and New Home Construction..	72
13.4.10	Relocation Support.....	73
13.4.11	Real Estate Closing	73
13.5	Subrogation of Funds.....	75
13.5.1	Repayment/Recapture	75
13.6	Optional Relocation Assistance	76
14	Program Repair and Construction Works	76
14.1	Construction Managers	76
14.2	Construction Managers Assignments.....	76
14.3	Compliance with Codes, Regulations, and Permits.....	78
14.4	Cost Reasonableness	79
14.5	Cost Effectiveness and Feasibility.....	79
14.6	Homeowners Remaining on Property during Construction	80
14.7	Repair Work Implementation Requirements	82

14.7.1	Scoping	82
14.8	Reconstruction Work Implementation Requirements	83
14.8.1	Scoping	83
14.8.2	Work Order and Requirements.....	84
14.9	Relocation – Purchase of Existing Home Implementation Requirements	85
14.9.1	Scoping	86
14.9.2	Work Order and Requirements.....	86
14.10	Relocation – Purchase of Vacant Lot and New Home Construction Implementation Requirements.....	87
14.10.1	Scoping	87
14.10.2	Work Order and Requirements.....	88
14.11	Scope Changes.....	89
14.12	Milestone Inspections.....	90
14.12.1	Repair Work Award Inspections	90
14.12.2	Reconstruction Work Award Inspections.....	92
14.12.3	Relocation Option 1 Award Inspections.....	98
14.12.4	Relocation Option 2 Award Inspections.....	99
14.13	Disbursements	106
14.14	Warranties and Complaints.....	106
15	Special Flood Hazard Areas (SFHA)	107
16	Flood Insurance	108
17	Voluntary Withdrawal.....	108
18	Non-Responsive Applicants	109
19	Program-Based Reconsideration and/or Administrative Review	109
19.1	Program-Based Reconsideration Request	110
19.2	Administrative Review Request	111
20	Application Closeout	111
21	Uniform Relocation Act (URA).....	112
22	Fair Housing Act and Affirmatively Furthering Fair Housing	113
23	General Provisions	114
23.1	Program Guidelines Scope.....	114
23.2	Program Guidelines Amendments.....	114
23.3	Disaster Impacted Areas.....	115
23.4	Extension of Deadlines.....	115

23.5	Established Periods of Time	115
23.6	Written Notifications	115
23.7	Conflict of Interest	115
23.8	Citizen Participation	117
23.9	Citizen Complaints	117
23.10	Anti-Fraud, Waste, Abuse or Mismanagement	118
23.11	Related Laws and Regulations	120
23.12	Cross-Cutting Guidelines.....	120
24	Program Oversight.....	120
25	Severability Clause.....	120

1 Overview

The focus of the Home Repair, Reconstruction, or Relocation Program (**R3 Program** and/or **Program**) is to provide relief for those individuals and families whose households were impacted by Hurricanes Irma and María (**Impacted Areas** and/or **DIA**) and have unmet housing needs to affirmatively further fair housing as required under the Fair Housing Act of 1968, as amended, 42 U.S.C. § 3601. Assistance under this Program will be provided under three (3) primary categories: repair, reconstruction, or relocation. Within the reconstruction program, demolition may be an eligible activity, and under the relocation program, acquisition and demolition may also be eligible activities.

2 National Objective

The national objective of the R3 Program is to benefit low- and moderate-income (**LMI**) persons whose income is below the 80% Area Median Family Income (**AMFI**) according to the U.S Department of Housing and Urban Development's (HUD's) Modified Income Limits for Puerto Rico under the Community Development Block Grant- Disaster Recovery program.¹ Low and Moderate Housing Incentives (**LMHI**) are also included. These are activities and incentives that benefit LMI households with the purpose of moving the household outside of the affected floodplain or risk area. These activities are also undertaken for the purpose of providing or improving permanent residential structures that, upon completion, will be occupied by LMI households.²

The R3 Program will direct funds to comply with the national objective that has the purpose of eliminating Slum and Blight on a Spot Basis (**SBS**). These activities eliminate specific conditions of blight or physical decay on a spot basis and are not located in a slum or blighted area. Examples include the acquisition and demolition of a dilapidated property.

3 Program Description

The following objectives are provided for the implementation and administration of a successful CDBG-DR single family homeowner program, in keeping with Housing and Urban Development (**HUD**) guidelines:

- The primary objective of this Program is to provide decent, safe, and sanitary housing in the Disaster Impacted Areas through the provision of activities designed to resolve unmet housing needs from hurricane impacts.
- A second objective is to ensure that the housing needs of very low; low, and moderate-income households are assisted with housing recovery support within the communities being served.

¹ HUD Modified Income Limits change annually. See: <https://www.hudexchange.info/resource/5334/cdbg-income-limits/>.
² 83 FR 5844, 5864.

- A third objective is to achieve complimentary benefits of community and neighborhood revitalization, promote resiliency, and nurture filled opportunities.

Repair, reconstruction, or relocation assistance may be offered to eligible applicants, based upon the extent of damage and location of the home. Eligible applicants under the relocation program, will receive a Relocation Voucher which allows the applicant to select an existing or under construction home outside of a high-risk area. In some scenarios, when it is feasible for the Program to acquire the property, the applicant may receive a voluntary acquisition offer for the hurricane-impacted property, coupled with a Relocation Voucher for the purchase of an existing replacement home. If a suitable replacement option cannot be identified, eligible applicants may receive assistance for the construction of a program-designed home on a new lot, only as a last option.

4 Eligible Use of Funds

This section sets forth the eligible uses of CDBG-DR funds for the Program. Section 105(a)(1) of the Housing Community Development Act of 1974 (HCDA), as amended, 42 U.S.C. § 5305, authorizes eligible activities that include the acquisition of real property that will be used for public purposes. Section 105(a)(4) of the HCDA establishes as an eligible use for the funds the "clearance, demolition, removal, reconstruction, and rehabilitation (including rehabilitation which promotes energy efficiency) of buildings and improvements (including interim assistance, and financing public or private acquisition for reconstruction or rehabilitation, and reconstruction or rehabilitation of privately-owned properties, including the renovation of closed school buildings)". Section 105(a)(7), establishes as an eligible activity "disposition (through sale, lease donation, or otherwise) of any real property acquired pursuant to this title or its retention for public purposes". Section 105(a)(15) establishes as an eligible activity the assistance to eligible entities for to neighborhood revitalization, community economic development and energy Conservation. Section 105(a)(24) of the HCDA allows for the use of funds to provide homeownership assistance, as in "the provision of direct assistance to facilitate and expand homeownership among persons of low and moderate income". Also, Section 105(a)(26), establishes as an eligible activity "lead-based paint hazard evaluation and reduction, as defined in Section 1004 of the Residential Lead-Based Paint Hazard Reduction Act of 1992".

Based on the above, the following are eligible uses of funds for repair, reconstruction, and relocation activities performed by the Program. These activities shall not be interpreted as all-encompassing eligible activities and the list may be subject to further changes.

- Clearance, demolition, and removal of buildings and improvements;
- Remediation of known or suspected environmental contamination, including project-specific environmental assessment costs not otherwise eligible;

- Cost of labor, materials, supplies, and other expenses required for the repairing of property, including repair or replacement of principal fixtures and components of existing structures;
- The purchase and installation of stoves, refrigerators, and dishwashers that promote energy efficiency;
- Assistance to private individuals to acquire properties for the purpose of repairing;
- Installation of smoke detectors, dead-bolt locks, and other devices for security purposes;
- Costs required to increase the efficient use of water and improvements to maximize the efficient use of energy in structures through such means as installation of storm windows and doors, and modification or replacement of heating and cooling equipment;
- Costs of connecting residential structures to water distribution lines or local sewer collection lines, or installing wells, septic tanks, septic fields for individual homes;
- Costs to remove material and architectural barriers that restrict the mobility and accessibility of elderly and severely disabled persons to buildings and improvements that are eligible for repair;
- Costs of installation or replacement of landscape materials, sidewalks, and driveways when incidental to other repairs of the property;
- Preserving or restoring properties of historic significance;
- Costs of evaluating and treating lead-based paint in conjunction with other repair activities or as a separate activity;
- Staff costs and related expenses required for outreach efforts for marketing the Program, repair counseling, screening potential applicant households and structures, energy auditing, preparing work specifications, loan underwriting and processing, inspections, and other services related to assisting owners, tenants, contractors, and other entities that are participating or seeking to participate in repair activities;
- Rebuilding of a home in substantially the same manner as the original (deviations are permitted for reasons of safety or of otherwise impractical; a reconstructed unit need not contain the same number of rooms as the unit it replaces);
- Acquisition of sites on which buildings will be constructed for use as housing; and
- Clearance of toxic contaminants of property to be used for the new construction of housing;
- Construction of parks for outdoor recreational activities; unimproved, unpaved parking lots; buffer zones; and other uses;
- Acquisition of properties to be dedicated and maintained in perpetuity as open space for the conservation of natural floodplain functions, other ecosystem restoration and wetlands management;
- Direct assistance for the purchase of a primary, replacement home;

- Subsidize interest rates and mortgage principal amounts for low- and moderate-income homebuyers;
- Provide 100% of any down payment required from low -to moderate- income homebuyer;
- Pay reasonable closing costs (normally associated with the purchase of a home) incurred by low – or moderate- income homebuyers.

The following are ineligible activities for the Program. These activities shall not be interpreted as all-encompassing ineligible activities and the list may be subject to further changes:

- Creation of a secondary housing unit attached to a primary unit;
- Additions to an existing structure, unless it is necessary to meet housing and building codes or occupancy standards;
- Purchase of tools or equipment or other similar items for the applicants;
- Installation of luxury items, such as swimming pools;
- Costs of equipment, furnishings, or other personal property not an integral structure fixture, such as a window, air conditioner unit, or a clothes washer or dryer;
- Costs of secondary structures, such as sheds, detached garages, fences, etc.;
- The value of the homeowner's sweat equity to rehabilitate their own property; and
- Any work on a secondary home.

5 Intake³

Interested residents may apply for the Home Repair, Reconstruction, or Relocation Program via one of the following methods:

1. Complete an application online in English or Spanish at <https://www.cdbg-dr.pr.gov/en/r3/> and <https://www.cdbg-dr.pr.gov/r3/>.
2. Visit any R3 Program Center.
3. Download the CDBG-DR Puerto Rico app from the Google Play Store and follow the instructions provided.⁴
4. Call 1-833-234-CDBG to make an appointment.

Specific information regarding intake methods, including phone numbers, location of intake centers, web address, and information on how to download the mobile app is available in English and Spanish at <https://www.cdbg-dr.pr.gov/en/r3/> and <https://www.cdbg-dr.pr.gov/r3/>. Applicants will be required to complete a Program intake application and provide supporting documents required for eligibility review,

³ For now, the Intake process for the R3 Program has been closed. Interested Citizens may register to receive notifications about new opportunities within the Program, of these become available at <https://cdbg-dr.pr.gov/en/r3/>.

⁴ Version 1-4 of the R3 Guidelines listed the Apple App Store as an available app provider.

income verification, and duplication of benefits review. All documentation submitted by the applicant must be valid at the time of submission.

Case Managers will be available at the R3 Program centers, by phone, and email to assist the applicant through the intake process and to answer questions as needed. Multiple standard methods of communication will be provided to ensure applicants receive timely, accurate information regarding their applications. Methods of communication with the Program include but are not limited to: ~~the~~ Disaster Recovery website, email, telephone and mail correspondence. Applicants may submit a question or complaint to the Program at any time utilizing any of the above options. The Program will promptly address all applicant complaints and document results to improve operations throughout the life of the Program. For further information on this subject, please refer to the Citizen Complaints Policy, available in English and Spanish through the following links: [Citizen Complaints Policy - CDBG \(pr.gov\)](#) and [Política sobre Presentación de Quejas - CDBG](#). This and all CDBG-DR Program policies, are available in English and Spanish on the PRDOH CDBG-DR website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

As part of the program application process, each applicant must sign an Acknowledgements and Consent statement. The Acknowledgements and Consent statement includes the following acknowledgements and authorizations:

- Authorizes the Program to obtain third-party data directly related to determining Program eligibility, Program award, and/or compliance with Program requirements;
- Gives the Program access to the hurricane-damaged property, as needed, to conduct required Program inspections;
- Applicant agrees to cooperate with the Program and not to interfere with the work or inspections, among others;
- Applicant grants subrogation rights to the Program regarding the right to recover any funds to which he or she may be entitled for property damage, among others.

5.1 Applicant Identification

As part of the Program application, all applicants and household members will be required to submit documentation to prove their identity. This documentation may include, but is not limited to, the following:

- Government Issued Photo Identification (Federal or State issued);
- Driver's License;
- Passport;
- Military ID Card;
- Birth Certificate; or
- Certificate of Naturalization or Permanent Resident Card.

Birth certificates may only be used as proof of identification for applicant household members. Applicants must submit a photo ID.

5.2 Applicant Citizenship

Only U.S. citizens, non-citizen nationals, or qualified aliens, as defined in the following chart, are eligible to receive assistance.

Status	Definition
U.S. Citizen	A person born in one of the 50 States, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, or the Northern Mariana Islands; a person born outside of the U.S. to at least one U.S. parent; or a naturalized citizen.
Non-Citizen National	A person born in an outlying possession of the U.S. (e.g. American Samoa or Swain's Island) on or after the date the U.S. acquired the possession, or a person whose parents are U.S. non-citizen nationals. All U.S. citizens are U.S. nationals; however, not every U.S. national is a U.S. citizen.
Qualified Alien	<ul style="list-style-type: none">- Legal permanent resident ("green card" holder);- An asylee, refugee, or an alien whose deportation is being withheld;- Alien paroled into the U.S. for at least one year;- Alien granted conditional entry (per law in effect prior to April 1, 1980);- Cuban/Haitian entrant;- Aliens in the U.S. who have been abused, subject to battery or extreme cruelty by a spouse or other family/ household member, or have been a victim of a severe form of human trafficking; and/or- Aliens whose children have been abused and alien children whose parent has been abused who fit certain criteria.

If an applicant does not meet any of the above criteria, the household may still apply for and be considered for assistance if:

- Another adult owner meets the citizenship criteria described in the table above; or
- The parent or guardian of a minor child who is a U.S. citizen, non-citizen national, or a qualified alien applies for assistance on behalf of the child, as long as they live in the same household. The parent or legal guardian must register as the co-applicant.

As part of the Program application, all applicants must submit documentation to prove their citizenship. This documentation may include, but is not limited to, the following:

- Passport;
- Birth Certificate;
- Certificate of Naturalization;
- Certificate of Citizenship; or
- Permanent Resident Card ("green card").

If the applicant is unable to provide any of the documents listed above, on a case by case basis, the R3 Program will accept -as proof of citizenship or legal presence- documentation listed in the Interim Guidance on Verification of Citizenship, Qualified Alien Status and Eligibility Under Title IV of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), published by the United States Department of Justice, Federal Register Vol. 62, No. 221 (November 17, 1997), 62 FR 61344.

Temporary tourist visa holders, foreign students, temporary work visa holders, and habitual residents, such as citizens of the Federated States of Micronesia and the Republic of the Marshall Islands, are ineligible for the Program.

5.3 Program Priorities

5.3.1 Intake Priority Period

During the first **ninety (90) days** of the application intake period, the following applicants were given priority:

- Elderly applicants: Elderly applicants are those aged sixty-five (65) years or older at the time of application. The elderly applicant must be a head of household or co-head of household, as in the case of a married couple, to qualify for prioritization.
- Disabled applicants: Disabled applicants are those who have at least one household member who is disabled. The disabled household member need not be a head of household or co-head of household to qualify for prioritization.
- Applicants with significant property damage: At the time of application, if the applicant's home remains significantly damaged, with a blue-roof⁵ or totally destroyed, the applicant may qualify for prioritization. The R3 Program will use third-party data⁶ and/or documentation provided by the Applicant to verify significant property damage for the purpose of prioritization.
 - In the event that significant damage cannot be verified using third party data, the applicant may sign a self-certification of significant damage and provide photographic evidence demonstrating significant damage. Self-certification and supporting photographs are subject to approval by the R3 Program.

⁵ Blue-roof includes any property with partial or the entire roof structure missing.

⁶ Third-party data may include data obtained from FEMA, municipalities and other local agencies to verify damages.

Priority applicants who submitted all documents required for eligibility review during this **ninety (90) days** period were reviewed for eligibility prior to reviewing eligibility for non-priority applicants.

Priority for elderly or disabled applicants or those with significant property damage during this time did not preclude non-priority persons from applying during the first **ninety (90) days** of application intake. Non-priority applicants may have applied and submitted documentation required for eligibility review during the priority period. Eligibility review for non-priority applicants who submitted all required documentation during the priority period were reviewed for eligibility after the revision of all priority applications or after the end of the priority period, whichever came first.

5.3.2 Prioritization of Vulnerable Applicants

While the original Intake Priority Period added sequencing to the order in which applications were reviewed for eligibility, PRDOH understands that prioritization is warranted in subsequent phases of the Program. In addition, to ensure that Applicants with multiple vulnerabilities are provided with full benefit from the Program, in the form of completed repair or reconstruction of the hurricane-damaged property or successful voluntary relocation of the Applicant household.

To this effect, the Program will extend the prioritization of vulnerable Applicants through all program processes. The **Prioritization of vulnerable Applicants became effective on date of approval and publication of Version 7 of these Guidelines.** Applications will be clustered into one of the following Priority Groups:

- **Priority Group 01:** Applications that comply with the elderly applicant, disabled applicant, and significant property damage.⁷ All three (3) conditions must be met for an Application to be considered under this Priority Group.
- **Priority Group 02:** Applications that comply with **(a)** the elderly applicant **and** significant property damage; or **(b)** disabled applicant **and** significant property damage, as defined in the Intake Priority Period section of these Guidelines. If either of the two (2) conditions is met, the Application will be considered under this Priority Group.
- **Priority Group 03:** Applications that only comply with the definition of significant property damage, as stated in the Intake Priority Period section of these Guidelines. If this condition is met, the Application will be considered under this Priority Group.

⁷ Note that for prioritization during intake reviews, eligibility reviews, damage assessments, appraisals of home market value, and/or environmental reviews, significant damage will be determined and verified based on criteria outlined in the Intake Priority Period section. If, during the damage assessment of the hurricane-damaged property, it is determined that an Applicant who claimed to have a blue roof or totally destroyed property does **not** have the blue roof or the home does not remain totally destroyed, the application will be adjusted to reflect that the Applicant does **not** have the blue roof nor the home remains totally destroyed. Similarly, if the damage assessment reveals that an Applicant not previously identified to have a blue roof or totally destroyed property **is in fact with a blue roof or totally destroyed property**, the Applicant may be marked as having a blue roof or totally destroyed property.

- **Priority Group 04:** Applications that comply with the elderly applicant and/or disabled applicant definitions, as established in the Intake Priority Period section. If either, the elderly applicant or disabled applicant, condition is met the Application will be considered under this Priority Group.
- **Non-Priority Group:** Applications that do not meet any of the Priority Group definitions outlined herein.

The Program will attempt to serve priorities by stages. **Priority Group 01** Applications in a certain stage will be given the opportunity to be served before a **Priority Group 02** Application if the same stage is served, and so forth. The opportunity of prioritization will be applied at all stages of the Program, beginning at intake and ending at award. All intake reviews, eligibility reviews, damage assessments, appraisals of home market value, environmental reviews, scopes, and awards (including any quality control reviews and any approvals by PRDOH), will be prioritized. The opportunity to be served will be provided in order of their Priority Group first. Then, in the order that a specific Application moved from one stage of the process to another. This does not preclude non-priority Applications from being served under a certain stage of the process, if an opportunity to be served to a higher priority Application was provided and was not able to be served at that stage.

6 Program Eligibility

Applicants to the Program will be screened for eligibility to ensure compliance with Program requirements. Applicants will be required to provide complete and accurate information regarding their household composition, household income, and other eligibility criteria. Failure to disclose accurate and complete information may affect eligibility and all such instances will be referred to the Program for further action. Applicants may be required to repay administrative fees and other costs to the Puerto Rico Department of Housing (**PRDOH**) if they are found to have submitted inaccurate or incomplete information to appear to meet eligibility requirements. This includes the forfeiture of a deferred forgivable lien.

Each application will be reviewed for the following eligibility and benefit determination criteria:

- The property must be an eligible single-family structure;
- The property remains damaged due to Hurricanes Irma and/or María, as determined by a Program-conducted damage inspection;
- The applicant must have occupied the property as a primary residence at the time of the hurricane(s);
- The applicant must have owned or have had a proprietary interest in the hurricane-impacted structure at the time of the hurricane(s) and after (including alternative methods of verification for informal housing ownership);
- The applicant must qualify as a low- or moderate- income person;

- Duplication of Benefits (See the Duplication of Benefits section of these Guidelines);
- Non-compliant Federal Emergency Management Agency (**FEMA**) National Flood Insurance Reform Act of 1994 (**NFIRA**) applicants are ineligible for Program assistance.

6.1 Property Type

Only single-family owner-occupied residential units, located in Puerto Rico, will be eligible for the Program. Single-family homes, as defined by HUD, may include one- to four- unit dwellings.⁸ Single family units may include, but are not limited to:

- Duplexes;
- Manufactured Housing Units (**MHU**);
- Detached, stand-alone, stick-built, or concrete residential structures;
- Attached units⁹.

Other structure types may be considered if the following can be demonstrated by the applicant:

- Structure was connected to utilities at the time of the disaster. Utilities must be in the applicant's name.
- Structure is fixed to a permanent location. Structures that are found to be mobile will be further investigated.
- The applicant owned the land on which the structure was located at the time of the hurricane(s).

Ineligible property types include, but are not limited to: travel trailers, campers, houseboats, group homes, and nursing homes.

Property type may be verified using tax records, federally maintained databases, such as FEMA Individual Assistance (**FEMA IA**) and Small Business Administration (**SBA**) disaster home loan datasets, or through a Program-conducted damage inspection.

6.2 Ownership

In accordance with Regulation No. 7951 of November 30, 2010, known in Spanish as "Reglamento Conjunto para la Evaluación y Expedición de Permisos Relacionados al Desarrollo, Uso de Terrenos y Operación de Negocios" of the Puerto Rico Planning Board, or as per current version, any request related to the development and use of land in

⁸ 4000.1: FHA Single Family Housing Policy Handbook: https://www.hud.gov/program_offices/housing/sfh

⁹ The Program will assess all eligibility criteria based on a one-to-one relationship between an application and a housing unit, as defined by the US Census Bureau at <https://www.census.gov/housing/hvs/definitions.pdf>. This also includes the income calculation which shall be based on the occupants of the housing unit for which an application has been received.

Because eligibility criteria are assessed for both the applicant and the property, eligible units in Attached Housing Units (AHUS) are those units which sustained damage from Hurricanes Irma and/or María and are owned and occupied as a primary residence by an eligible R3 Program applicant. Individual housing units in an AHUS which do not meet all eligibility criteria are not eligible for assistance under the R3 Program, even if the unit is owned by an eligible R3 Program applicant.

Puerto Rico, including construction work completed by the R3 Program, must be promoted by the owner(s) of the property to obtain a construction permit.

Therefore, pursuant to Section 2.1.9.5 on Standing, proof of ownership documentation includes:

- House Deed ("Escritura Pública");
- Certification of the Puerto Rico Property Registry ("Certificación Registral"); or
- Declaration of Heirship ("Declaratoria de Herederos")
 - May include Instance inscription of heirs ("Instancia")
- Title Certification ("Certificación de Título del Departamento de la Vivienda")
- Court Judgment ("Sentencia o Resolución de un tribunal")
 - Must specify that the Court awards dominion over the property to the Applicant and orders the inscription of the Property to the Puerto Rico Property Registry.

The R3 Program may review other documentation, as accepted by the Permit Management Office (**OGPe**, for its Spanish acronym). These will be considered on a case-by-case basis.

After conducting a due-diligence process, which may include efforts to clarify title, the Program may also allow alternative methods for documenting ownership, including an ownership certification process. As needed, the Program will refer applicants to the Title Clearance Program for support in obtaining clear title.

6.2.1 Alternate Methods for Documenting Ownership

To reasonably accommodate households that lack ownership documentation and evidence of a proprietary interest over the property, applicants must provide alternative documentation. Complete an Ownership Certification that includes the length of time the applicant has lived at the disaster-damaged location, explain the circumstances that prevent standard verification, and certify that one of the following circumstances applies:

- There are no other parties who have the right to claim ownership;
- Any additional parties who have a right to claim ownership have also agreed to participate jointly as a co-applicant in the Program; or
- Any additional parties who have a right to claim ownership could not be located (after reasonable attempts to contact).

Ownership Certifications must be accompanied by alternative forms of ownership documentation that evidence the proprietary interest. Documents that will be considered as evidence of proprietary interest include, but are not limited to:

- Probated Will or Will accompanied with a Certificate of Validity
- Proof of inheritance;
- Declaratory resolution of heirs;
- Court Order or Judgment granting an ownership interest in the property;

- Divorce Judgment granting an ownership interest in the property;
- Private Contract for Sale: If the applicant purchased the property in a private owner sale the contract must be confirmed as satisfied with additional supporting documentation;
- Evidence of usufruct contract;
- Evidence of 99-year lease;
- Proof that the applicant occupies the land with “right of use or enjoyment” and/or “right of construction” in accordance with applicable laws and regulations;
- Death certificate of the homeowner and birth certificate (to prove that Applicant is an heir of a deceased homeowner);
- Marriage certificate;
- If the owner of the hurricane(s) impacted structure died after September 20, 2017, the owner's heir(s) may meet ownership requirements if they can provide proof of heirship, or a declaratory resolution of heirs, and a death certificate for the deceased owner.¹⁰
- FEMA correspondence to Applicant demonstrating the Applicant applied for and received FEMA IA (individual assistance) for damaged property address;
- Mortgage payment book or other mortgage documents;
- Real property/Home insurance policy indicating damaged property address;
- Property tax statements, receipts, or tax bill issued by the Municipal Revenue Collection Center (**CRIM**, for its Spanish acronym); and/or
- Other documents will be considered on a case-by-case basis.

Applicants who complete an Ownership Certification to satisfy the ownership requirement will be referred to the Title Clearance Program. For more information, see the Title Clearance Program Guidelines published in English and Spanish at <https://www.cdbg-dr.pr.gov/en/download/title-clearance-program-2/> and <https://www.cdbg-dr.pr.gov/download/programa-de-autorizacion-de-titulos-2/>.

6.3 Primary Residence

At the time of the hurricane(s), the damaged residence must have been occupied by the owner applicant (or the person who claims ownership) and had to be the applicant's primary residence. Primary residence is defined as the property that is occupied by the applicant for the majority of the calendar year. Second homes, vacation residences, and seasonal rental properties are not eligible for assistance. Applicants who moved into the damaged property after the hurricane(s) are not eligible for assistance under this Program.

To the extent possible, PRDOH will validate primary residency through electronic verification utilizing locally or federally maintained registries, such as FEMA IA or SBA disaster home loan databases.

¹⁰ As mentioned, these are ways to meet ownership requirements. However, the heir/s must meet all eligibility criteria in order to qualify.

Documentation used to verify primary residence includes, but is not limited to:

- 2017 Federal income tax return listing the damaged property address;
- 2017 Puerto Rico income tax return listing the damaged property address;
- FEMA IA award letter for damaged property address;
- SBA Disaster Home Loan award letter for damaged property address;
- Driver's license or state-issued ID card showing the damaged property address; issued prior to the date of the hurricane(s) and expiring after;
- Utility bills addressed to applicant at damaged property address showing that services were provided in the month preceding or month of the disaster (must indicate household utility usage during pre-hurricanes time period);
- Utility certification addressed to applicant at damaged property address showing services were active during month preceding or month of the disaster.
- Credit card bill or bank statement sent to the applicant at the damaged property address in the month preceding or the month of the disaster;
- Insurance documentation indicating primary residence, such as a homeowner's endorsement;
- Employer's statements, including pay stubs and similar employment documents (must be dated during pre-hurricanes time period);¹¹
- Homestead exemption verified through property tax records (if applicable)¹²; and
- Other documentation will be reviewed and considered on a case by case basis.

Documents provided to demonstrate primary residency should include the applicant or co-applicant's name, appropriate date demonstrating residence at the time of the hurricane(s), and damaged property address. None of the forms of documentation listed above, by itself, necessarily proves primary residence. The Program will review and assess all available documentation together and determine primary residence based on the applicant's demonstration of consistency across the variety of documentation provided. In the event that inconsistencies in documentation are found, the application may not move forward in the eligibility process until the inconsistencies are resolved by the applicant. All applicants to the Program bear the burden of proof for providing consistent evidence to prove primary residency at the time of the disaster.

Special Circumstances related to Primary Residence and Ownership:

- Properties held in trust for the benefit of natural persons can be eligible for assistance if at least one of the occupants at the time of the hurricane(s) was a current beneficiary of the trust. If the property was not the primary residence for the current beneficiaries or trustee(s), the applicant(s) is(are) not eligible for assistance. The trustee's powers must include the ability to affect the damaged property. If the trustee's powers do not include the ability to affect the damaged

¹¹ Version 1-4 of the R3 Guidelines listed "Voter's Registration Card" as a possible document to support proof of primary residence. Version 5 strikes such document as one that supports proof of primary residence.

¹² See Act No. 195-2011, as amended, known as the Puerto Rico Homestead Exemption Act, 31 LPRa sec. 1858 *et seq.*

property, all beneficiaries with an interest in the damaged property must sign the closing documents along with the trustee.

- Applicants/homeowners who were in the United States military and deployed outside of Puerto Rico at the time of the hurricane(s) may qualify for the Program.
- Applicants/homeowners who were temporarily in a nursing home, assisted living, or other medical facility at the time of the hurricane(s) may qualify for the Program.
- Applicants/homeowners who were incarcerated and/or residing at a law enforcement facility at the time of the hurricane(s) may qualify for the Program.
- If the owner/occupant at the time of the hurricane(s) subsequently died, the applicant (heir) may qualify for the Program if evidence is provided that the deceased property owner and the applicant/heir used the home as his/her primary residence at the time of the hurricane(s).
- In cases where the applicant dies after being deemed eligible, but prior to signature of the grant agreement, the applicant/heir must demonstrate that he/she is the owner of the property and must submit documentation demonstrating that he/she used the hurricane-impacted home **as a primary residence at the time of the hurricane** to receive assistance. Income calculation will be revised to reflect the change in household size and income (if applicable). Referral to the Title Clearance Program may be required to clear ownership issues related to heirship.
- For cases where the applicant dies after signing a grant agreement, the PRDOH will determine the best course of action based on the specific circumstances of the case.

6.4 Proof of Damage

Applicants must demonstrate that the damage or destruction to the property was a direct result of Hurricanes Irma and/or María. When possible, the Program will verify hurricane(s) damage electronically using third party datasets. Disaster damage may be documented through the following methods:

- FEMA claim letter;
- SBA loan documentation;
- Insurance award letters;
- Insurance settlement and/or evidence of litigation;
- If the above-referenced documentation is not available, an inspection report (complete with photos of the damage and a written assessment of the damage) from a damage assessment conducted by a qualified Program Damage Assessor that certifies that the damage occurred due to the qualifying disaster may be used.

If an applicant was denied assistance by FEMA, assistance through the CDBG-DR Program may still be available. Applicants will not be refused housing assistance solely on the basis that the applicant was denied assistance by FEMA.

6.5 Income Verification and Household Size

All applicants must meet low- or moderate-income limits, which are adjusted for family size. Total annual household gross income, for all household members, must not exceed 80% income limits, as defined by adjusted income limits for Puerto Rico. See HUD Modified Income Limits for CDBG-DR Puerto Rico as well as *Impact to Demographics* in the Action Plan, as amended. These income limits apply to all municipalities in Puerto Rico and are amended annually.

6.5.1 Household Size

A household is defined as all persons occupying the same unit, regardless of familial status or relationship to one another. Household members include all persons, including minor children and adults, whose current primary residence is the hurricane-impacted property or whose primary residence was the hurricane-damaged property at the time of the disaster.

6.5.2 Calculating Household Income

Household income shall be calculated based on the adjusted gross income as defined for purposes of reporting under Internal Revenue Service (**IRS**) Form 1040 series for individual Federal annual income tax purposes.¹³ When determining the number of household members and annual household income, the following should be taken into consideration:

- Minor children are considered household members. Earned income of minor children is not considered as part of total annual household income.
- Minor children who are subject to shared custody agreements may be counted as household members if the minor child lives in the residence at least 50% of the time.
- Temporarily absent family members are considered household members and their income is considered in calculation of household income, regardless of how much the temporarily absent family member contributes to the household.
- Paid, non-related, live-in aides, whether paid by the family or through a social service program, are not considered household members. Income of live-in aides is not considered in the calculation of household income. Related persons do not qualify as live-in aides.
- Permanently absent family members, such as a spouse who resides permanently in a nursing home, may be considered a household member, at the discretion of the head of household/program applicant. If the head of household opts to include a permanently absent family member in the household, the income of the permanently absent household member will be counted in the calculation of annual household income. If the head of household chooses not to include the permanently absent family member as part of the household, the income of the

¹³ See <https://www.irs.gov/e-file-providers/definition-of-adjusted-gross-income>.

permanently absent family member will not be considered in the calculation of annual household income.

6.5.3 Income Verification Required Documentation

Applicants must provide income documentation for all household members age eighteen (18) and older at the time of Program application. Income types and associated documentation required for income verification may include, but are not limited to:

- Wages: Three (3) recent paystubs within the past **three (3) months**, W-2 Forms;
- Retirement/Social Security:
 - Three (3) Monthly Bank Statements (Social Security Benefits & Pension only),
 - Current Social Security Benefits letter (including benefits paid to minors),
 - Current Pension/Retirement Benefit letter (if applicable), or prior year 1099 form, and
 - Current Annuity Payment letter (if applicable), or prior year 1099 form;
- Self-Employment Income:
 - Most recent tax return (1040 or 1040A), W-2 Forms; and/or
 - Current year profit and loss statement;
- Rental Income: Current lease agreements
- Unemployment Benefits: Current benefit letter with gross benefit amount;
- Court Ordered Alimony/Spousal Maintenance: Copy of court order documentation;
- Taxable Interest and Dividends (including amounts received by, or on behalf of minors);
- No Income: Adult household members who receive no income will be required to submit a Certification of No Income. These household members typically include those that are unemployed.

Documentation for other less common types of income will be assessed by the Program based on type of income reported.

6.6 Insurance Coverage

The Program will be supporting the repair and reconstruction of homes outside of the 100-year floodplain. However, in accordance with Federal Register Vol. 83, No. 28 (February 9, 2018), 83 FR 5844, the Program may provide assistance for the repair and/or reconstruction of a house located in a floodplain if: (a) The homeowner had flood insurance at the time of the disaster and still has unmet recovery needs; or (b) the household earns less than the greater of 120% Area Median Income (**AMI**), or the national median, and has unmet recovery needs. When any home being rehabilitated or reconstructed with federal disaster assistance is located in a Special Flood Hazard Area (**SFHA**), also known as the 100-year floodplain, then flood insurance is required. See Flood Insurance section of these Guidelines and Flood Insurance Requirements of the Cross-Cutting Guidelines available in English and Spanish on the PRDOH website at

<https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

6.6.1 National Flood Insurance Reform Act (NFIRA) Non-Compliance

Applicants found to be non-compliant with the requirements of the National Flood Insurance Reform Act are not eligible for Program assistance. An applicant is FEMA non-compliant if they failed to obtain and maintain flood insurance after receiving federal funding for a previous disaster. Eligibility is verified by reviewing FEMA (IA) eligibility codes in the federal dataset for the event. Any records with ineligible code “NCOMP - non-compliant with Flood Insurance Requirement” or “NPND - NFIRA - Noncompliance”, are FEMA non-compliant applicants, and therefore ineligible for Program assistance. The entire FEMA IA dataset for hurricanes Irma and María will be reviewed for the applicable eligibility code to identify non-compliant households to ensure that no ineligible applicants are served.

6.7 Preliminary Eligibility Determination

All applications will be thoroughly reviewed during the intake and eligibility process to ensure applicants are eligible for the Program prior to receiving assistance. Eligibility determinations will be made on housing assistance applications based on documentation submitted by the applicant and verification of information by third-party sources, including federal databases. These decisions will be made based on applicable statutes, codes of federal regulation, state and local codes and ordinances, local guidelines, and Program guidelines.

Applicants who are deemed eligible will be sent an R3 Preliminary Eligibility Determination Notification informing them of the eligibility decision. The correspondence will include a notice informing the applicant of the preliminary eligibility determination, an explanation of funding sources and restrictions, and a description of required next steps.

If at any point during the eligibility determination process or throughout any other phase of the R3 **Program** process, it is found that the applicant is ineligible for the Program, the applicant will be notified via an R3 Ineligibility Determination notification. This ineligibility notification will outline the eligibility determination made, the next steps, if applicable, and instructions for how to submit a program-based reconsideration request; an administrative review request, and/or judicial revision. The ineligibility notice will notify the applicant of the reason for ineligibility and outline the process to challenge the decision. See the Program-based Reconsideration and/or Administrative Review section of these Guidelines.

7 Duplication of Benefits (DOB)

The Robert T. Stafford Disaster Relief and Emergency Assistance Act (**Stafford Act**), as amended, 42 U.S.C. §5121 *et seq.*, prohibits any person, business concern, or other entity from receiving Federal funds for any part of such loss as to which he/she has received

financial assistance under any other program, from private insurance, charitable assistance, or any other source. As such, PRDOH must consider disaster recovery aid received by Program applicants from any other federal, state, local or other source, and determine if any assistance is duplicative. Any assistance determined to be duplicative must be deducted from the Program's calculation of the applicant's total need prior to awarding assistance.

When possible, PRDOH will electronically verify disaster recovery assistance received through federally and locally maintained datasets, such as FEMA IA and SBA disaster home loan datasets.

The duplication of benefits guidance included in Federal Register Vol. 84, No. 119 (June 20, 2019), 84 FR 28836, updates the duplication of benefits guidance issued in Federal Register Vol. 76, No. 221 (November 16, 2011), 76 FR 71060 for CDBG-DR grants received in response to disasters declared between January 1, 2015 and December 31, 2021. As such, the duplication of benefits policy outlined in these guidelines follows the guidance issued in 84 FR 28836.

For more information, refer to the Duplication of Benefits Policy available in English and Spanish at: <https://cdbg-dr.pr.gov/en/download/duplication-of-benefits-policy/> and <https://cdbg-dr.pr.gov/download/politica-sobre-la-duplicacion-de-beneficios/>.

7.1 Assistance Considered a Duplication of Benefits

To calculate duplication of benefits, the R3 Program considers the following: (1) total assistance available to the applicant, (2) assistance considered to be non-duplicative; and (3) the unmet needs of the applicant. Total DOB is calculated by subtracting non-duplicative assistance from total assistance received. Under Federal law, any duplication of benefit must be deducted from the assistance provided by the Program. The following are common sources of total assistance received by applicants.

7.1.1 FEMA Individual Assistance (FEMA IA)

FEMA IA assistance may have been provided to applicants for home repairs. In the cases where applicants have received assistance for home repairs, such amount will be considered a duplication of benefits by the Program. FEMA IA will be determined and verified by the Program through FEMA provided datasets or through applicant provided information originating at FEMA such as a FEMA Award letter. If evidence is provided that the FEMA award included assistance for items not related to structure repair, then the amounts not related to structural repair will not be counted as a duplication of benefit.

7.1.2 Small Business Administration (SBA) Loans

Federal regulations deem SBA loans for repair to be a duplication of benefits for federally-funded repair Programs. If an applicant has executed a loan with SBA to cover the cost of repairs, the amount of the approved loan is considered a duplication of benefits.

Similarly, if an applicant received relocation assistance from SBA and is now applying for relocation assistance with the Program, the SBA assistance is considered duplicative.

However, if an Applicant receives and accepts a subsidized loan made in response to Hurricanes Irma or Maria, the undisbursed loan amounts are not considered a DOB and will not be considered in the unmet need calculation when determining the maximum award. Subsidized loans accepted by the applicant and used for a disaster-related loss are not a duplication of benefits.

The Program will collect SBA information provided by the Applicant through the application process. In addition, the Program may obtain a data feed from SBA to verify all approved amounts for SBA loans. The Program will collect specific information from SBA that breaks out the approved SBA loan amounts into the different assistance categories (e.g. real property, personal property, vehicles, etc.).

7.1.3 Declined SBA Loans

Declined loans are loan amounts offered by a lender, but turned down by the applicant, meaning the applicant never signed loan documents to receive loan disbursements. The CDBG-DR supplemental appropriation for 2017 disasters provides that grantees “shall not take into consideration or reduce the amount provided to any applicant for assistance from the grantee where such applicant applied for and was approved, but declined assistance related to such major declared disasters that occurred in 2014, 2015, 2016, and 2017 from the Small Business Administration” (**SBA**).¹⁴ Declined subsidized loans, including SBA loans are not to be included in the calculation of DOB.¹⁵

The R3 Program will attempt to verify declined loan amounts using third-party data from SBA. If it cannot be ascertained from the SBA data whether or not the applicant declined the loan, the loan may still be excluded from DOB calculation if the applicant provides a written certification stating that the applicant did not accept the subsidized loan.

7.1.4 Cancelled SBA Loans

Cancelled loans are loan amounts offered by a lender, accepted by the applicant, but for a variety of reasons, all or a portion of the loan amount was not disbursed and is no longer available to the applicant. Cancelled SBA loans may be excluded from the calculation of DOB, if it can be documented that the undisbursed portion of an accepted loan is cancelled, and no longer available to the applicant.¹⁶

¹⁴ 84 FR 28836, 28842.

¹⁵ 83 FR 28834 mandates that “CDBG-DR grantees shall not treat declined subsidized loans, including declined SBA loans, as a DOB (but are not prohibited from considering declined subsidized loans for other reasons, such as underwriting).

¹⁶ 83 FR 28834 reads “Grantees that received a CDBG-DR grant in response to a DRRR Qualifying Disaster may revise awards to applicant with undisbursed subsidized loan assistance from SBA or other sources to provide additional CDBG-DR assistance. The amount of additional CDBG-DR assistance must be based on a revised DOB analysis that excludes accepted but undisbursed loan amounts from total assistance when calculating the maximum CDBG-DR award.

To document that an SBA loan is cancelled, the applicant must provide either: written communication from the lender confirming the loan is cancelled and no longer available to the applicant; or a legally binding agreement between PRDOH and the applicant that indicates the period of availability of the loan has passed, and the applicant agrees not to take actions to reinstate the loan, or draw any additional undisbursed loan amounts. In addition, PRDOH must notify SBA that the applicant has agreed not to take any actions to reinstate the loan or draw additional amounts.

7.1.5 FEMA National Flood Insurance Program Insurance (NFIP Insurance)

Payments for loss to dwellings under NFIP insurance policies will be deducted from the grant amount to be awarded. Payments for contents or other expenses are not deducted from the applicant's funding assistance award. The Program will collect NFIP insurance information from the applicant through the application process. In addition, the Program may work directly with NFIP to verify the information provided by the applicant. Flood insurance coverage provided by the Department of Treasury of Puerto Rico (Departamento de Hacienda de Puerto Rico), through Executive Order, EO-2017-044 issued September 1, 2017, will also be evaluated for duplication of benefits.

7.1.6 Private Insurance

All property, flood or casualty insurance settlement amounts for loss to dwellings are deducted from the applicant's funding assistance award. Private insurance payments for contents or other expenses are not deducted from the applicant's funding assistance award. Insurance proceeds are initially determined by the Program through applicant provided information. Program applicants will authorize the Program to contact third-party private insurance providers to verify information provided by the applicants within their applications. Third-party re-verification will only occur if the applicant self-attests a claim was filed and cannot provide a claim summary.

7.1.7 Increased Cost of Compliance (ICC)

ICC insurance coverage provides for a claim payment to pay qualifying homeowners' cost to elevate, demolish, relocate, or flood-proof (non-residential buildings only) after a flood.¹⁷ The maximum amount of ICC available is \$30,000. ICC participants cannot receive federal or state assistance for work also covered by the available ICC benefits.

7.1.8 Other Funds

Funding received for the same purpose of a Program award, such as funding provided by a non-profit entity or the US Army Corps of Engineers (**USACE**) to assist applicant with rebuilding their home must be reported by the applicant through the application process and must be accounted for and verified by the Program. In addition, the support documentation related to other duplicative funding sources will be provided by the

¹⁷ ICC coverage is a part of most standard flood insurance policies available under the Federal Emergency Management Agency's (FEMA's) National Flood Insurance Program (NFIP).

applicant, verified by the Program, and applied as a duplication of benefits by the Program.

7.1.9 Certification of hurricane-related expenses

As an exception, the R3 Program may allow applicants to self-certify hurricane-related expenses incurred after the hurricanes up to an amount of \$500 with the understanding receipts are often unavailable or misplaced after multiple disasters. These expenses are typically related to minor and immediate temporary improvement of the structure for its continued occupancy that are replaced at a later date as well as the purchasing of cleaning and sanitation supplies.

7.2 Exceptions to Duplication of Benefits

Not all assistance received by an applicant is considered a duplication of benefit for housing repair, reconstruction or relocation. Therefore, there are types of assistance received by an applicant which will not constitute a duplication of benefits for housing repair, reconstruction or relocation. The Program will allow for reductions of duplication of benefit totals if the applicant can prove that the use or control of the funds meet certain criteria. In accordance with Federal Register Vol. 84, No. 119 (June 20, 2019), 84 FR 28836, PRDOH may exclude for duplication of benefits purposes "assistance that was: (1) provided for a different purpose; (2) provided for the same purpose (eligible activity), but for a different, allowable use (cost); (3) not available to the applicant; (4) a private loan not guaranteed by SBA; or (5) any other asset or line of credit available to the applicant." Each of these categories is further described below.

7.2.1 Funds for a Different Purpose

Any assistance provided for a different purpose than the CDBG-DR eligible activity, or a general, non-specific purpose (e.g., "disaster relief/recovery"), and not used for the same purpose **must be excluded** from total assistance when calculating the amount of the DOB. 76 FR 71060 defines three (3) general categories for which homeowners generally receive assistance: (1) replacement housing; (2) repair assistance; or (3) interim (temporary housing).

- Funds provided for replacement housing are funds provided to assist an individual or household to secure a replacement home in the event their disaster-impacted home cannot be rehabilitated.
- Repair assistance includes funding provided to individuals or households to repair or reconstruct their disaster-impacted property.
- Interim (temporary) housing funds are those provided to an individual or household to secure housing while the individual or household is temporarily unable to reside in their disaster-impacted primary residence.

Funding received for purposes different from the purpose of assistance offered under the R3 Program will be excluded for purposes of duplication of benefit determination.

7.2.2 FEMA'S Sheltering and Temporary Essential Power (STEP) or "Tu Hogar Renace" Assistance received by an applicant from "Tu Hogar Renace" (**FEMA STEP**) is assistance received for temporary repairs. Assistance used for different costs of the rehabilitation under "Tu Hogar Renace", which are a different allowable use may be excluded. The R3 Program is authorized to complete work necessary to complete permanent rehabilitation or reconstruction of the home, even if the home received assistance from "Tu Hogar Renace".

7.2.3 Funds for the Same Purpose but for a Different Allowable Use

Funds received for the same purpose as funds provided under the R3 Program, but that were used by the Applicant for a different allowable use may be excluded from the final award calculation. In some instances, funds provided for the same general purpose (e.g. rehabilitation of a home) as the CDBG-DR funds, would have been used by the Applicant for a different allowable use. In these circumstances, if the Applicant can document that the funds received were used for a different -but eligible- use, then the funds are not duplicative. In these instances, the Applicant may provide documentation, such as receipts or paid invoices, demonstrating that funding was spent on a different eligible use. The Program will review documentation submitted on a case-by-case basis.

7.2.4 Funds not Available to the Applicant

Funds that are not available to an applicant may also be excluded from the final award calculation. Funds are not available to the person or entity if the person does not have legal control of the funds when they are received and are used for a non-duplicative purpose. For example, if a homeowner's mortgage requires any insurance proceeds to be applied to reduce the lien balance, then the bank/mortgage holder (not the homeowner) has legal control over those funds. Therefore, the homeowner is legally obligated to use insurance proceeds for that purpose and does not have a choice in using them for any other purpose, such as to rehabilitate the house. Under these circumstances, insurance proceeds do not reduce assistance eligibility. Alternatively, if a disaster-affected homeowner chooses to apply insurance proceeds to reduce an existing mortgage, or requests that the lender demand payment, insurance proceeds reduce the amount of disaster assistance eligibility. In addition, if a mortgage requires insurance proceeds to be used for the repairing of the property, those proceeds must be considered as assistance for that purpose. A homeowner does not need to possess cash assistance to be considered as being in legal control over receiving benefits for a particular purpose.

7.2.5 Private Loans

Unlike SBA loans (or any other subsidized loan or Federal loan guarantee program that provides assistance after a major disaster or emergency), private loans not guaranteed by SBA need not be considered duplicative assistance. Private loans are loans that are not provided by or guaranteed by a governmental entity, and that require the applicant

to repay the full amount of the loan under typical commercial lending terms. Since private loans are not provided under a government program, they do not need to be considered as potentially duplicative assistance.

7.2.6 Other Assets or Lines of Credit

Other assets or lines of credit available to a homeowner or a business owner need not be included in the award calculation. This includes, but is not limited to: checking or savings accounts, stocks, bonds, mutual funds, pension or retirement benefits, credit cards, mortgages or lines of credit, and life insurance. Please note that these items may be held in the name of an individual or in the name of a business.

7.3 Excess Duplication of Benefits (DOB) Funding

Any assistance determined to be duplicative must be deducted from the Program's calculation of the applicant's total award prior to awarding assistance. The Program will reduce applicant awards through a reduced scope of work (award) for non-essential items associated with repair, reconstruction, or relocation, such as appliances that the applicant is able to fund on their own.

In some instances, there may be duplication of benefit in excess of the amount which may be reasonably deducted from the applicant's award via reduced scope of work. In these instances, the applicant is considered to have excess duplication of benefits. Applicants with excess DOB will be notified via an Applicant Funds Required Notification. Applicants must resolve the excess DOB within **thirty (30) days** after the document was sent by providing the Program with a cashier's check for the full amount of the excess DOB. Applicants who cannot resolve the excess DOB within those **thirty (30) days** will not be eligible for assistance under the Program.

Applicants deemed ineligible for failure to resolve excess DOB will be mailed an R3 Ineligibility Determination. The R3 Ineligibility Determination notifies the applicant of the reason for ineligibility and outlines the process to challenge the decision. See the Program-based Reconsideration and/or Administrative Review section of these Guidelines.

8 Appraisals

An appraisal will be conducted as needed to determine the current market value of the property. Appraisers must be duly licensed and qualified to conduct real estate property appraisals in Puerto Rico. The Program will contact the applicant to schedule the appraisal, which will be conducted concurrently with the Duplication of Benefits review, when possible.

Upon completion of the appraisal, the appraiser must prepare an appraisal report to include:

- A detailed description of the property appraised;

- General market data and comparable properties;
- Separate valuation for structure and land;
- Supporting information for valuation conclusions; and
- Certification of the appraisal, noted by the appraiser's signature.

The appraisal, along with the damage assessment and location of the property, will be used when determining whether an eligible applicant will be offered repair or relocation assistance. See Program Award Types section of these Guidelines.

9 Damage Assessments

A damage assessment shall be conducted of each property associated with an application determined to be preliminarily eligible. The damage assessment will be performed by Program Damage Assessors with subject matter experience. In compliance with Act No. 173 of August 12, 1988, as amended, 20 LPR § 711 *et seq.*, known as the "Board of Examiners of Engineers, Architects, Surveyors and Landscape Architects of Puerto Rico Act", damage assessment reports must be certified by a licensed engineer or architect in Puerto Rico.

The Damage Assessment, in addition to documenting actual damages sustained by the dwelling because of Hurricanes Irma and María, will also serve to establish the scope of work to be included in the award to the applicant.

Damage Assessors will coordinate the date and time for site inspection to conduct the damage assessment of the property with the applicant. During the site inspection, the Damage Assessor and the applicant, or his/her authorized representative, shall be present and the existing conditions of the dwelling's site, exterior and interior elements/components, should be determined and documented.

Site elements and conditions to be assessed include, but are not limited to:

- Site restrictions
- Site accessibility;
- Drainage systems;
- Site improvements such as: plantings, fences, lighting, paved areas, stairs, and retaining walls, among others; and,
- Outbuildings, yards, and courts.

Exterior elements and conditions to be assessed include, but are not limited to:

- Foundation walls and piers;
- Exterior wall elements such as: wood elements, siding, shingles, stucco, brick or stone veneers;
- Exterior insulation and finish systems, among others; windows and doors; weather stripping; awnings; decks, porches and balconies; exterior railings and stairs;

- Roof weatherproofing and covering including: asphalt shingles, wood shingles or shakes, metal roofing, cement shingles, built-up roofing, single ply membranes, and roll roofing, among others;
- Skylights; gutters and downspouts;
- Parapets and gables;
- Lighting protection;
- Electrical service entry including: overhead wires, electric meter, and service entry conductor, among others;
- Water service entry including: curb valve, house service main, master shut-off valve, and water meter, among others; and septic tanks.

Interior elements and conditions to be assessed include, but are not limited to:

- Basement and crawl spaces;
- Fungal and insect infestation;
- Thermal insulation;
- Structure, electrical, plumbing, and HVAC systems;
- Walls and ceilings;
- Floors;
- Interior doors;
- Windows;
- Closets;
- Trim and finishes;
- Convenience outlets and lighting;
- HVAC sources;
- Skylights;
- Plumbing;
- Tub and shower enclosures;
- Ceramic tile;
- Counters and cabinets;
- Electrical service;
- Storage spaces;
- Stairs and hallways;
- Smoke detectors;
- Laundries;
- Roof trusses and joist spaces;
- Main panel board;
- Branch circuits;
- Water distribution piping; and
- Equipment such as water heaters, plumbing components, water wells, pumps, gas supply components, and air conditioning units and their components, among others.

Upon completion of the site inspection, the Damage Assessor shall prepare a comprehensive report of the damages and conditions observed. The report should set forth the following:

- The total, and itemized, estimated cost of required repairs to bring the home to its pre-hurricane conditions in conformity with applicable codes, specifications, and standards;
- A quantification of the value of repair works already implemented by the applicant using other sources of funds such as FEMA IA, SBA assistance, and insurance proceeds, etc.;
- Evidence of the damages observed during the site inspection;
- Any extraordinary conditions identified during the site inspection (engineering or otherwise) that may not allow the Program to effectively repair the home and therefore may trigger reconstruction or relocation. Examples of such conditions may include, but are not limited to: the failure (beyond repair) of critical structural elements, potential for landslides, potential for the home to be flooded during rain events, and any other hazardous conditions of the structure or its site that may put lives at risk;
- A recommended course of action to be taken by the Program (e.g. Repair, Reconstruction, or Relocation); and
- Any other pertinent information documented or observed during the site inspection.

Assistance will be provided to applicants based on the Program's estimate of the cost to repair the home. Due to limitations of funds available for the recovery, the Program will assess applicants' cost of repairs at an economy-grade standard of materials, noted as "Standard Grade." Therefore, it is possible that the Program's assessment of the value of repairs or reconstruction will differ from other assessments that an applicant may have, whether from SBA, NFIP, a private homebuilding contractor, or another third-party entity. The Program will rely solely on its assessment of the cost of repairs. The Program's pricelist is composed of Xactimate® pricing and additional line items of work that may be updated by the PRDOH from time to time.

9.1 Work in Place (WIP)

At the time of damage assessment, it is sometimes discovered that homeowners have begun to repair or reconstruct their homes. During the damage assessment, a work in place (**WIP**) estimate is developed and documented by the Damage Inspector for use in the Duplication of Benefits (**DOB**) analysis that compares all assistance (federal and

non-federal) received for the same purpose as CDBG-DR funds vs. WIP value and to ensure accurate calculation of substantial improvement percentage.¹⁸

The amount of WIP encountered varies widely from minor repairs completed in home, such as replacement of doors and windows, to instances where Applicants have completely demolished the hurricane-impacted home and the Applicant initiated reconstruction (**AIR**) of new home. WIP that is less than AIR will be considered during the program damage assessment and scoping of program sponsored construction. Minor WIP that does not meet program standards may be replaced by the Program. AIR is a subset of all work in place and is discussed in detail in the following sections. WIP is not used to project value at completion or capture the value of remaining work needed to complete the construction project.

9.2 Applicant-Initiated Reconstruction (AIR)

In some instances, it is discovered that Applicants have demolished the hurricane-damaged structure and started a reconstruction of their property prior to program intervention. Generally, AIR has been completed using one of the following two venues: informal construction or formal construction.

9.2.1 Formal Construction

Formal construction is that construction which meets the required permitting and inspection process per the governing construction agency and where it can be established the work performed meets federal, state and local construction codes and requirements. Proper documentation may include but is not limited to a set of approved plans by the local permitting office, as well as a construction permit with all approved progress inspections for work performed.

The Program may complete construction of unfinished AIR ~~outside the floodplain~~ that was performed using formal construction methods. Formally constructed AIR, with an estimated cost of completion less than \$60,000 may be completed in place. Formally constructed AIR homes ~~outside the floodplain~~ with an estimated cost of completion greater than \$60,000 will be evaluated on a case-by-case basis for cost reasonableness, cost effectiveness, and construction feasibility. The Program may fund the completion of construction up to the reconstruction award cap (based on household composition), if the evaluation shows that completion of the AIR is cost-reasonable, cost-effective, and feasible. ~~If the AIR cannot be completed, the Program will follow its reconstruction and relocation policies. Formally constructed AIR in the floodplain may be offered a relocation award.~~

¹⁸ As outlined under the Duplication of Benefits section of these Guidelines, personal Assets or Lines of Credit are not considered duplication of benefits.

9.2.2 Informal Construction

Typically, informally constructed homes lack engineered construction plans approved by a local jurisdiction, applicable permits, or proof of passed progress inspections and can be less secure than those built following established land use, construction codes, and zoning regulations.

AIR that was performed using informal construction methods will not be completed by the Program. Because informal construction of unpermitted homes lacks the documentation to ensure the work has been performed following the applicable federal, state, and local construction codes, the Program is unable to ensure a partially informally constructed home will comply with the requirements of CDBG-DR funding under the R3 Program or that the home will ultimately be safe to occupy. Additionally, the Program may be unable to obtain a certificate of occupancy, register the property and/or record restrictive conditions, if necessary.

For eligible applicants with informal AIR, the Program will follow its reconstruction and relocation policies. ~~will be awarded a reconstruction in place or relocation award, depending on whether the home is located within or outside the floodplain. If the applicant's property is located in the floodplain, the applicant will be offered a relocation award consistent with program policies for relocation. If the home is not located in a 100-year floodplain, the AIR will be demolished and a program model home will be reconstructed in place.~~

10 Change in Circumstance and Exacerbated Damages

To the extent that damages resulting from Hurricane Irma and/or María are exacerbated by circumstances beyond the applicant's control before the repair or reconstruction of the hurricane-damaged structure is completed, as per Federal Register Vol. 84, No. 119 (June 20, 2019), 84 FR 28836, the R3 Program may fund the repair or reconstruction of the damaged home.¹⁹

Long term recovery from disaster is a process, but applicant damages are calculated at points in time. As a result, a subsequent change in an applicant's circumstances can affect the amount of unmet need (damage) an applicant has. Examples of circumstances beyond the applicant's control include, but are not limited to: subsequent disaster, vandalism, or fire.²⁰

¹⁹ See 84 FR 28836 at <https://www.govinfo.gov/content/pkg/FR-2019-06-20/pdf/2019-13147.pdf>

²⁰ See section IV.E. *Reassess Unmet Need When Necessary* of the 84 FR 28836
[...].

A subsequent change in an applicant's circumstances can affect that applicant's remaining unmet need, meaning the need that was not met by CDBG-DR and other sources of assistance. Oftentimes, unmet need does not become apparent until after CDBG-DR assistance has been provided. Examples may include: A subsequent

For example, if an applicant's home was damaged by Hurricanes Irma and/or María and a subsequent earthquake or any other natural disaster exacerbates the original damage before repairs caused by the hurricanes could be completed, the R3 Program may complete the rehabilitation or reconstruction and address the unmet repair need as it currently exists.

However, the R3 Program may not provide assistance for activities that: (1) address a need arising solely from a disaster other than Hurricanes Irma and/or María; or (2) address a need that has been met in full.²¹ For example, if a home was unharmed by Hurricanes Irma and/or María, but later suffers damages from a subsequent earthquake or any natural disaster event, the R3 Program cannot provide assistance to repair or reconstruct the structure.

As stated in the R3 Program eligibility criteria, all applicants to the R3 Program must have sustained damage from Hurricanes Irma and/or María to receive assistance. If exacerbated damages make it impossible to determine damages from Hurricanes Irma and/or María through a damage inspection, the Program may use third-party documentation or datasets, as outlined under the Proof of Damage section of this guideline. Prior to addressing exacerbated repair or reconstruction need, the R3 Program must analyze other assistance available to the applicant to ensure prevention of duplication of benefits, as described in the Duplication of Benefits (**DOB**) section of these guidelines.

11 Environmental Review

Environmental review is the process of reviewing a project and its potential environmental impacts to determine whether it meets federal, state, and local environmental standards. Every project undertaken with Federal funds, and all activities associated with such project, are subject to the provisions of the National Environmental Policy Act of 1969 (NEPA), 42 U.S.C. § 4231 et seq., as well as to the HUD environmental review regulations at 24 C.F.R. § 58 on Environmental Review Procedures for Entities Assuming HUD Environmental Responsibilities. Therefore, an environmental review process is required for all awards to be issued under the Program to ensure that the proposed activities do not

disaster that causes further damage to a partially rehabilitated home or business; an increase in the cost of construction materials; vandalism; contractor fraud; or theft of materials. Unmet need may also change if other resources become available to pay for costs of the activity (such as FEMA or Army Corps), and reduce the need for CDBG-DR.

To the extent that an original disaster recovery need was not fully met or was exacerbated by factors beyond the control of the applicant, the grantee may provide additional CDBG-DR funds to meet the increased unmet need. Grantees must be able to identify and document additional unmet need, for example, by completing a professional inspection to verify the revised estimate of costs to rehabilitate or reconstruct damaged property.

[...].

²¹ See Community Development Block Grant Disaster Recovery (CDBG-DR) Policy Guidance for Grantees 2019 at <https://files.hudexchange.info/resources/documents/CDBG-DR-Policy-Guide.pdf>.

negatively impact the surrounding environment and that the property itself will not have an adverse environmental or health effect on end users.

Specifically, 24 C.F.R. § 58.22 on limitations on activities pending clearance, prohibits the commitment or spending federal or non-federal funds on any activity that could have an adverse environmental impact or limit the choice of reasonable alternatives prior to completion of an environmental review. Environmental clearance must be obtained for each project prior to the commitment of Federal or non-federal funds. A violation of this requirement may jeopardize Federal funding for the Program and disallow all costs that were incurred before completion of the environmental review.

Laws and regulations which contain environmental provisions with which the Program must **comply** with, include but are not limited to:

- Protection of Historic Properties (36 C.F.R. § 800);
- Floodplain Management and Protection of Wetlands (24 C.F.R. § 55, Executive Order 11988 and Executive Order 11990);
- Sections 307 (c) and (d) of the Coastal Zone Management Act of 1972 (**CZMA**), as amended, (16 U.S.C. § 1456);
- Sole Source Aquifers (40 C.F.R. § 149);
- Interagency Cooperation - Endangered Species Act of 1973, as amended (50 C.F.R. § 402);
- Section 7 (b)(c) of the Wild and Scenic Rivers Act of 1968 (WSRA), as amended, (16 U.S.C. § 1278 - Restrictions on Water Resources Projects);
- Air quality provisions as found in Sections 176 (c) and (d) of the Clean Air Act, as amended, (42 U.S.C. § 7506) and in Title 40 of the Code of Federal Regulations (40 C.F.R. Parts 6, 51, and 93);
- Farmland Protection Policy Act (**FPPA**) (7 U.S.C. § 4201 *et seq.*, implementing regulations 7 C.F.R. Part 658, of the Agriculture and Food Act of 1981, as amended)
- Environmental Criteria and Standards;
 - Noise Abatement and Control (24 C.F.R. §§ 51.100 - 51.106)
 - Siting of HUD-Assisted Projects Near Hazardous Operations Handling Conventional Fuels or Chemicals of an Explosive or Flammable Nature (24 C.F.R. §§ 51.200 - 51.208)
 - Siting of HUD Assisted Projects in Runway Clear Zones at Civil Airports and Clear Zones and Accident Potential Zones at Military Airfields (24 C.F.R. § 51 §§ 51.300 - 51.305)
- Toxic/Hazardous Materials (24 C.F.R. § 58.5(i)(2)(i));
- Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (Executive Order 12898 signed on 1994).

All Program awards must have documentation that **certifies** they comply with NEPA and other environmental requirements. Therefore, all projects shall have an Environmental Review Record (**ERR**) as required by NEPA and related laws. The ERR for the projects shall

set forth (a) the existence of negative impacts on a site, (b) the means to mitigate negative impacts, (c) alternatives to the project (if needed), and (d) the rejection of the proposed activities if all other options fail and it becomes the most prudent action to take. For more information on Environmental Review, please refer to the Cross-Cutting Guidelines available in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

Environmental reviews for this Program will be conducted concurrently with the damage assessment, when feasible. Environmental reviews must be completed prior to determining Program assistance to be offered to an eligible applicant. On a case-by-case basis, additional costs may be included in the scope of work associated with repair, reconstruction or relocation award (e.g. costs associated with abatement of environmental hazards, special considerations for historic preservation, or other environmental considerations).

11.1 Environmental Level of Review

To conduct the appropriate level of environmental review the Program will need to determine the environmental classification of the project. The term “project” may be defined as an activity or group of activities geographically, functionally, or integrally related, regardless of funding source, to be undertaken by the Program in whole or in part to accomplish a specific objective. The three (3) major environmental classifications for projects and their descriptions are as follows.

11.1.1 Exempt Activities

These are activities which, by their nature, are highly unlikely to have any direct impact on the environment. Accordingly, these activities are not subject to most of the procedural requirements of environmental review. If a project is determined to be exempt, the Program must document in writing that the project is exempt and meets the conditions for exemption spelled in 24 C.F.R. § 58.34. In addition to making the written determination of exemption, the Program must also determine whether any of the requirements of 24 C.F.R. § 58.6 are applicable and address as appropriate.

11.1.2 Categorically Excluded Activities

These are activities for which no Environmental Impact Statement or Environmental Assessment and finding of no significant impact under NEPA is required. These activities are divided into those that are and those that are not subject to related laws and authorities at 24 C.F.R. § 58.5.

Examples of categorically excluded activities not subject to related laws and authorities under 24 C.F.R. § 58.5 include: tenant based rental assistance; supportive services; operating costs; economic development activities; activities to assist homebuyers to purchase existing dwelling units or units under construction; and affordable housing predevelopment costs with no physical impact. To complete environmental

requirements for categorically excluded activities not subject to 24 C.F.R. § 58.5, the Program must make a finding of categorical exclusion and include such finding in the Environmental Review Record. When these kinds of activities are undertaken it is not required to issue a public notice or to submit a request for release of funds. In any case, environmental compliance is required for the items listed in 24 C.F.R. § 58.6.

Examples of categorically excluded activities subject to related laws and authorities under 24 C.F.R. § 58.5 include: acquisition, repair, improvement, reconstruction, or repair of public facilities; special projects directed toward the removal of material and architectural barriers; and repair of buildings and improvements for residential units and non-residential buildings. The Environmental Review Record for these activities must contain a written determination of the finding of a categorically excluded activity subject to 24 C.F.R. § 58.5 including a description of the project, a citation of the application subsection of 24 C.F.R. § 58.35(a), and written documentation as to whether there were any circumstances which required compliance with 24 C.F.R. § 58.5 and 58.6.

The documentation must support its determinations related to compliance including correspondence with applicable agencies having jurisdiction. Upon completion there should be one of three (3) environmental findings: (1) the project converts to Exempt (i.e. 24 C.F.R. § 58.34(a)(12)); (2) the project invokes compliance with one or more of the laws and/or authorities and, therefore, requires public notification and approval from HUD; or (3) the unusual circumstances of the project result in a significant environmental impact and, therefore, compliance with NEPA is required. If upon completion it is determined that compliance is required for one or more of the Federal laws and authorities listed in 24 C.F.R. § 58.5, then a public notification known as Notice of Intent to Request Release of Funds must be posted. After a **seven (7) day** comment period, a Request for Release of Funds and Environmental Certification must be prepared. The Environmental Certification certifies the compliance with all environmental review requirements.

11.1.3 Activities Requiring an Environmental Assessment

These are activities which are neither exempt nor categorically excluded and, therefore, will require an Environmental Assessment documenting compliance with NEPA, HUD, and with the environmental requirements of other applicable federal laws. Once the Environmental Review has been completed and any comments addressed appropriately, the project may be found to not constitute an action that significantly affects the quality of the human environment and, therefore, does not require the preparation of an Environmental Impact Statement; or the project constitutes an action that significantly affects the quality of the human environment and, therefore, requires the preparation of an Environmental Impact Statement. For this Program, any action that would require an Environmental Impact Statement is highly unlikely.

If it is determined that the action does not significantly affect the quality of the environment, then the Program will post a public notice called a Combined/Concurrent

Notice of Finding of No Significant Impact (**FONSI**) and Notice of Intent to Request Release of Funds (NOI/RROF). The NOI/RROF Environmental Certification must be submitted to HUD no sooner than **fifteen (15) days** after publishing the combined/concurrent notice (**NOI/RROF**) and FONSI and HUD will hold the Release of Funds for a **fifteen (15) day** period to allow for public comment on the RROF. If no comments are received during this time, HUD will send a signed Authorization to Use Grant Funds and the project may proceed.

11.1.4 Floodplain Management

The R3 Program will use the most current, approved version of FEMA's Flood Insurance Rate Map (**FIRM**) or Preliminary Flood Insurance Rate Map (**PFIRM**) to identify whether a property is located within or outside of the 100-year floodplain. The 100-year floodplain means the floodplain of concern for this part and is the area subject to inundation from a flood having a 1% or greater chance of being equaled or exceeded in any given year.

Applicants whose homes are located in or outside of a floodplain may qualify for repair, reconstruction or relocation. However, in accordance with 83 FR 5844, the Program may only provide assistance for the repair/reconstruction of a house located in a floodplain if: (a) The homeowner had flood insurance at the time of the disaster and still has unmet recovery needs; or (b) the household earns less than the greater of 120% AMI or the national median and has unmet recovery needs. Floodplain designation will be determined by the site-specific environmental review.

Homes located in a floodplain which qualify for repair that is considered a substantial improvement, as defined in 24 C.F.R. § 55.2, will not be rehabilitated in place. Rather, eligible applicants with homes in a floodplain that require substantial improvement repairs will be offered Program assistance to relocate to a property outside the floodplain or elevated reconstruction.²²

Substantial improvement is defined as either:

- a) Any repair, reconstruction, modernization or improvement of a structure, the cost of which equals or exceeds 50% of the market value of the structure either: 1) Before the improvement or repair is started; or 2) If the structure has been damaged, and is being restored, before the damage occurred²³; or
- b) Any repair, reconstruction, modernization or improvement of a structure that results in an increase of more than 20% in the number of dwelling units in a residential project or in the average peak number of customers and

²² Elevated Reconstruction: for determining the feasibility of elevated reconstruction, refer to Section 12.2.1 Elevated Reconstruction Within a Floodplain

²³ Current assessed value is used due to the limited availability of island-wide data for pre-hurricane values.

employees likely to be on-site at any one time for a commercial or industrial project.

- i. Substantial improvement may not be defined to include either:
 - a. Any project for improvement of a structure to comply with existing state or local health, sanitary or safety code specifications that is solely necessary to assure safe living conditions, or
 - b. Any alteration of a structure listed on the National Register of Historical Places or on a State Inventory of Historic Places.

Structural repairs, reconstruction, or improvements not meeting the definition of substantial improvement are considered "minor improvements".

11.2 Tiered Environmental Review

To streamline the environmental review process and prevent duplication of efforts, the Program will use a tiered approach for environmental compliance. A tiered approach is appropriate when a specific type of activity that will take place in several locations, will serve the same function, and will have the same level of environmental impact regardless of the location where it is to be implemented. The tiered approach has two (2) parts: the broad environmental review that focuses on a targeted geographic area (the Tier 1), and the unspecified site review (the exact physical location of the project not presently known) (the Tier 2).

The Tier 1 review will address and analyze those environmental impacts related to the proposed action that might occur on a typical site within the geographic area (e.g. floodplain, coastal zone, wetlands, aboveground storage tanks, etc.). The Tier 2 review will identify those environmental impacts that will vary by site and may only be observed when specific project locations are known (e.g. historic preservation, hazardous materials, noise abatement, asbestos removal, etc.).

The components of the Tier 1 review will include all the following:

- A clear statement of all the related activities and funding sources;
- Identification of the targeted geographic area;
- Identification and evaluation of the environmental factors and effects that can be decided upon immediately;
- Publishing and dissemination notice for entire action;
- Submission of a Request for Release of Funds and Certification for the entire action;
- HUD approval of the Tier 1 Review; and
- Documentation of compliance with "Other Requirements" set forth at 24 C.F.R. §58.6.

The Tier 2 review will include specific written strategies for addressing the environmental effects that can only be determined when specific sites become known (i.e. site acceptability criteria and standards-including mitigation measures, historic preservation,

airport clear zones, explosive and flammable operations, toxic/hazardous/radioactive materials, contamination, chemicals, or gases).

Tier 2 reviews will not require notices or approval from HUD, unless it is determined that there are unanticipated impacts or impacts not adequately addressed in the prior tiered review. There must be written documentation of compliance before funds are committed to specific sites. If any project deviates from the tiered review -and the approved site-specific compliance strategies- then separate environmental reviews must be prepared for those projects.

Tiered reviews for the Program will be valid for up to **five (5) years**, unless conditions or circumstances change. To be certain that conditions or circumstances have not changed, the Program will assess the tiered Environmental Review, at least once a year, to ensure the scope of the target area has not changed, the list of activities evaluated for environmental impacts has not changed, and the information contained in the tiered environmental review is still current and relevant to the environmental findings that were made.

Tier I reports for the R3 Program are publicly available in English and Spanish at <https://cdbg-dr.pr.gov/en/resources/environmental/> and <https://www.cdbg-dr.pr.gov/recursos/ambiental/>.

11.3 Lead Hazard Assessments

Lead is a highly toxic metal that may cause a range of health problems, especially on young children. When lead is absorbed into the body, it can cause damage to the brain and other vital organs, such as the kidneys, nerves, and blood. Both inside and outside the home, deteriorated lead-paint mixes with household dust and soil and becomes introduced to the home. Children may become lead poisoned by touching or putting lead-contaminated objects in their mouths, eating paint chips found in homes with peeling or flaking lead-based paint, or playing in lead-contaminated soil.

Most of the lead found in homes comes from lead-based paint, which was used in homes built before 1978. When old paint cracks and chips, it creates lead dust. Often, the dust is so small that it cannot even be seen. Lead poisoning is most often caused by swallowing or breathing in lead dust by accident. Lead can also be found in other places within a home. Sometimes lead can be found in water that travels through lead pipes or in soil.

Whenever federal funds, such as CDBG-DR, are used to assist housing built before 1978, steps must be taken to address lead hazards. A lead-based paint hazard is any condition that causes exposure to lead from dust-related hazards, soil-lead hazards, or lead-based paint that is deteriorated, or present in chewable surfaces, friction surfaces, or impact surfaces that would result in adverse human health effects. The Program will comply with

provisions for lead reduction found at 24 C.F.R. § 35- Lead-Based Paint Poisoning Prevention in Certain Residential Structures.

Lead hazard assessments are on-site investigations to determine the existence, nature, severity, and location of lead-based paint hazards accompanied by a report explaining the results and options for reducing lead-based paint hazards, see 40 C.F.R. § 745.227(d)(11) for report guidelines. All lead hazard assessments for the Program will be performed by Risk Assessors or Lead-Based Paint Inspectors certified by the U.S. Environmental Protection Agency (**EPA**) or the Department of Natural and Environmental Resources (**DRNA**, for its Spanish acronym).

Lead hazard assessments for the Program will cover:

- Identification of the existence, nature, severity, and location of lead-based paint hazards, including soil and dust hazards as well as paint (or documentation that no such hazards have been identified); and
- Description of the options for controlling lead hazards in the event that hazards are found, including interim controls and abatement measures.

The lead hazard assessment process for the Program will begin with the collection of information about the property from the owner using HUD-approved forms. The Risk Assessor or Lead-Based Paint Inspector will use this information to make decisions about the location of the environmental testing within the dwelling of the property.

The lead hazard assessment will entail:

- A visual assessment of the selected dwelling units and common areas; and
- Environmental testing, which includes testing of deteriorated paint and (if needed) other painted surfaces and collection of dust and soil samples.

The Program will pursue the testing of paint with X-ray fluorescence (**XRF**) analyzers but sometimes the collection of paint chip samples may be required. Environmental samples will be sent to a certified laboratory for analysis of lead in paint, dust, or soil, as applicable.

When the lab results or XRF measurements are received, the Risk Assessor or Lead-Based Paint Inspector will review and analyze the data, including visual assessment results, environmental sampling results, among others. The Risk Assessor will then draft the report identifying lead-based paint hazards and acceptable lead hazard reduction options. Lead hazard reduction options must include abatement of all identified lead hazards.

11.4 Asbestos Surveys

Because of its fiber strength and resistance to heat, asbestos has been used in a variety of building construction materials for insulation and as a fire retardant. Asbestos has also been used in a wide range of manufactured goods, mostly in building materials (roofing shingles, ceiling and floor tiles, paper products, and asbestos cement products), friction

products (automobile clutch, brake, and transmission parts), heat-resistant fabrics, packaging, gaskets, and coatings.

Asbestos fibers may be released into the air by the disturbance of asbestos-containing materials during product use, demolition work, building or home maintenance, repair, and remodeling. In general, exposure may occur when asbestos-containing materials are disturbed or damaged in some way to release particles and fibers into the air. Exposure to asbestos increases risk of developing lung diseases.

In general, the greater the exposure to asbestos, the greater the chance of developing harmful health effects. Disease symptoms may take many years to develop following exposure.

The National Emission Standards for Hazardous Air Pollutants (**NESHAP**) regulations under the Clean Air Act specify work practices for asbestos to be followed during demolitions and renovations of all structures, installations, and buildings. The regulations require notification to the pertinent State agency before any demolition, or before any renovations of buildings that could contain a certain threshold amount of asbestos or asbestos-containing material. Therefore, the Program must perform an asbestos survey before conducting any repair or reconstruction work.

An asbestos survey is used to locate and describe asbestos-containing materials in a structure. The Program will conduct comprehensive building asbestos surveys through inspection of the properties. All asbestos surveys for the Program will be performed by Asbestos Inspectors certified by the **EPA** or the Environmental Quality Board of Puerto Rico (**JCA**, for its Spanish acronym). The asbestos surveys will visually review all suspect asbestos-containing materials associated with the buildings' interior and will collect samples for laboratory analysis.

During the survey process, every effort should be made to collect required samples in the least destructive manner possible. The nature of the asbestos survey will be to determine the location and extent of asbestos-containing materials that may be disturbed during repair or demolition activities. Samples of presumed asbestos-containing materials shall be processed or evaluated by accredited laboratories for testing of asbestos presence in materials. Asbestos content determination shall be performed, as necessary, by utilizing Polarized Light Microscopy, Point Counting, and Transmission Electron Microscopy.

12 Program Award Types

If eligible and awarded, housing assistance award type determinations are based on the following factors:

- Damage/project scope of work needed;
- Current value of the damaged home; and

- Location of damaged property, including location in relation to Special Flood Hazard Area (SFHA).

Floodplain determinations will be made based on the flood zone designation of the project site. For floodplain determination purposes, the project site is defined as only the structure or construction area. Typically, the construction area refers to the structure or footprint of the structure (if the structure was totally destroyed) located at the damaged property. The following image provides a graphical representation of the housing assistance award types and determining factors:

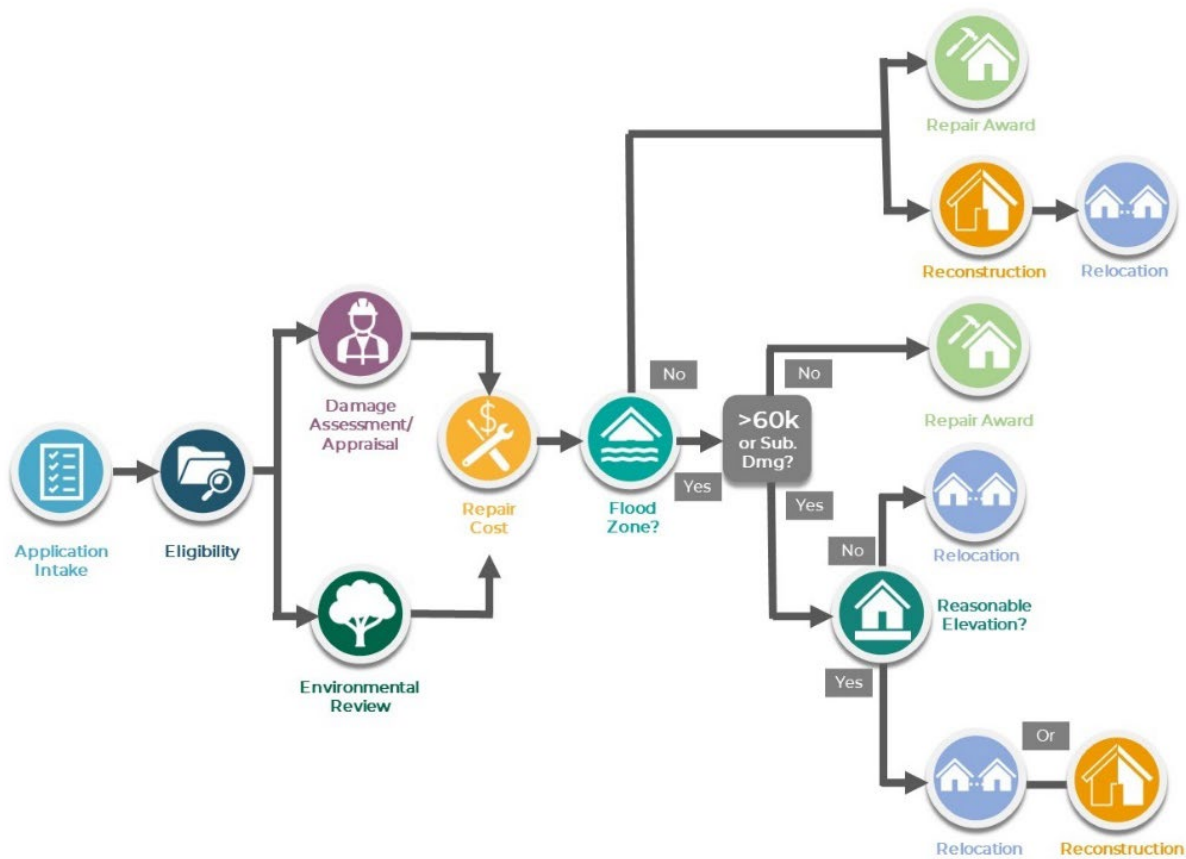


Figure 1: Program Award Types and Determining Factors

12.1 Repair Award

Homes not located in the floodplain with an estimated cost of repair less than \$60,000, will be rehabilitated in place. Homes located in the floodplain with an estimated cost of repair less than \$60,000 or 50% of the current assessed value of the home, whichever is less, will also qualify to be rehabilitated in place. Estimated cost of repair will be determined through a Program damage assessment. ~~Homes which are located in or outside of a floodplain may qualify for repair. be rehabilitated. However, in accordance with 83 FR 5844, the Program may only provide assistance for the repair/reconstruction of~~

a house located in a floodplain if: (a) The homeowner had flood insurance at the time of the disaster and still has unmet recovery needs; or (b) the household earns less than the greater of 120% AML or the national median and has unmet recovery needs. Floodplain designation will be determined by the site-specific environmental review.

Homes located in a floodplain which qualify for repair that is considered a substantial improvement, as defined in 24 C.F.R. § 55.2, will not be rehabilitated in place. Rather, eligible applicants with homes in a floodplain that require substantial improvement repairs will be offered Program assistance to relocate to a property outside the floodplain. See Relocation section of these Guidelines.

Substantial improvement is defined as either:

- c) Any repair, reconstruction, modernization or improvement of a structure, the cost of which equals or exceeds 50% of the market value of the structure either: 1) Before the improvement or repair is started; or 2) If the structure has been damaged, and is being restored, before the damage occurred; or
- d) Any repair, reconstruction, modernization or improvement of a structure that results in an increase of more than 20% in the number of dwelling units in a residential project or in the average peak number of customers and employees likely to be on-site at any one time for a commercial or industrial project.
 - i. Substantial improvement may not be defined to include either:
 - a. Any project for improvement of a structure to comply with existing state or local health, sanitary or safety code specifications that is solely necessary to assure safe living conditions, or
 - b. Any alteration of a structure listed on the National Register of Historical Places or on a State Inventory of Historic Places.

Structural repairs, reconstruction, or improvements not meeting the definition of substantial improvement are considered "minor improvements".

Any obsolete products replaced as part of the repairs must be replaced with ENERGY STAR®, Water Sense, or other Federal Energy Management Program (**FEMP**)-designated products or appliances, as per 83 FR 5844. Homes that cannot be repaired under existing Program caps, due to legal, engineering or environmental constraints (permitting, extraordinary site conditions, etc.) will be considered not suitable for repair. Eligible applicants with homes deemed not suitable for repair will be offered relocation or reconstruction assistance.

12.2 Reconstruction Award

Homes not located in the 100-year floodplain, or other high-risk areas, become eligible for a reconstruction award of up to \$185,000 when the estimated cost of repair is greater

than or equal to \$60,000, as confirmed through Program inspection, or if a feasibility inspection determines that reconstruction is required. Additionally, the R3 Program may provide homeowners who qualify for a reconstruction award the option to forgo the reconstruction and receive instead a relocation award. ~~The 100-year floodplain means the floodplain of concern for this part and is the area subject to inundation from a flood having a 1% or greater chance of being equaled or exceeded in any given year. The R3 Program will use the most current, approved version of FEMA's Flood Insurance Rate Map (FIRM) or Preliminary Flood Insurance Rate Map (PFIRM) to identify whether a property is located within or outside of the 100-year floodplain.~~

Homes meeting the reconstruction damage threshold will be reconstructed in substantially the same footprint, when feasible, to include resilient measures in structural materials.

Homes that may not be rebuilt in place due to legal, engineering or environmental constraints (permitting, extraordinary site conditions, etc.) will not be reconstructed and the homeowner will be provided relocation options.

Reconstruction will meet standards in International Building Code adopted by Puerto Rico and will incorporate Green Building Standard features and resilience measures to the extent possible. Homes reconstructed by the Program will comply with requirements of an industry recognized Green Building Standard²⁴ or the Green Permit (known locally as "Permiso Verde")²⁵ issued by OGPe, as approved by HUD. See Green Building Standards section of these Guidelines.

12.3 Elevated Reconstruction Award Option

If it is deemed reasonable to perform elevated reconstruction within a floodplain, the applicant will be granted two award options: relocation or elevated reconstruction.

Homes located in the 100-year floodplain become eligible for elevated reconstruction when: 1) the estimated cost of repair is more than \$60,000 or 50% of the current assessed value of the home, whichever is less, 2) a relocation award has been declined by the applicant, and 3) the model home will require less than 5 feet of elevation construction measures, in which case elevated reconstruction is deemed reasonable.

12.4 Relocation Award

Homes located in the 100-year floodplain or high-risk areas (as identified during the environmental review) ~~that~~ with an estimated cost of repair ~~less~~ greater than \$60,000 or

²⁴ 83 FR 5861 defines Green Building Standard as construction which meets an industry-recognized standard that has achieved certification under one of the following programs: (i) ENERGY STAR®, (ii) Enterprise Green Communities, (iii) LEED, (iv) ICC-700 National Green Building Standard, (v) EPA Indoor AirPlus, or (vi) any other equivalent comprehensive green building program acceptable by HUD.

²⁵ HUD accepted Permiso Verde as an equivalent comprehensive green building program on January 31, 2019.

50% of the current assessed value of the home, whichever is less, will qualify for relocation ~~not be elevated or reconstructed in place.~~

In these instances, as a condition of remaining in the Program, eligible homeowners will be offered relocation to a suitable home outside the floodplain or high-risk area using Program assistance. In addition, the R3 Program allows applicants, whose properties suffered damages for more than \$60,000, the option of accepting a relocation voucher instead of a reconstruction award-

If the hurricane-damaged property does not have any mortgage liens, the Program will acquire the original damaged property and provide the applicant a credit equal to the post-hurricanes appraised value.²⁶ In that scenario, the principal balance of the grant agreement will be reduced by an amount equal to the credit given for acquisition of the hurricane-damaged property.

If the hurricane-damaged property has any mortgage liens whose amount **do not exceed** its post-disaster appraised value, the Program may resolve the outstanding mortgage without affecting the funds that will be available to the Applicant to purchase the replacement home with the relocation voucher. The amount paid for such outstanding mortgage liens will not be credited to the principal balance of the grant agreement.

~~If the property has a mortgage lien, the Program may authorize the Applicant, in writing, to pay off the mortgage with the proceeds of the sale of the hurricane-damaged property. If authorized, the payment of any outstanding mortgage lien will not exceed the post disaster appraised value of the damaged property to be acquired by PRDOH and no credit will be applied to the principal balance of the grant agreement. The amount paid for the mortgage lien will then be deducted from the voucher for the purchase of the replacement property. This option will only be available for those applicants who are eligible for relocation because their properties are located in the 100-year floodplain or high-risk areas (as identified during the environmental review). The post-hurricanes appraised value of the home will be reduced by any duplication of benefits received by the applicant. However, the reduced amount due to duplication of benefits will not reduce an applicant's available credit below the land value.~~

~~Exceptionally, if~~ In the case that an Applicant has a mortgage lien on the property with an outstanding balance **in excess** of the appraised value of the hurricane-damaged property, the Program may authorize the payment of said excess amount to be made with the funds awarded for the relocation voucher. To offset these costs, PRDOH will make a **reduction** to the relocation voucher equivalent to the amount paid for the mortgage lien **in excess of** the appraised value of the hurricane-damaged property. **No amount**

²⁶ Current assessed value is used due to the limited availability of island-wide data for pre-hurricane values.

will be credited to the principal balance of the Grant Agreement. PRDOH may also choose to allow applicants to contribute other funding sources to offset the reduction in the value of the relocation voucher.

This These options for applicants with hurricane-damaged properties with outstanding mortgage liens will only be available for those applicants who are eligible for relocation because their properties are located in the 100-year floodplain or high-risk areas (as identified during the environmental review).

The Program will hold a dual real estate closings with the applicant ~~to~~ that may include: 1) title transfer of the original damaged property to PRDOH ~~or, when feasible, transfer of any proprietary interest that the applicant may hold on the damaged property to PRDOH~~; and 2) purchase of the replacement property that the applicant will be relocated in. The real estate closings may occur at different times. The Program will provide the seller of the new property with the full sale price and the buyer/applicant will sign a deferred forgivable lien with PRDOH equal to the sale price plus any funds provided for purposes of resolving an outstanding mortgage debt, minus the appraised value of the damaged property after the hurricane (s), if applicable. To appropriately address the lack of housing market availability through all regions of Puerto Rico, the maximum funding amount ~~purchase price~~ for the replacement property ~~provided allowed~~ by the Program will be \$200,000 ~~\$185,000~~; credit for the applicant's hurricane-impacted property shall not increase the ~~provided allowed~~ maximum funding amount ~~purchase price~~ over \$200,000 ~~\$185,000~~. The Program will not limit purchase prices for replacement properties. Any additional funds required for the acquisition of the property could be secured by the applicant from other eligible funding sources, including a mortgage.

The R3 program will only provide assistance for the acquisition of vacant or owner-occupied units. Any replacement property selected must either be vacant, or not be occupied by any persons other than the owner or members of the owner's household at the time the property owner or their agent is first contacted by the applicant or their agent. Properties which do not meet this requirement are not eligible to be acquired with R3 Program assistance.

The deferred forgivable lien will require the applicant to own the replacement home and use the home as their primary residence for an affordability period of five (5) years. Applicants ~~may will~~ be required to certify their compliance with this requirement on an annual basis during the five (5) years of their compliance period. If a homeowner moves or sells the home within the five (5) years of the compliance period, the amount of benefit that must be repaid will be determined by the straight-line, linear amortization schedule. See Ownership and Occupancy Period Requirements section of these Guidelines.

12.5 Attached Housing Unit Structures (AHUS)

An attached housing unit is defined as a house, an apartment, a group of rooms, or a single room which includes a kitchen and bathroom area and is occupied or intended for occupancy as separate living quarters. Separate living quarters are those in which the occupants do not live and eat with other persons in the structure and which have direct access from the outside of the building or through a common hall.²⁷

Eligible applicants may live in structures that are considered single-unit, detached structures or may occupy an individual housing unit within an attached housing unit structure (AHUS). A single-unit, detached structure is a residential building consisting of one housing unit. On the other hand, an attached unit housing structure (AHUS) is a residential building that contains two or more housing units.

The R3 Program will rely upon its damage assessors, appraisers, designers, architects, and engineers, and special inspectors to utilize apply their professional judgment in determining the total number of units located on a property. ~~when the above definitions may not fully capture the field condition.~~

Because the R3 Program only provides assistance for primary residences, the Program will not rehabilitate, or otherwise assist, a housing unit within an AHUS that was not occupied as a primary residence by the R3 Program applicant, at the time of the hurricane(s). This applies even when the housing unit is owned by the R3 Program applicant with an eligible application, as an applicant can only have one primary residence. Assistance may only be provided to the housing unit occupied as primary residence by the eligible applicant at the time of the hurricane(s).

12.5.1 Award Considerations for Attached Housing Unit Structures (AHUS)

Award type for a housing unit in an AHUS is determined based on whether the housing unit is located within a designated floodplain or high-risk area, as well as its level of damage, and whether all housing units in the AHUS are owned by a single or multiple ownership entity.

Certain components of an AHUS are critical to the function, integrity, and safety of more than one unit in the property (e.g. columns, beams, load bearing walls, roofs, floors, stairs, etc.). To ~~provide assistance to~~ assist a housing unit within an AHUS, the Program may be required to perform improvements to shared structural and/or critical components (**SSCCs**), which do not solely reside or reside at all within the applicant's primary residence. There might be situations when, in order to provide a safe, sanitary, and secure dwelling, the Program needs to impact other housing units within in an AHUS. Since these SSCCs are critical to the function, integrity, and safety of the applicant-owned primary

²⁷ Based on a "housing unit" as defined by the US Census Bureau: <https://www.census.gov/housing/hvs/definitions.pdf>

residence, there ~~is~~ might be no other way of ensuring overall function, integrity, and safety if the conditions of these SSCCs are not considered and addressed appropriately.

For purposes of determining award, SSCCs are considered ~~as a~~ an extraordinary site condition and ~~as~~ an exception to the construction/hard costs ~~per~~ to the applicable unit of the Program Caps. In order for SSCCs to be eligible for repair by the R3 Program, the SSCC must be critical to the function, integrity, and safety of applicant's primary residence. SSCCs may include, but are not limited to:

- + Structural components (roof, floor slab, columns, beams, party walls, etc.)
- + Electrical wiring
- + Plumbing (i.e. potable or sanitary systems)
- + Access to entrance of unit (stairs and/or access ramp)

As a site condition, the maximum award to address SSCCs is determined on a case-by-case basis to account for the diverse scenarios the Program is expected to encounter.

Scenarios for award of eligible applicants with a housing unit in an AHUS are shown in Table 1: AHUS Award Scenarios are explained in detail below.

Scenario	Repair Award	Reconstruction Award	Relocation Award
Single Ownership entity of the AHUS; located <u>Outside</u> the Floodplain (OF/SO)	<ul style="list-style-type: none"> ▪ \$60k rehabilitation cap + SSCCs cost on a case-by-case basis. ▪ Tenants will be offered relocation assistance under URA, as applicable. 	<ul style="list-style-type: none"> ▪ Reconstructed unit size based on applicant's household size. ▪ Tenants will be offered relocation assistance under URA, as applicable. 	<ul style="list-style-type: none"> ▪ May be allowed for unfeasible site conditions on a case-by-case basis.
Single Ownership entity of the AHUS; located <u>Within</u> the Floodplain (WF/SO)	<ul style="list-style-type: none"> ▪ \$60k rehabilitation cap + SSCCs cost on a case-by-case basis when *Substantial Improvement (SI) calculation is below 50%. ▪ Tenants will be offered relocation assistance under URA, as applicable. 	<ul style="list-style-type: none"> ▪ Not allowed per R3 program policy. ▪ When deemed reasonable, elevated reconstructed unit size based on applicant's household size. ▪ Tenants will be offered relocation assistance under URA, as applicable 	<ul style="list-style-type: none"> ▪ Entire structure will be demolished. ▪ Tenants will be offered relocation assistance under URA, as applicable.
AHUS not owned by single ownership entity (Multiple Owners); located <u>Outside</u> the Floodplain (OF/MO)	<ul style="list-style-type: none"> ▪ \$60k rehabilitation cap + SSCCs cost on a case-by-case basis. ▪ All owners must authorize work and access to properties, as required. ▪ Tenants will be offered relocation assistance under URA, as applicable. 	<ul style="list-style-type: none"> ▪ When all owners applied and are eligible for R3 (OF/MO). ▪ When reconstruction within the same property is feasible 	<ul style="list-style-type: none"> ▪ May be allowed for unfeasible site conditions on a case-by-case basis.

Scenario	Repair Award	Reconstruction Award	Relocation Award
AHUS not owned by single ownership entity (Multiple Owners); located Within the Floodplain (WF/MO)	<ul style="list-style-type: none"> ▪ \$60k rehabilitation cap + SSCCs cost on a case-by-case basis when *Substantial Improvement (SI) calculation is below 50% for WF/MO. ▪ All owners must authorize work and access to properties, as required. ▪ Tenants will be offered relocation assistance under URA, as applicable. 	<ul style="list-style-type: none"> ▪ Not allowed per R3 program policy. ▪ When all owners applied and are eligible for R3 (OF/MO). ▪ When elevated reconstruction within the same property is reasonable 	<ul style="list-style-type: none"> ▪ Evaluated on a case-by-case basis.

Table 1: AHU Award Scenarios

Provisions of the Uniform Relocation Act (**URA**) apply to all assisted AHUS. Any tenants of a housing unit within an AHUS owned by an eligible R3 Program applicant may qualify for relocation assistance under the provisions of the URA, as applicable.²⁸

For specific information related to the unique award types described in the following section, please review the Awards and Requirements Section contained herein.

12.5.2 AHUS Outside the Floodplain with a Single Owner (OF/SO)

Housing units in an AHUS owned by a single ownership entity located outside the 100-year floodplain may qualify for a repair or reconstruction award. Only the housing unit occupied by the eligible applicant as a primary residence may be assisted. Relocation awards may be considered on a case-by-case basis. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable.²⁹

12.5.2.1 Repair Award

A housing unit within an AHUS with an estimated cost of repair less than \$60,000 may be rehabilitated in place. Estimated cost of repair will be determined through a Program damage assessment. The Applicant must be the owner of the eligible housing unit within the AHUS and may need to obtain authorization from any other occupants in the AHUS for access to accommodate construction activities that might be required for SSCCs. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable.³⁰

12.5.2.2 Reconstruction Award

A housing unit within an AHUS with an estimated cost of repair greater than \$60,000, may qualify for a reconstruction award. The current AHUS will be demolished in its entirety, and a new replacement home will be constructed in place using the “Reconstruction and

²⁸ Refer to the URA and ADP Guide available in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

²⁹ Id

³⁰ Refer to the URA and ADP Guide available in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

Relocation Unit Size and Exceptions" policy contained herein to determine the size of the reconstructed home. The Applicant-occupied housing unit's household will be used to determine the unit size to be built in its place. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable.³¹

12.5.2.3 Relocation Award

Relocation awards may be considered for eligible applicants with a housing unit in an AHUS outside the floodplain, if site conditions or other extenuating circumstances make repair or reconstruction in place unfeasible. The Program will review these cases on a case-by-case basis.

12.5.3 AHUS within the Floodplain with a Single Owner (WF/SO)

An AHUS owned by a single ownership entity located within the 100-year floodplain may qualify for a repair, relocation, or elevated construction award. Eligible applicants residing in an eligible housing unit in an AHUS within the 100-year floodplain or other high-risk areas, that are substantially damaged; require substantial improvement; or the site conditions may pose a risk to the safety of the household, will not be reconstructed in place; rather, they will may be offered the option of a relocation or elevated reconstruction award. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable.³²

12.5.3.1 Repair Award

A housing unit within an AHUS within the 100-year floodplain with an estimated cost of repair less than \$60,000 or 50% of the current assessed value of the housing unit, whichever is less, will be rehabilitated repaired in place. Estimated cost of repair will be determined through a Program damage assessment or Technical Feasibility Analysis. Applicant must be the owner of the eligible housing unit within the AHUS and may need to obtain authorization from any other occupants in the AHUS for access and construction activities that might be required for SSCCs. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable.³³

12.5.3.2 Elevated Reconstruction Award

A housing unit within an AHUS with an estimated cost of repair greater than \$60,000 and located within the 100-year floodplain, may qualify for an elevated reconstruction award. The current AHUS will be demolished in its entirety, and a new replacement home will be constructed in place using the "Reconstruction and Relocation Unit Size and Exceptions" policy contained herein to determine the size of the reconstructed home. The Applicant-occupied housing unit's household will be used to determine the unit size

³¹ Id

³² Id

³³ Id

to be built in its place. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable³⁴.

12.5.3.3 Relocation Award

A housing unit within an AHUS within the 100-year floodplain with an estimated cost of repair greater than \$60,000 or 50% of the current assessed value of the unit, whichever is less, will be offered a relocation award or the option of elevated reconstruction when deemed reasonable. The Applicant-occupied housing unit's household will be used to determine the minimum unit size required place using the "Reconstruction and Relocation Unit Size and Exceptions" policy contained herein. The existing, hurricane-damaged AHUS will be demolished in its entirety and the hurricane-damaged property will be acquired and maintained as described in the Voluntary Acquisition of Hurricane-Damaged Property section, contained herein. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable.³⁵

In addition, the R3 Program allows applicants with a traditional title, without mortgage liens, and whose properties suffered damages for more than \$60,000, the option of accepting a relocation voucher instead of a reconstruction award.

12.5.4 AHUS Within or Outside the Floodplain with Multiple Owners (WF/MO, OF/MO)

A housing unit located outside the floodplain in an AHUS that is not owned by a single ownership entity may be eligible for a repair, reconstruction, or relocation award. ~~On the other hand, a~~ A housing unit located within the floodplain in an AHUS that is not owned by a single ownership entity may be eligible for a repair, or relocation award or an elevated reconstruction award. ~~, not for a reconstruction award.~~

Due to the unique circumstances related to that demolition demolishing or reconstruction work can entail, reconstructing (if applicable), a single housing unit in an AHUS, reconstruction and relocation awards will be determined on a case-by-case basis. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable³⁶.

12.5.4.1 Repair Award

A housing unit located outside the floodplain in an AHUS with an estimated cost of repair less than \$60,000 may be repaired in place. A housing unit located inside the floodplain in an AHUS with an estimated cost of repair less than \$60,000 or 50% of the current assessed value of the unit, whichever is less, will be repaired in place. Estimated cost of repair will be determined through a Program damage assessment. Applicant must be the owner of the eligible housing unit within the AHUS and may need to obtain authorization from any other occupants for access and construction activities that might

³⁴ Id

³⁵ Id

³⁶ Id

be required for SSCCs. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable.³⁷

12.5.4.2 Reconstruction Award

~~Because reconstruction of a single housing unit in an AHUS poses several unique challenges,~~ Reconstruction of housing unit(s) in an AHUS not owned by a single ownership entity ~~will only~~ may be considered if the AHUS is located ~~inside or outside~~ ~~outside~~ the floodplain. In addition, all housing units therein ~~are~~ shall be owned by Applicants who have been deemed eligible for assistance in the R3 Program, ~~and when~~ which will allow the unit(s) being assisted to ~~and can~~ be reconstructed within the same property. These cases will be ~~reviewed and adjudicated~~ evaluated on a case-by-case basis and will consider factors ~~including, but not limited to~~ such as: zoning requirements, construction feasibility, lot size and site conditions; configuration of existing AHUS (units side-by-side, vertically connected, etc.); and cost reasonableness. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable.³⁸

12.5.4.3 Relocation Award

A housing unit located in an AHUS within the floodplain or in a high-risk area, with an estimated cost of repair greater than \$60,000 or 50% of the current assessed value of the housing unit, whichever is less, or with site conditions that pose a risk to the safety of the household, may be offered a relocation award. Due to the unique circumstances related to demolishing a single housing unit in an AHUS, relocation awards will be considered on a case-by-case basis. ~~Demolition of a single unit in an AHUS may not always be possible. for units located within or outside the floodplain.~~

~~Under typical circumstances, f~~ For an applicant to receive a relocation award, the applicant must agree to transfer ownership of the hurricane-damaged property to PRDOH. The existing, hurricane-damaged structure ~~may will~~ be demolished in its entirety and the hurricane-damaged property ~~may will~~ be acquired and maintained as described in the Voluntary Acquisition of Hurricane-Damaged Property section, contained herein. However, demolition of a single unit in an AHUS may not always be possible.

In cases where the hurricane-damaged unit cannot be demolished due to its condition of being part of an AHUS, the Program may consider other feasible alternatives to transfer ownership of the hurricane-damaged housing unit from the R3 Program applicant to another party. The Program will make a relocation determination on a case-by-case basis as it may not be feasible for the Program to acquire the property from the R3

³⁷ Id

³⁸ Id

Program applicant in some scenarios. The R3 Program, at its discretion, may choose to sell the property at market rate with restrictive covenants; donate the property to a non-profit; have the R3 Program applicant relinquish ownership of the property to a current property co-owner; or select other eligible end uses for the hurricane-damaged property. Any tenants residing in the AHUS may be eligible for URA assistance, as applicable³⁹.

Because of the large number of configurations AHUS may have, the R3 Program may elect to consider additional ways to provide assistance. ~~For example, by exceeding the 50% structure value threshold for second story units within the floodplain if said units are elevated above the base flood elevation.~~

12.6 Reconstruction and Relocation Unit Size and Exceptions

Applicants eligible for relocation or reconstruction assistance will be awarded a reconstructed or replacement home (relocation), based on household size. Applicants will be awarded a unit sized according to the number of bedrooms needed to accommodate the household⁴⁰, up to the Program cap of four (4) bedrooms. The Program, on a case-by-case basis, may allow assistance for reconstruction of homes with more than four (4) bedrooms, if the household size exceeds eight (8) persons and it is cost-effective to do so. The following factors will be considered when determining the unit size an applicant qualifies for:

- No more than two (2) persons are required to occupy a bedroom;
- Persons of different generation (i.e. grandparent, parents, and children), adult persons of the opposite sex (other than spouses/couples) and unrelated adults are not required to share a bedroom;
- Adults living as a couple (whether or not legally married) will be required to share a bedroom for size issuance purposes;
- Children of the same sex will be required to share a bedroom for size issuance purposes;
- Duplication of Benefits - Unit size and/or the total number of bedrooms may be reduced to resolve a duplication of benefits.

Sample unit size scenarios for two- through four-bedroom units are outlined below. Other household composition will be awarded unit size based on the items outlined above. PRDOH will consider exceptions to unit size determinations on a case-by-case basis.

³⁹ Id

⁴⁰ Circumstances where a household size or composition are expected to change during the time of program-sponsored construction may be considered for unit-size based on anticipated circumstances at the time of construction completion. Circumstance changes may include, but are not limited to: minor children reaching adult age, birth, adoption, or other gained custody of a child, impending divorce or separation. For example, if a household expects birth or adoption of a child, the child may be considered as part of the household, even if he/she is not born at the time of award determination.

Unit Size	Household Composition
2 bedrooms	<ul style="list-style-type: none"> • 1 adult or one couple • Adult/couple plus one child • Adult/couple plus two children of the same sex
3 bedrooms	<ul style="list-style-type: none"> • 1 adult or one couple plus two children of opposite sex • Adult/couple plus three children • Adult/couple plus four children (two boys and two girls)
4 bedrooms	<ul style="list-style-type: none"> • 1 adult or one couple plus four or five children • 4 or more adults or adult/couples

If the land conditions where the property is located are appropriate, the R3 Program may approve exceptions to the minimum standards in order to provide assistance to R3 applicants.

To reduce the required time from award to completion as related to reconstruction and relocation with new construction awards, the Program will provide plans and specifications for “model homes” available to applicants. The Program should have available two-, three-, and four-bedroom “model homes.” Types of designs for these “model homes” should include:

- **Single-Story or two-story Detached Homes:** Homes for construction in urban or suburban lots with front, rear, and lateral yard space in accordance with zoning regulations. These types of homes must not share walls with adjacent homes (no row house nor twin house configuration). These types of homes shall have two-bedroom, three-bedroom, and four-bedroom options available. Two-story options will be provided only in instances when lot dimensions or zoning regulations require two-story homes.
- **Party-Wall Homes (Single or Two Story):** Homes for urban lots where space is at a premium. These homes are to be built in generally narrow urban lots where the unit lateral walls meet the lot’s limit, adjacent to neighboring building walls. Here, lateral yards are impractical. Thus, the availability of natural light and ventilation must be achieved by incorporating creative design solutions such as non-continuous yards or wells. These models must have a rear yard as per zoning regulations, but a front yard may not be required or desirable. These types of homes should have one-bedroom, two-bedroom, three-bedroom, and four-bedroom models available.

All designs of “model homes” will have at least three (3) front façade design alternatives. However, if the home is to be built on a historic district the façade may have to be submitted for further permit requirements. Furthermore, all “model homes” should have

options for applicants to choose from such as exterior paint color schemes, cabinets color scheme, floor color schemes, and any other optional component that will not have an impact on costs.

Minimum area for spaces in the model homes will be as follows:

Space	2-Bedrooms	3-Bedrooms	4-Bedrooms
Front Porch	60.0 sq. ft.	60.0 sq. ft.	60.0 sq. ft.
Kitchen	90.0 sq. ft.	90.0 sq. ft.	90.0 sq. ft.
Living / Dining Area	240.0 sq. ft.	240.0 sq. ft.	240.0 sq. ft.
Bedrooms (w/ Closet)	120.0 sq. ft. (at least one) 110.0 sq. ft. (others)	130.0 sq. ft. (at least one) 110.0 sq. ft. (others)	130.0 sq. ft. (at least one) 110.0 sq. ft. (others)
Total Min. Area	800.0 sq. ft.	1,000.0 sq. ft.	1,200.0 sq. ft.

Due to property site conditions, the R3 Program may approve exceptions to the standard minimums in order to be able to provide assistance to the R3 applicants.

Minimum requirements for “model homes”, other than compliance with all applicable codes, are as follows:

- For design development before a site is selected the design of the “model home” shall assume:
 - The current approved requirements for zoning district classification R-1 or its equivalent;
 - The lots in which a “model home” will be built are flat and that the ground has adequate bearing capacity for the proposed structure;
- All rooms of the “model home” must have access to natural light and ventilation. Bathrooms may be the only exception to this requirement, although it is desirable to comply with it whenever possible;
- Bathrooms should have showers (no bathtubs);
- All doors must have a minimum 32-inch clear door opening width;
- Kitchens must be open to the dining area;
- Roof waterproofing system must comply with the Building Energy Code and installation must be uplift resistant;
- All homes must incorporate resilient measures, which, at a minimum, must include:
 - Rough-in for photovoltaic cell panels and electricity generator installation;
 - Rough-in for 600-gallon PVC cistern (UV resistant);
 - All “model home” components must resist hurricane force winds as per applicable codes and materials must be waterproof as much as possible;

- Rough-in for gas stove where gas tanks are placed outside the home, as well as electrical outlet (120-240 volts) for electrical stoves;
- Primary material of construction for the structure and site will be concrete with local manufactured cement;
- Manufactured and modular homes may be used.

All “model home” designs should be submitted to the OGPe and obtain preliminary construction permits for designs when no site has been selected (Aprobación de Planos Seguros).

12.7 Green Building Standards

Comprehensive green building standards improve the lives of residents, support community revitalization, and protect the environment. There are significant social, environmental, financial and health benefits to incorporating a comprehensive set of green building standards. While some housing Programs may start off with a partial approach to “going green”, the greatest benefits accrue from adopting a holistic green building standard that results in resource conservation, healthier living environments, and restored neighborhoods.

The Green Building Standard requirements are followed as stated in 83 FR 5844, requiring all new construction and replacement of substantially damaged residential buildings to meet the Green Building Standard, by meeting an industry recognized standard that has achieved certification under at least one of the following Programs:

- ENERGY STAR® (Certified Homes or Multifamily High-Rise);
- Enterprise Green Communities;
- LEED (New Construction, Homes, Midrise, Existing Buildings Operations and Maintenance, or Neighborhood Development);
- ICC–700 National Green Building Standard;
- EPA Indoor Air Plus (ENERGY STAR® a prerequisite); or
- Any other equivalent comprehensive green building Program acceptable to HUD.

For the repairing of non-substantially damaged residential structures, PRDOH will follow - to the extent they are applicable to the construction methods utilized on the Island- the guidelines specified in the HUD CPD Green Building Retrofit Checklist.⁴¹ When older or obsolete products are replaced as part of repair work, PRDOH will use products and appliances with ENERGY STAR® labels, Water Sense labels, or FEMP equivalent designations. For specific required equipment or materials for which an ENERGY STAR®- or Water Sense- labeled or FEMP-designated product do not exist, the requirement to use such products does not apply.

⁴¹ See <https://www.hudexchange.info/resource/3684/guidance-on-the-cpd-green-building-checklist/>.

12.8 Reasonable Accommodations for Accessibility

Additional modifications to increase accessibility, for applicants or household members, of applicants who have access and functional needs is an allowable part of the repair, reconstruction, or relocation assistance provided by the Program. Eligible applicants who have a household member with a disability may submit a Reasonable Accommodation Request (**RAR**) to their case manager to indicate any accessibility accommodations needed to meet their disability-related needs.⁴²

Each RAR will be handled and evaluated in accordance with the PRDOH CDBG-DR Reasonable Accommodation Policy. If the RAR is approved, the applicant will be provided with accessibility options. The costs associated with reasonable accommodations may be considered in addition to the Program caps and evaluated for cost reasonableness.

The Reasonable Accommodation Policy can be found in English and Spanish on the CDBG-DR website at <https://cdbg-dr.pr.gov/en/fair-housing/policy-documents/> and <https://cdbg-dr.pr.gov/fair-housing/politicas-documentos/>.

12.9 Award Caps

The maximum award for housing repair in place is \$60,000 in construction and/or hard costs per unit. The maximum award for ~~relocation or~~ reconstruction is \$185,000 in construction and/or hard costs. To appropriately address the lack of housing market availability through all regions of Puerto Rico, the maximum award for relocation is \$200,000. Maximum award for reconstruction or relocation will be based on the unit size determination, up to \$185,000 for reconstruction, up to \$200,000 for relocation, or four (4) bedrooms. Award caps by bedroom size are as follows:

Units Size	Award Cap – Reconstruction/Relocation Option 2	Award Cap – Relocation Option 1
Two-Bedrooms	\$145,000.00	\$160,000.00
Three-Bedrooms	\$170,000.00	\$185,000.00
Four-Bedrooms	\$185,000.00	\$200,000.00

Costs in excess of Program caps may be permissible and will be evaluated on a case-by-case basis for items such as: reasonable elevation, environmental abatement or unique

⁴² An R3 Program-specific RAR Form can be provided by Program staff to the applicant. A general RAR Form and other methods can also be used and are found on the CDBG-DR website: <https://cdbg-dr.pr.gov/en/fair-housing/reasonable-accommodations/>

site-specific costs, when necessary, which may also include utility connection costs. Exceptions to the caps may also consider necessary accessibility features or historic preservation.

Additional award caps and costs associated only with permanent relocation are as follows:

- Cost for environmental abatement and remediation of site required prior and after demolition;
- ~~\$30,000 for a~~ Demolition of the hurricane-impacted property or as established in the latest Action Plan; and
- Up to ~~\$25,000~~ ~~\$15,000~~ or the post-disaster Appraisal Value of the hurricane-damaged property that may be acquired by PRDOH, whichever is higher, for the purchase of a new lot outside the floodplain. Purchase price for vacant lots should not exceed the standard single lot size in the community. ~~, up to \$15,000 or as established in the latest Action Plan.~~

13 Awards and Requirements

When the Program determines the amount and type of assistance an applicant is eligible for, the applicant will be sent an Award Notification that will outline the type and amount of assistance being offered and describe next steps. Applicants who disagree with the type or amount of assistance being offered may challenge the award determination. See the Program-based Reconsideration and/or Administrative Review section of these Guidelines.

Program awards will be realized through successful repairing, reconstruction, or relocation. Awards will not be paid directly to Program applicants.

13.1 Ownership and Occupancy Period Requirements

Applicants who are assisted under this Program must agree to own and occupy the assisted home as their primary residence for a predetermined amount of time.

To secure occupancy period requirements for ~~repair or~~ reconstruction and relocation activities, ~~at the Program's discretion,~~ Applicants ~~may~~ will be required to sign an Entry of Judgement by Confession as allowed by Rule 35.4 of the Rules of Civil Procedures of Puerto Rico, 32 LPRA Ap. V, R. 35.4. This statement, which authorizes a judgement to be rendered without a trial being held or without a lawsuit having been initiated, will have full effect in the event that the Applicant fails to comply with the required ownership and occupancy period. This Entry must be signed by the Applicant, under oath, and notarized by a notary licensed in Puerto Rico. Said Entry of Judgement by Confession will expire at the end of the compliance period.

- **Repair:** For repair activities, the homeowner must agree to own and use the home as their primary residence for **three (3) years** calculated from the Final

Completion date, according to the terms and conditions as established in Applicant's Grant Agreement. ~~Alternatively, and at the Program's discretion, it may be secured through an Entry of Judgement by Confession.~~ If a homeowner moves or sells the home within **three (3) years**, the entire amount of the benefit received must be repaid in full to PRDOH. There will be no amortization schedule associated with repair.

- **Reconstruction:** For reconstruction activities, the homeowner must agree to own the home and use the home as their primary residence for a period of **five (5) years** after reconstruction, calculated from the Final Completion date, according to the terms and conditions as established in Applicant's Grant Agreement. ~~Alternatively, and at the Program's discretion, it may~~ The Grant Agreement will be secured through an Entry of Judgement by Confession. Applicants ~~may~~ will be required to certify their compliance with this requirement on an annual basis for the **five (5) years** of their compliance period. If a homeowner moves or sells the home within the **five (5) years**, the amount of benefit that must be repaid will be determined by the straight-line, linear amortization schedule for the remaining years.
- **Relocation:** For relocation activities, the homeowner must agree to own the home and use the home as their primary residence for a period of **five (5) years** after relocation as a condition of the Applicant's Grant Agreement and as secured through a deferred forgivable lien on the replacement property. The Grant Agreement will be secured through an Entry of Judgement by Confession. Applicants ~~may~~ will be required to certify their compliance with this requirement on an annual basis for the **(5) five years** of their compliance period. If a homeowner moves or sells the home within the **(5) five years**, the amount of benefit that must be repaid will be determined by the straight-line, linear amortization schedule for the remaining years.

The R3 Program may consider forgiving the applicant's obligations during the compliance period and/or releasing the lien of a sold home only in extenuating circumstances and on a case-by-case basis. Examples of extenuating circumstances to be considered by the Program include, but are not limited to, life changing events that may cause an applicant to need a larger, smaller, or different home, such as marriage, divorce, birth, and death, and military deployments or reassignments.

13.2 Pre-Award Conference

Applicants who qualify for assistance will take part in a pre-award conference with the Housing Case Manager. The purpose of the pre-award conference is to ensure all parties agree on the expectations and responsibilities of all parties involved. During the pre-award conference, the following topics will be discussed:

- Expectations;

- Homeowner move-out date;
- Accessibility options, if applicable;
- Schedule;
- Scope modifications related to resolution of DOB, if applicable;
- Applicant stylistic choices, as available;
- Floorplan selection, as available;
- Grant agreement and related conditions; and
- Additional required topics, as required.

The Program will make reasonable attempts to accommodate non-traditional meeting venues when required by an applicant's individual circumstances, including applicants that are hospitalized or incarcerated. Non-traditional meeting venues may include: home-visits, off-site meetings, virtual meetings, or other arrangements. The applicant must accept the scope of work and sign all required Program documents-prior to the Program authorizing the reconstruction or repair work to begin or prior to the start of relocation activities.

13.3 Repair or Reconstruction Award Requirements

Homes that qualify for reconstruction under the Program will be constructed to meet the International Building Code per Puerto Rico regulations. Repair works performed by the Program must also meet local codes, rehabilitation standards, and zoning ordinances. All permits and inspections required by OGPe or the autonomous municipality having jurisdiction must be completed.

Homes qualifying for repair assistance which were constructed prior to 1978 must be evaluated for the presence of lead-based paint. The Program may allow costs of lead-based paint abatement above established award caps on a case-by-case basis. However, if the lead-based paint abatement is determined by a Program inspector or licensed engineer to be unfeasible, the home will be reclassified as a reconstruction award.

13.3.1 Construction Permit Issues

In accordance with Regulation No. 7951 of November 30, 2010, known in Spanish as "Reglamento Conjunto para la Evaluación y Expedición de Permisos Relacionados al Desarrollo, Uso de Terrenos y Operación de Negocios" of the Puerto Rico Planning Board, or as per current version, any request related to the development and use of land in Puerto Rico, including construction work completed by the R3 Program, must be promoted by the owner(s) of the property to obtain a construction permit. See Rule 2.1.9 on Filing an Application, Section 2.1.9.5 on Standing.

Applicants who lack the required documents or authorizations for the R3 Program to obtain a construction permit to complete repair or reconstruction work may participate in repair or reconstruction, but construction permitting issues must be addressed prior to the coordination meeting. Those who qualify for a repair or reconstruction award can

proceed to construct by completing an Ownership Certification that includes the length of time the applicant has lived at the disaster-damaged location, an explanation of the circumstances that prevent standard ownership verification, and a certification that one of the following circumstances applies:

- There are no other parties who have the right to claim ownership;
- Any additional parties who have a right to claim ownership have also agreed to participate jointly as a co-applicant in the Program⁴³; or
- Any additional parties who have a right to claim ownership could not be located (after reasonable attempts to contact).

The Ownership Certification will satisfy the Standing requirements of Rule 2.1.9.5 of the aforementioned Regulation for OGPe and any Municipality Permit Office whenever permit transactions are related to a repair or reconstruction award under the R3 Program.⁴⁴ However, the Ownership Certification, by itself, does not grant ownership nor provides a clear title to applicants. The actual purpose of the Ownership Certification is to satisfy the referred Standing requirement, during permit transactions, in order for construction permits to move forward without the express consent of the property's co-owners, at that stage of the process.

Therefore, Applicants who lack a clear title will be referred to the Title Clearance Program for assistance. The Title Clearance Program will provide services to applicants, including legal services, as needed and free of charge to assist them in resolving any title issues. Accordingly, those applicants that proceed to permitting by signing an Ownership Certification must continue the process to clear their title through the Title Clearance Program. The Applicant must make all reasonable efforts to cooperate in the process of obtaining a clear title.

However, if at the end of the construction process, the Applicant is unable to obtain a clear title over the hurricane-damaged property due to causes entirely attributable to the Applicant, PRDOH may recapture the awarded funds. Those cases of Applicants who signed an Ownership Certification and demonstrated property interest during permit transactions and still cannot obtain a clear title for reasons not attributable to the Applicant will be considered by PRDOH on a case-by-case basis.

13.4 Relocation Award Requirements

The following are requirements for all relocation awards issued under the Program. Applicants who accept a relocation award under the R3 Program are not considered displaced persons, (see 49 C.F.R § 24.2(a)(9)(ii)(E) or (H)), and as such, are not entitled to relocation assistance benefits under the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (**URA**), 42 U.S.C. § 4601 *et seq.* However,

⁴³ Co-applicants must also sign the Ownership Certification.

⁴⁴ See Executive Order No. 2020-063 issued by the Governor of Puerto Rico, Wanda Vázquez-Garced, on August 20, 2020.

tenants on such properties may be eligible for relocation assistance benefits. See URA section of this document for further information, as well as PRDOH's Uniform Relocation Assistance Guide & Residential Anti-Displacement and Relocation Assistance Plan (**URA and ADP Guide**) published in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

~~Prior to the issuance of a relocation award, the Title Clearance Program will conduct a title study to ensure that the hurricane-damaged property is not encumbered by any liens or title issues that would prevent PRDOH from acquiring the hurricane-damaged property. If liens are discovered during the title search process, including mortgage liens that cannot be satisfied with the proceeds of the sale of the damaged property, the relocation award funding will be held for the applicant for up to six (6) months and the applicant will be given an opportunity to resolve liens. If the title search reveals that there are title issues with the hurricane-damaged property that may hinder PRDOH acquisition of the hurricane-damaged property, the relocation award funding will be held for up to six (6) months and the applicant will be referred to the Title Clearance Program to resolve title issues.~~

13.4.1 Liens

In any case that the hurricane-damaged property has a mortgage lien whose amount does not exceed its post-disaster appraised value, the Program may resolve the outstanding mortgage without affecting the funds that will be available to the Applicant to purchase the replacement property with the relocation voucher. No amount will be credited to the principal balance of the Grant Agreement.

In the case that an Applicant has a mortgage lien on the hurricane-damaged property with an outstanding balance **in excess** of its post-disaster appraised value, the Program may authorize the payment of said excess amount to be made with the funds awarded for the relocation voucher. To offset these costs, PRDOH will make a deduction to the total amount of funds available to the Applicant to the purchase the replacement property with the relocation voucher equivalent to the amount paid for the mortgage lien **in excess of** the appraised value of the hurricane-damaged property. PRDOH may also choose to allow applicants to contribute other funding sources to offset the reduction in the value of the relocation voucher.

Applicants who have an ~~unsatisfied~~ unsatisfiable lien on the hurricane-impacted property, including mortgage liens, ~~that cannot be satisfied with the proceeds of the sale of the damaged property,~~ **must satisfy the lien prior to being** may be awarded a **Relocation Voucher**. The Program may allow Applicants in the Relocation pathway, who have liens in the hurricane-impacted property, to proceed with the acquisition of the replacement property. For PRDOH to be able to acquire or dispose of the hurricane-impacted property, the Title Clearance Program may continue procedures for resolving

or satisfying liens after the replacement property is acquired. ~~In that case, Applicants will be allowed **one hundred and eighty (180) calendar days** from the date of the Unsatisfied Lien Notification to submit documentation to the Program which indicates a settlement of outstanding liens is pending, including any mortgage lien on the property. Applicants who are unable to satisfy liens within **one hundred and eighty (180) calendar days** from the date of the Unsatisfied Lien Notification, if applicable, will be determined to be ineligible and notified via an Unsatisfied Lien Confirmation. This notification will outline the reason for ineligibility and next steps, including the option to challenge the decision. See the Program-based Reconsideration and/or Administrative Review section of these Guidelines.~~

~~However, if the hurricane-damaged property has a mortgage lien that can be satisfied with the proceeds of the sale, PRDOH may authorize it in writing. If authorized, the payment of any outstanding mortgage lien will not exceed the post-disaster appraised value of the damaged property to be acquired by PRDOH and no credit will be applied to the principal balance of the grant agreement. The amount paid for the mortgage lien will then be deducted from the voucher for the purchase of the replacement property.~~

13.4.2 Title Issues

~~Hurricane-damaged properties may be referred to the Title Clearance Program for assistance in resolving any title issues. However, Applicants with title issues may be awarded a Relocation Voucher. ~~participate in relocation, but title issues must be addressed prior to receiving a Relocation Voucher and Voluntary Acquisition Offer.~~ The Program may allow Applicants in the Relocation pathway, who have title issues in respect to the hurricane-impacted property, to proceed with the acquisition of the replacement property. In order to proceed with the acquisition of the replacement property before PRDOH has acquired the hurricane-damaged property, the applicant must sign an agreement with the Program through which they commit to ceding title ownership of the hurricane-damaged property to PRDOH whenever the title is resolved and cleared, in compliance with the applicable local laws. The applicant must also commit to provide all necessary documents requested as evidence of proprietary interest and assure full cooperation with PRDOH, the CDBG-DR Title Clearance Program and any processes regarding title issues or liens. In this scenario, a restrictive covenant unauthorizing access and redevelopment of the hurricane-damaged property will be imposed while title ownership is achieved by PRDOH. For PRDOH to be able to acquire or dispose of the hurricane-impacted property, the Title Clearance Program may continue procedures for resolving title issues after the replacement property is acquired.~~

~~Applicants Hurricane impacted properties who lack a clear title may will be referred to the Title Clearance Program for assistance in resolving any title issues. The Title Clearance Program will provide services, including legal services as needed, free of charge to the applicant, to assist the applicant in resolving any title issues.~~

If an applicant cannot prove ownership of the hurricane-damaged property, he or she may be eligible for homeownership assistance in order to be provided with a replacement property.

~~Funds awarded for relocation to applicants who are referred to the Title Clearance Program will be held for the applicant for up to **six (6) months (180 days)** to allow the applicant a reasonable opportunity to resolve title issues. Requests to waive or extend the **six (6) month** period may be submitted to the Program, on behalf of the applicant, by an authorized representative of the Title Clearance Program. Requests to extend the period will be considered by the Program on a case-by-case basis.~~

13.4.3 Voluntary Acquisition of Hurricane-Impacted Property

~~Under the R3 Program, relocation is accomplished through program acquisition of the hurricane-damaged property and provision of a replacement dwelling.~~ Applicants who qualify for a relocation award will receive a Voluntary Acquisition Offer from the R3 Program. Among other things, the offer informs the applicant of the determination of fair market value of the hurricane-damaged property and that the acquisition of the property is voluntary.

Acquisitions completed under the R3 Program meet the conditions which exempt projects from the requirements of 49 C.F.R. § 24.101(B). The following conditions apply to all acquisition completed in conjunction with the provision of replacement housing under the R3 Program.

- No specific site or property needs to be acquired.
- Property to be acquired is not part of an intended, planned, or designated project area where all or substantially all of the property within the area is to be acquired within specific time limits.
- PRDOH will not acquire property if the negotiations fail to reach an amicable agreement, and the owner of such property is so informed in writing.
- PRDOH will inform the owner in writing of what it believes to be the fair market value of the property.

All acquisitions completed under the R3 Program are entirely voluntary and conditional upon the successful provision of replacement housing through one (1) of the relocation options outlined in the Relocation Options section of this document. No property will be acquired through involuntary purchase ~~or eminent domain~~ or condemnation if negotiations for acquisition fail to result in an agreement. Furthermore, PRDOH will not acquire the hurricane-impacted property if attempts to secure replacement housing through the R3 Program are not successful. Acquisition of the hurricane-damaged property is contingent upon successful real estate closing event for a replacement property purchased through the R3 Program. Owners of properties acquired by PRDOH are not considered displaced persons, (see 49 C.F.R § 24.2(a)(9)(ii)(E) or (H)) and as such, are not entitled to relocation assistance benefits under URA. However, tenants on such

properties may be eligible for relocation assistance benefits. See Uniform Relocation Act (URA) section of this document for further information, as well as PRDOH's URA and ADP Guide published in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.⁴⁵

13.4.4 Appraisal of Hurricane-Impacted Property

Fair market value for hurricane-impacted properties which may be acquired by PRDOH through voluntary acquisition as part of a relocation award shall be determined via an appraisal.

13.4.5 Demolition and Maintenance of Acquired Property

Damaged properties acquired by PRDOH as part of relocation ~~may will~~ be demolished after the applicant moves into the replacement home and the title to the damaged property is transferred to PRDOH. It is PRDOH's intent that properties acquired be dedicated and maintained in perpetuity as open space for the conservation of natural floodplain functions. At the time of acquisition, PRDOH will make an initial determination about projected end use for each property acquired. As permitted by 42 U.S.C. 5305(a)(1), and in accordance with 83 FR 5844, such uses may include: parks for outdoor recreational activities; wetlands management; nature reserves; cultivation; grazing; camping (except where adequate warning time is not available to allow evacuation); unimproved, unpaved parking lots; buffer zones; and other uses consistent with FEMA guidance for open space acquisition, Hazard Mitigation Assistance, Requirements for Property Acquisition and Relocation for Open Space.

To the extent allowed by HUD and where the final use of the property is known and consistent with the PRDOH approved Action Plan, PRDOH may transfer title or sell properties acquired under the R3 Program to eligible entities, so long as conveyance of the property references and incorporates original deed restrictions. This is to ensure that vacant lots located in hazardous areas are not redeveloped with CDBG-DR Program funds and then later considered for buyout activities through other initiatives. To the extent a property may be used to realize program objectives of other recovery programs, PRDOH will ensure the end use meets both eligibility and national objective requirements as part of its disposition.

13.4.6 Housing Counseling – Homeowner Education

Applicants who are provided a Relocation Voucher may opt to participate in the Housing Counseling Program wherein they will be offered support for the selection of a new home and offered other support such as financial literacy education; credit repair

⁴⁵ In cases where the ownership of the hurricane-damaged property cannot be transferred to PRDOH as stated in these Guidelines, the Program may consider other alternatives to satisfy the eligible activity. The Program will make a relocation determination on a case-by-case basis as it may not be feasible for the Program to acquire the property from the R3 Program applicant in some scenarios. The R3 Program, at its discretion, may choose to select other eligible end uses for the hurricane-damaged property.

counseling; support for applicants during property search, selection and acquisition; and real estate support information. For more information, please refer to Housing Counseling Guidelines, which are published in English and Spanish at <https://www.cdbg-dr.pr.gov/en/resources/policies/program-policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/politicas-de-programas/>.

The Housing Counseling Program is overseen by HUD-Certified Counseling Agencies. Counselors assigned to applicants participating in relocation should be trained to recognize barriers associated with homeownership for low -and moderate- income households and advise on solutions for circumstances which may create challenges for a successful relocation. Counselors should have adequate information to provide applicants with the knowledge needed to make an informed decision regarding relocation. HUD-certified Housing Counseling Agencies may assign qualified personnel to applicants with special needs to offer particular assistance on a case-by-case basis.

13.4.7 Relocation Options

Applicants who qualify for relocation will be issued Relocation Vouchers (also potentially used for new construction as a last resort) which allow eligible applicants to pursue one of the two relocation options. Options for relocation include:

- **Relocation Option 1** includes PRDOH acquisition of the damaged property, coupled with a housing voucher for the purchase of a replacement home in Puerto Rico, outside of high risk areas such as landslides and floodplain areas. Replacement homes may be existing market-listed units, bank foreclosed properties or new developments. A housing voucher which allows the applicant to select an existing or under construction home outside of a high-risk area. Existing Replacement homes and/or under construction homes must be located in Puerto Rico and must pass applicable environmental clearance and permit requirements before an applicant awardee may move in.
- **Relocation Option 2** includes PRDOH acquisition of the damaged property, coupled with construction of a Program-designed model home on a purchased, vacant lot in Puerto Rico outside of the floodplain. Up to \$15,000-\$25,000 or the post-disaster Appraisal Value of the storm-damaged property that may be acquired by PRDOH, whichever is higher, is available to purchase a vacant lot.
- The Program will pay 100% of the purchase price of an approved replacement home or an approved vacant lot, up to the amount of the awarded Relocation Voucher. The cost to purchase an approved vacant lot is considered additional to the Relocation Voucher amount. No refund will be issued to an applicant in the event the purchase price of a replacement home or vacant lot is less than the amount of the approved voucher. Replacement homes provided through either relocation option will only be allowable if the home or lot does not require home elevation. Assisted applicants may not be relocated to floodplains or hazard prone areas.

~~Cost of replacement homes or vacant lots purchased through the Program may not exceed the amount of the voucher awarded to the applicant. Applicants may not mortgage, pay out of pocket, or otherwise finance any portion of the purchase price of the replacement home that is in excess of the amount of the approved voucher.~~

To appropriately address the lack of housing market availability through all regions of Puerto Rico, the maximum funding amount for the replacement property provided by the Program will be \$200,000; credit for the applicant's hurricane-impacted property shall not increase the provided maximum funding amount over \$200,000. The Program will not limit purchase prices for replacement properties. Any additional funds required for the acquisition of the property could be secured by the applicant from other funding sources, including a mortgage.

Participants who are awarded relocation, but who do not wish to relocate immediately, may defer accepting the R3 Program award to allow for the participative development of a housing mitigation program under the CDBG-Mitigation (CDBG-MIT) Program. Applicants who opt to defer acceptance of a relocation award from the CDBG-DR R3 Program to participate in a forthcoming housing mitigation program will remain on hold in the CDBG-DR R3 Program until such time as the Housing Mitigation Program is established under CDBG-MIT.

13.4.8 Relocation Option 1: Purchase of an Existing Home

Option 1 will be the default relocation method. The value of the Relocation Voucher will be commensurate to household composition. Applicants will be given a voucher equal to the reconstruction value of the home with the number of bedrooms needed to accommodate the household. See Reconstruction and Relocation Unit Size and Exceptions section of these Guidelines. Applicants will have **ninety (90) days** from the date the voucher was issued to identify a replacement home and be under contract. The Housing Counseling Program may provide applicants with support throughout the relocation process by assisting with things like: identifying a suitable replacement home, homeowner education, and connecting applicants with social services providers in the areas being considered by the applicant for relocation. Housing counseling services are provided at no cost to the applicant.

The R3 Program will only acquire vacant or owner-occupied units. The replacement property selected must either be vacant, or not be occupied by any persons other than the owner or members of the owner's household at the time the property owner or their agent is first contacted by the applicant or their agent. Properties which do not meet this requirement are not eligible to be acquired with R3 Program assistance. Compliance with this requirement should be indicated in the R3 Relocation Property Submission Form submitted by the Applicant to the Program.

13.4.8.1 Timeline

Applicants will be allowed **ninety (90) days** from the date the Relocation Voucher was issued to identify and select a replacement home. Applicants who have not been able to identify a suitable property within **ninety (90) days** may be allowed to pursue relocation Option 2, only if they provide evidence that no suitable housing options are available. Program Staff will verify that the applicant has taken appropriate action to identify suitable options commensurate to household composition and family needs and work closely with the Housing Counseling Program to ensure sufficient efforts are being made.

13.4.9 Relocation Option 2: Purchase of Vacant Lot and New Home Construction

This option may be exercised only if there are no suitable options available under Option 1, within **ninety (90) days** from the time the voucher is issued. Applicants will be allowed **ninety (90) days** to identify a vacant lot to construct a replacement home on. Vacant lots may be purchased by the Program through use of an approved voucher. These vacant plots may be owned by the applicant, or granted to the applicant through other legal means. Applicants who wish to have a replacement home constructed on a lot not purchased by the Program must demonstrate legal ownership of the property. If an applicant is unable to prove legal ownership of the lot, it will not be an approved site for construction of a replacement home.

Prior to approval, vacant lots must undergo an environmental review. Lots which are not suitable for construction due to legal, zoning, environmental, extraordinary site conditions, or other constraints will not be approved by the Program. Vacant lots must not be located in a floodplain.

If the approved vacant lot is being purchased with Program funds, the lot will undergo a real estate closing event prior to commencement of construction. Once the approved lot is secured, the construction process will follow the same construction process as homes reconstructed in place, except the damaged property will not be demolished until after construction is completed.

13.4.9.1 Timeline

Applicants who are unable to identify a suitable replacement home and unable to identify a suitable vacant lot for construction of a replacement home may request an extension to the **ninety (90) day** timeline allowed for Option 2. Applicants who are unable to identify a vacant lot within **ninety (90) days** due to lack of participation by the applicant will not be granted an extension.

Extension requests will be reviewed by the Program on a case-by-case basis. Applicants who are unable to identify a replacement home or vacant lot within the allowed timeframe -and are not granted an extension- will have their application closed. Applicants who move to closeout as a result of failure to identify a replacement property

will be notified and allowed to challenge the decision, if they feel the decision was reached in error. See the Program-based Reconsideration and/or Administrative Review section of these Guidelines.

13.4.10 Relocation Support

The Housing Counselor may assist the applicant in locating an existing home or vacant lot on which to build a replacement home. The Housing Counselor will work with the applicant and the R3 Program Case Manager to identify replacement properties that comply with R3 Program Guidelines and fall within the approved purchase amount and unit-size requirements for the applicant. The Housing Counselor should make every effort to only show the applicant properties that meet the needs of the applicant's household.

When the applicant selects a replacement property, the Program Manager will assist the applicant in drafting a purchase offer or sales agreement for the seller of the replacement property.

Agreements to purchase a replacement property must be approved by the Program prior to execution. All agreements must include clauses which excuse the applicant from purchasing the property in the event: (1) the seller is unwilling to perform any needed repairs as identified by a Program inspection; (2) if property is determined to be in a Special Flood Hazard Area or Coastal Barrier Resources Area, as determined by a Categorically Excluded (Not Subject to 24 C.F.R. § 58.5) (CENST) Environmental Review; (3) the purchase price is above the fair market sale price of the home, as determined by an appraisal or through an analysis of comparable sales. The Program may not purchase replacement property if the contract to purchase the property was executed without proper Program approval.

Before the sales agreement is signed by the applicant and the seller, the applicant must receive approval from the R3 Program. The R3 Program does not provide earnest money or other nonrefundable fees as part of the purchase offer.

13.4.11 Real Estate Closing

Applicants assisted under relocation must complete a real estate closing event. The property closing will be coordinated by the Program and ~~may will~~ facilitate the following ~~two (2) real estate~~ transactions, ~~as follows~~:

- ~~Transfer of title over~~ the hurricane-impacted property to PRDOH; ~~or~~
- ~~and~~
- Transfer of replacement home from seller to the applicant; or
- Transfer of the vacant lot from seller to the applicant, as applicable.

The transactions may occur at different times.

If acquisition of the hurricane-damaged property is not possible at the moment, the Program will provide the applicant with a relocation voucher but the applicant must sign

an agreement with the Program through which they commit to cede title ownership of the hurricane-damaged property to PRDOH whenever the title is resolved and cleared. They must also commit to full cooperation with PRDOH, the CDBG-DR Title Clearance Program and any other processes regarding title issues or liens. The agreement may also include a restrictive covenant unauthorizing the applicant from access to the hurricane-damaged property after a replacement property has been provided.

Acquisition of real property by PRDOH, including acquisition of property under the R3 Program, is subject to the real property acquisition requirements established in Puerto Rico Executive Order No. 4 of January 20, 2004 (OE-2004-04). Prior to completing the acquisition of real property, PRDOH must obtain the following documents:

- Survey Plans and/or project plans, such as construction or demolition plans, schematic drawings, blueprints, measures, engineering drawings, among others;
- Property registry certification or title study of the property to be acquired, issued no more than **six (6) months** prior to the acquisition;
- A debt certification issued by the Puerto Rico Department of Treasury, and/or certification of payment agreement, if the person is in debt with the Puerto Rico Department of Treasury;
- Certification of Tax Return filing;
- CRIM Debt Certification for All Concepts, CRIM Values Certification or evidence and certification of debt settlement agreement;
- Name, physical and postal address of all the people with interests in the property;
- Measure Plan
- Purchase and Sale Deed of replacement property;
- Environmental Certification;
- Administrative Order signed by PRDOH's Secretary, authorizing the R3 Program representatives that will appear in the closing event; and
- An appraisal report containing a determination of value of the property to be acquired, a description of the property (including area and liens, if any), any structures located on the property, the date of the report, a description of the comparable sales, the appraiser's signature, and any other relevant information for the report to be reliable.
 - The appraisal report must be certified and approved by an Appraiser Reviewer, different from the appraiser who prepared the appraisal report. The Appraiser Reviewer shall revise such report and certify by writing its approval or denial.
 - Alternatively, PRDOH can designate a Reviewer Committee, to revise such report. The designated Appraisal Reviewer Committee should be comprised of at least one (1) appraiser other than the appraiser who prepared the original valuation report, and two (2) agency employees.

Alternatively, if PRDOH does not have an Appraiser Reviewer or an Appraisal Reviewer Committee the Appraisal report should be sent to the Puerto Rico Municipal Revenue

Collection Center (**CRIM**, for its Spanish acronym), for its revision. Any debt arising against the Participant's property owed to the Puerto Rico Treasury Department, CRIM, or any other public agency or entity, will not make the Participant ineligible.

The Grant Agreement execution will also take place during the closing event. A representative from the Program will attend the closing event to ensure the applicant understands the process. The Program representative will also ensure that all Program required documents associated with the closing are executed and retained for the applicant's Program file.

13.5 Subrogation of Funds

Applicant awardees must subrogate any additional funds received for the same purpose as funds provided by the R3 Program back to the Program. CDBG-DR funding must be funding of last resort. If additional funds are paid to applicant awardees for repair, reconstruction, or replacement of the damaged structure after the R3 Program has completed repair, reconstruction, or replacement of the damaged structure, those funds constitute a duplication of benefit and therefore must be returned to PRDOH. Applicant awardees will be required to sign a Subrogation Agreement as part of their grant agreement with the Program.

The Program will allow applicants to use additional funding to purchase a replacement property that exceeds the funds awarded through the Relocation Voucher.

13.5.1 Repayment/Recapture

Instances may arise where an applicant must return all or part of the awarded funding to the Program. The Program is responsible for recapturing duplicative funds from applicants or from applicants who become non-compliant. All applicant files will be reviewed and reconciled for accuracy to ensure DOB did not occur and that applicants are in compliance with Program requirements and federal guidelines. If an applicant has been identified as receiving a potential overpayment, the Program will document the amount and basis for the repayment in writing via a Repayment Notification.

Applicants who disagree with a repayment amount determined by the R3 Program may challenge the determination. See the Program-based Reconsideration and/or Administrative Review section of these Guidelines. If the applicant's request is denied or there is failure on the part of the applicant to contest within the allotted timeframe, the Program will proceed with collecting the repayment amount. If the applicant's request results in a revision of the award amount or eligibility, the applicant will sign a revised Grant Agreement which will outline the requirements related to such changes and the requirements for repaying the remaining overdue amount, if any.

Once it has been determined that the applicant must return funds to the CDBG-DR grant fund, the applicant must repay their funds in a timely manner. All repayments shall be expected to be repaid in full as one lump sum amount. The Program will review any

applicant claims of financial hardship and may make limited accommodations in some cases. All funds recovered because of this policy will be tracked in the Disaster Recovery Grant Reporting system (**DRGR**) and returned to the CDBG-DR account or U.S. Treasury if the CDBG-DR grant has been closed out.

13.6 Optional Relocation Assistance

PRDOH has chosen to implement an optional relocation assistance policy for the R3 Program under which homeowners may qualify for optional relocation assistance (ORA) during program-sponsored activities. Should an eligible R3 Applicant be required to temporarily vacate the hurricane-damaged property in order to allow program-sponsored activities to take place, and the Applicant is unable to secure temporary housing, they may qualify for rental, moving, or storage assistance to facilitate their temporary relocation until program-sponsored activities are complete. In limited circumstances, Applicants who choose to relocate to a replacement property through a relocation award may also be eligible for optional relocation assistance.

For more information on this assistance, please review the PRDOH CDBG-DR Optional Relocation Policy, which will be available CDBG-DR website in General Policies. can be found in the Uniform Relocation Assistance Guide (URA & ADP Guide) on the CDBG-DR website: <https://cdbg-dr.pr.gov/en/download/ura-adp-guidelines/>.

14 Program Repair and Construction Works

Repair, reconstruction, and new construction work for the Program will be implemented using a design-build methodology as the project delivery system. This method delivers projects in which the design and construction services are contracted to a single entity (the, "Construction Manager"). In contrast to normal proceedings for construction (design-bid-build), the design-build methodology relies on a single point of contact to minimize risks related to the project owner and reduce the delivery schedule by overlapping the design phase and construction phase of a project.

14.1 Construction Managers

The Program will develop and maintain a pool of qualified Construction Managers through RFP processes for implementing the demolition, repair, reconstruction, and new construction activities. Construction Managers must have the ability and capacity to meet Program standards and federal requirements. Through qualifications and monitoring processes, the Program will keep a list of Construction Managers who are eligible for project assignments.

14.2 Construction Managers Assignments

The following steps should guide Construction Managers assignments to projects:

- The Program shall manage a qualified pool of Construction Managers by monitoring financial capacity (based on bonding and financial limitations) and

technical capacity. The pool will be reviewed from time to time to, if necessary, make adjustments to the approved capacity of specific Construction Managers. Construction Managers will be responsible for completing designs, acquiring permits, and performing demolition, repair, or reconstruction works for the Program.

- The pool will divide Construction Managers into Levels. Generally, Level 1 Construction Managers will have higher financial and technical capacities while Level 2 Construction Managers will be smaller businesses that can manage fewer units at a time.
- The Program will allocate project assignments to Level 1 Construction Managers and Level 2 Construction Managers based on rank, location, and capacity of the Construction Managers.
- Program Construction Managers are selected based on the following:
 - Their responses to the Program's request for proposals;
 - Willingness to perform reconstruction and repair activities;
 - Location where work is to be performed;
 - Previous housing repairs and construction experience; and
 - Previous experience with local construction standards and standards of design.
- The Program will actively manage the activities of the Construction Managers and will regularly review their responsiveness and performance. Repeated failures from the Construction Managers will result in limited future assignments or a probation period without receiving additional assignments. Breach of contract clause, which will include penalties, will be included in each Construction Manager contract signed with PRDOH.
- The Program will also monitor Construction Managers for:
 - **Workmanship:** To be quantified by examining the ratio of total failed milestone inspections. The Contractor with the lowest ratio will be assigned a higher weighted factor. The Program will monitor all "rolling" failed inspections within last **thirty (30) days**. Performance may trend upward or downward over a given period of time.
 - **Average Build Time:** Calculated as a measure of the total number of days from the work order assignment to passing a substantial inspection. The Construction Manager with the lowest average of design and build time is assigned a higher weighted factor.
 - **Work in Progress:** A measure of the amount of work the Construction Manager currently has under contract for which a notice to proceed has been issued, but a substantial inspection has not been completed. This value will be compared against initial baseline capacity that is established for the Construction Manager. Less work in progress means a higher capacity to be assigned more projects. The baseline may be adjusted over the life of the project based on actual performance of each Construction Manager.

- **Customer Service:** This evaluation will be performed using customer surveys to the homeowner and their representatives. The surveys may be used by Construction Managers as an improvement tool for their performance. The survey results will be tabulated and valued to establish a composite score of the customers' satisfaction. These results will be shared and discussed with the corresponding Construction Managers.

PRDOH, at its sole discretion, may determine, remove, implement, and monitor additional performance indicators for Construction Managers through the life of the Program.

14.3 Compliance with Codes, Regulations, and Permits

All repair, reconstruction, and new construction works for the Program are required to follow federal, state, and local codes and regulations. Works must also be performed after the acquisition of required permits and in compliance with other local requirements. Program Staff and Construction Managers shall ensure compliance with all code, regulations, permitting, and other requirements for the repair, reconstruction, and new construction works to be undertaken by the Program.

Codes and regulations required to follow include, but are not limited to:

- Planning and Capacity Building (Section 105(a)(12) of Title I of the Housing and Community Development Act of 1974 (**HCDA**), as amended) (42 U.S.C. § 5305));
- Energy Development Goals (Section 105(a)(16) of the HCDA, *supra*);
- Puerto Rico Building Code, most current version approved;
- International Building Code (IBC) and its applicable volumes, most current approved version;
- International Fire Code (IFC), most current approved version;
- Americans with Disabilities Act of 1990, as amended (42 U.S.C. § 12101), when required;
- National Fire Protection Association's 101 Life Safety Code, most current approved version;
- National Electrical Code (NEC), NFPA 70, most current approved version;
- Most current approved zoning requirements for Puerto Rico;
- Environmental regulations, as applicable to specific projects;
- HUD terms and conditions, as applicable to specific projects;⁴⁶

Permit requirements include, but are not limited to:

- Demolition Permits issued by OGPe;
- Construction Permits issued by OGPe;⁴⁷
- General Consolidated Permits which include Erosion and Sedimentation Control; Permit for Activities Generating Non-Hazardous Solid Waste; Permit for Emission

⁴⁶ <https://www.hudexchange.info/resources/documents/CDBG-DR-Resources-Summary.pdf>

⁴⁷ Please, refer to Executive Order No. 2020-063, issued by the Governor of Puerto Rico, Hon. Wanda Vázquez-Garced, on August 20, 2020.

Sources; and Permit for the Removal and Disposition of Lead-Containing Materials, all issued by the Environmental Quality Board through OGPe,

- Local and Federal Environmental Permits, as applicable to specific projects; and
- Regulatory Agencies Endorsements including but not limited to, those from the Puerto Rico Electric Power Authority, the Puerto Rico Aqueduct and Sewer Authority, the Puerto Rico Telecommunications Regulatory Board, the State Historic Preservation Office, the *Instituto de Cultura Puertorriqueña*, and the Puerto Rico Department of Transportation and Public Works;
- Elevation Certificate FF-086-033 issued by FEMA.

Other local requirements for construction works include, but are not limited to:

- Construction Stamps as required in Section 11 of Act No. 319 of May 15, 1938, as amended, known as the law that created the College of Engineers and Surveyors of Puerto Rico (10 LPRA § 741).
- Act No. 83 of August 30, 1991, as amended, known as the Municipal Property Tax Act of 1991 (21 LPRA § 5803).

14.4 Cost Reasonableness

For contracted work, PRDOH will acquire Cost Estimating Services via an RFP process to obtain independent cost estimating services from qualified professionals to establish cost reasonableness of a variety of services to be procured for the implementation of the CDBG-DR funded programs that will be managed by the PRDOH. The estimators will generate independent cost estimates for the broad range of CDBG-DR Programs. The estimates will serve as a basis to the PRDOH of the costs they will incur in the acquisition of professional services, goods, information technology systems, among others. For information on cost principles, please refer to the Cross-Cutting Guidelines. The Cross-Cutting Guidelines, and all CDBG-DR Program policies, are available in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

14.5 Cost Effectiveness and Feasibility

In the development of the R3 Program and other programs outlined in the CDBG-DR Action Plan, PRDOH analyzed the cost-effectiveness of each proposed project undertaken to assist a household under any residential rehabilitation or reconstruction program. ~~As a result, from this assessment, it was determined that elevation of the storm damaged structure is not the most cost effective method of assistance, as it is described in the HUD approved Action Plan.⁴⁸~~ As such, the R3 Program offers applicants assistance,

⁴⁸As explained in the amended and approved Action Plan: ""The programs as currently designed in the Action Plan are focused on moving families out of harm's way. However, HUD requires a general estimate of elevation to be considered. PRDOH estimates a potential cost of \$44,306.95 for elevating single-family wooden structures, based on the following parameters: For this estimate, PRDOH considered a wooden house of approximately 30' x 35', raised above the lot's

depending on the specific circumstances of the eligible property, via repair, reconstruction in place, or voluntary relocation. ~~coupled with acquisition of the hurricane-damaged property.~~

Throughout the Program's existence, cost-effectiveness and reasonability continues to be addressed through feasibility analysis analyses and evaluation of which evaluate the ~~cost-effectiveness of addressing~~ reasonableness of construction works under extraordinary site conditions. The feasibility analysis considers ~~several~~ potential site factors which may impact the project cost and viability, including but not limited to: zoning requirements, historic preservation requirements, constructions specifications, lot size, environmental concerns, site hazards, etc.

Homes inside the floodplain that are initially deemed to qualify for a repair award when costs fall within \$12,000 or 20% of the repair award cap, are under 50% of the unit's market value, or are less than \$60,000 are subject to undergo a feasibility analysis. This analysis has the purpose to finalize the reasonability of construction works and consequently, verify the award type determination. Further, homes inside and outside of the 100-year floodplain ~~that are~~ deemed to qualify for a reconstruction award due to extenuating factors such as ~~but not limited to,~~ a low appraisal value are assessed for feasibility and cost-effectiveness prior to making a final award type determination.

This feasibility analysis process is used to ~~determine the most effective course of assistance~~ ensure that the initially granted award type is indeed the most effective course of assistance, which at times, may differ ~~even if the most cost-effective course of action differ~~ from the preliminary award determination. If the feasibility analysis reveals that reconstruction is the most effective method, a reconstruction award is assigned. ~~provided the property is located outside the floodplain.~~ If the feasibility analysis reveals that repair is the most effective method, a repair award is assigned.

14.6 Homeowners Remaining on Property during Construction

The typical procedure and sequence of events when an applicant is provided assistance under the Program is for the homeowner to secure temporary housing away from the site of the damaged property, and then vacate the damaged property during the demolition and reconstruction phases of the project. In a limited number of cases, homeowners may be unable to secure suitable temporary housing while their new homes are being constructed.

In some limited circumstances and after exhausting all possible sources of temporary housing, homeowners may be allowed to remain on the property during the rehabilitation activities phase, subject to the prior approval of the assigned Construction

~~elevation, taking into account a flood elevation of approximately 36". A new interior finished floor elevation of 42" was used for calculations. Costs for elevating cement/ cinder block structures are not economically feasible based on the type of construction." The Action Plan Substantial Amendment 4 is available publicly in English and Spanish at: <https://www.cdbg-dr.pr.gov/en/action-plan/> and <https://www.cdbg-dr.pr.gov/plan-de-accion/>.~~

Manager and PRDOH. Homeowners must execute documents demonstrating their agreement for waiver of liability, payment of additional utility connection fees, and, when applicable, the demolition of the damaged structure upon completion of the new structure.

The request to remain on the property during rehabilitation activities must be initiated -in writing- by the homeowner. A request to remain on the property during rehabilitation activities should be made only after the homeowner has exhausted all possibilities for obtaining temporary housing from family, friends or community services agencies. The homeowner will attest to his or her inability to obtain temporary housing.

The homeowner must establish a dire need before a request to remain on the property during rehabilitation activities may be granted. The definition of a dire need includes:

- The absence of any family or friends in the area who can house the homeowner during construction;
- The inability for the homeowner to obtain temporary housing assistance from a community services organization, faith-based organization, church, etc.; and
- In the case of handicapped or special needs individuals, the absence of a temporary alternative providing the required accommodations.⁴⁹

The decision to allow a homeowner to remain on the property during rehabilitation activities is vested solely in the Construction Manager or their designee and subject to PRDOH approval. Granting the homeowner's request to remain on the property during rehabilitation activities will be contingent on the following:

- There exists no municipal zoning or other prohibition to the homeowner remaining on the property during rehabilitation activities.
- The Construction Manager agrees to allow the homeowner to remain on the property during rehabilitation activities.
- In cases of reconstruction, the homeowner will be unable to remain in the demolished structure and will need to vacate the premises. As the Program will need to reconstruct the home on its original footprint, it will be necessary for the original home damaged by the hurricane(s) to be demolished and cleared, making it uninhabitable. If the parcel of land has other existing dwellings not in the Program, the applicant can agree in writing to stay on the property within one of these dwellings and well away from the construction site.
- In the opinion of the Construction Manager, the lot is of sufficient size to allow the construction of the new home at a safe distance from the original home, or, as

⁴⁹ Version 1-4 of the R3 Guidelines stated the following statement, which has been eliminated from Version 5:
This request is then referred to their assigned Construction Manager to obtain written agreement to remain on property. The homeowner agrees in writing to the demolition of the damaged property, when applicable, and executes Waiver of Liability and Hold Harmless Agreements, and the request is forwarded to the Construction Manager for final review and determination.

applicable, the living area of the home is located at a safe distance from the repair work, such that the repairs can proceed in a safe and expeditious manner.

- The homeowner signs a Hold Harmless Agreement indemnifying the Construction Manager and the Program grantee from any loss or injury sustained while inhabiting the property during rehabilitation activities.

14.7 Repair Work Implementation Requirements

The following are general frameworks for implementation of repair works under the Program.

14.7.1 Scoping

The Program will secure pricing for each project by providing the assigned Construction Manager the detailed and itemized damage assessment for any home. The Construction Manager will need to review the Scope of Work as detailed in the itemized damage assessment and confirm on-site the reasonableness and completeness of such scope of work. The Construction Manager and Program Staff will perform a scope walk of the home. The scope walk will serve to ensure that all parties agree with the Scope of Work and any modifications required prior to Work Orders being issued to the Construction Manager. The Construction Manager, should have available the home's ERR and take into consideration any mitigation and abatement work required to be included in the Scope of Work. The Program will provide the total cost for repair work based on Xactimate® pricing and additional line items of work that may be updated by the PRDOH from time to time.

After the Scope of Work is agreed to by all parties, the Program will provide the total repair costs to the Construction Manager based on the Program's unit prices included in each Construction Manager contract signed with PRDOH. The Program will provide the repair costs by means of a Work Order issued to the Construction Manager.⁵⁰

The Work Order will establish the following:

Work Order Content	Description
Hurricane-Damaged Home Repair Scope of Work	The repair scope of work to be performed which was agreed upon by the applicant, Program Staff and the Construction Manager. The repair scope of work should include any selective demolition and any abatement work required for the property. All selective demolition, abatement, and repair work will be scoped using the Program's unit prices included in each Construction Manager contract signed with PRDOH. The Construction Manager may not perform any work outside of the

⁵⁰ The Program continues to make operational adjustments and therefore some sections directly related to only internal operational processes which do not affect applicants are being removed from the following sections.

Work Order Content	Description
	approved scope of work without prior authorization by means of a Scope Change to the Work Order.
Timeframe for Completion	The allowed time for the Construction Manager to complete the design, permitting, abatement, selective demolition, and repair works of the hurricane-damaged home. Base timeframe for completion of all work associated to the hurricane-damaged will be included in each Construction Manager contract signed with PRDOH. Additional time may be allowed through the issuance of a properly executed Scope Change to the Work Order. The Construction Manager must demonstrate the existence of extraordinary conditions that justify any additional time to be awarded by means of the Scope Change. Non-compliance with the established timeframe may result in the application of liquidated damages to the Construction Manager.

Construction Managers are required to conduct the work in compliance with codes, regulations, and permit requirements at the federal, state, and local levels. Work must also be conducted in a workmanship manner always ensuring adherence to construction standards. Upon completion of the repair work, the Construction Manager shall request an inspection by the Program. Refer to Milestone Inspections section of these Guidelines for further details regarding the inspection requirements.

14.8 Reconstruction Work Implementation Requirements

The following are general frameworks for implementation of reconstruction in-place work under the Program.

14.8.1 Scoping

Reconstruction scoping will be confirmed during the pre-construction conference to be held by the applicant, Program Staff, the Construction Manager, and a Municipal Representative (if applicable). The applicant will be presented with the “model home” plans and a 3D representation of them. The applicant should have a choice as to what façade, from the minimum of three (3) available options, should be implemented for the project. The applicant should also choose from other available options for finishes such as color schemes.

After the pre-construction conference the Construction Manager and Program Staff shall perform a scope walk of the applicant’s current home to ensure that all parties agree with the scope of work for demolition, any pre-demolition activities, to include removal of personal items, and any modifications required prior to a Work Order being issued to

the Construction Manager. For such a scope walk the Construction Manager shall have reviewed the home's ERR (including the asbestos survey and lead-based paint inspection results). The results of the ERR and any mitigation and abatement requirements shall be incorporated into the scope of work for demolition. The Program will provide the total cost of demolition and any abatement work based on the Program's unit prices included in each Construction Manager contract signed with PRDOH.

14.8.2 Work Order and Requirements

After the scope of work for demolition and reconstruction is agreed to by all parties, the Program will provide the total demolition, abatement, and reconstruction costs to the Construction Manager. The Program will provide the approved scope of work by means of a Work Order issued to the Contractor.

The Work Order will establish the following:

Work Order Content	Description
Demolition and Abatement of Hurricane-Damaged Home Scope of Work	The scope of work for the demolition and any abatement work of the hurricane-damaged home which were agreed upon between the Construction Manager and Program Staff during the scope walk. The scope of work shall define if there are any abatement activities to be performed prior to demolition. Demolition and abatement work will be scoped using the Program's unit prices included in each Construction Manager contract signed with PRDOH. The Construction Manager may not perform any work outside of the approved scope of work without prior authorization by means of a Scope Change to the Work Order.
"Model Home" Construction Scope of Work	The scope of the "model home" to be built on-site as a replacement to the hurricane-damaged one, including the design options selected by the homeowner during the pre-construction conference. It may also include any accessibility accommodations when applicable. Scope and costs of "model homes" are pre-established at request for proposals processes performed by the PRDOH. The Construction Manager may not perform any work outside of the approved scope of work without prior authorization by means of a Scope Change to the Work Order.

Work Order Content	Description
Site Scope of Work	The scope for any site work that is not a part of the “model homes” physical structure, nor a part of the demolition and abatement work of the hurricane damaged home. This work will typically include grading, excavation, driveways, sidewalks, and other utilities. The cost of site work will be determined using the Program’s unit prices included in each Construction Manager contract signed with PRDOH. The Construction Manager may not perform any work outside of the approved scope of work without prior authorization by means of a Scope Change to the Work Order.
Timeframe for Completion	The allowed time for the Construction Manager to complete all design, permitting, abatement, and demolition work of the hurricane damaged home, as well as the allowed time for the Construction Manager to complete all design, permitting, site, and construction work of the “model home” to replace the hurricane damaged one on site. Base timeframe for completion of all work will be included in each Construction Manager contract signed with PRDOH. Additional time may be allowed through the issuance of a properly executed Changer Order to the Work Order. The Construction Manager must demonstrate the existence of extraordinary conditions that justify any additional time to be awarded by means of a Scope Change. Non-compliance with the established timeframe may result in the application of liquidated damaged to the Construction Manager.

Construction Managers are required to conduct the work in compliance with code, regulations, and permit requirements at the federal, state, and local levels. Work must also be conducted in a workmanship manner always ensuring adherence to construction standards. During implementation of all stages of reconstruction the Construction Manager shall request inspections at pre-determined milestones of work completed. Refer to Milestone Inspections section of these Guidelines for further details regarding the inspection requirements.

14.9 Relocation – Purchase of Existing Home Implementation Requirements

The following are general frameworks for implementation of relocation work with the purchase of an existing home under the Program.

14.9.1 Scoping

Immediately upon the applicant selection and Program approval of the home to be purchased, † The assigned Construction Manager and Program Staff shall perform a demolition scope walk of the applicant's hurricane-damaged home. The purpose of the scope walk is to ensure that all parties agree with the scope of work for demolition prior to a Work Order being issued to the Contractor. The Program will provide the total cost of demolition and any abatement work based on the Program's unit prices included in each Construction Manager contract signed with PRDOH. The Construction Manager, prior to the scope walk shall have available the home's ERR (including the asbestos survey and lead-based paint inspection results). Any mitigation and abatement work required by the ERR shall be included in the demolition Scope of Work.

14.9.2 Work Order and Requirements

After the scope of work, the Program will provide the total demolition costs to the Construction Manager. The Program will provide the approved works by means of a Work Order issued to the Construction Manager.

The Work Order will establish the following:

Work Order Content	Description
Demolition and Abatement of Hurricane-Damaged Home Scope of Work	The scope of work for the demolition and any abatement work activities at the hurricane-damaged home which were agreed upon between the Construction Manager and Program Staff during the scope walk. The scope of work shall define if there are any abatement activities to be performed prior to demolition. Demolition and abatement work will be scoped using the Program's unit prices included in each Construction Manager contract signed with PRDOH. The Construction Manager may not perform any work outside of the approved scope of work without prior authorization by means of a Scope Change to the Work Order.

Work Order Content	Description
Timeframe for Completion	The allowed time for the Construction Manager to complete the design, permitting, abatement, and demolition works of the hurricane damaged property. Base timeframe for completion of all work will be included in each Construction Manager contract signed with PRDOH. Additional time may be allowed through the issuance of a properly executed Scope Change to the Work Order. The Construction Manager must demonstrate the existence of extraordinary conditions that justify any additional time to be awarded by means of the Scope Change. Non-compliance with the established timeframe may result in the application of liquidated damages to the Construction Manager.

Construction Managers are required to conduct any work in compliance with code, regulations, and permit requirements at the federal, state, and local levels. Work must also be conducted in a workmanship manner always ensuring adherence to construction standards. During implementation of all stages of construction including demolition, the Construction Manager shall request inspections at pre-determined milestones of work completed. Refer to Milestone Inspections section of these Guidelines for further details regarding the inspection requirements.

14.10 Relocation – Purchase of Vacant Lot and New Home Construction Implementation Requirements

The following are general frameworks for implementation of relocation work with the purchase of vacant lot of land and the construction of a new home.

14.10.1 Scoping

Immediately upon the applicant selection and Program approval of the vacant lot to be purchased, the assigned Construction Manager and Program Staff shall perform a demolition scope walk of the applicant's current home. The purpose of the scope walk is to ensure that all parties agree with the scope of work for demolition prior to a Work Order being issued to the Construction Manager. The Program will provide the total cost of demolition work based on the Program's unit prices included in each Construction Manager Contract signed with PRDOH. The Construction Manager, prior to the scope walk shall have available the home's ERR (including the asbestos survey and lead-based paint inspection results). Any abatement work required by the ERR shall be included the demolition scope of work.

New home construction scoping will be confirmed during a pre-construction conference to be held by the applicant, Program Staff, the Contractors, and a Municipal

Representative (if applicable). The applicant will be presented with the “model home” plans and a 3D representation of them. The applicant should have a choice as to what façade, from the minimum of three (3) available options, should be implemented for the project. The applicant should also choose from other available options for finishes such as color schemes. Program Staff and the Construction Manager shall also perform a site visit of the vacant lot purchased for the Construction Manager to make all necessary measurements of the lot for final design and adaptation of the “model home”.

14.10.2 Work Order and Requirements

After the scope of work for demolition of the hurricane impacted home and the construction of the new home at the vacant lot is agreed to by all parties, the Program will provide the total demolition and replacement home construction costs to the Construction Manager. The Program will provide the approved works by means of a Work Order issued to the Construction Manager.

The Work Order will establish the following:

Work Order Content	Description
Demolition and Abatement of Hurricane-Damaged Home Scope Work	The scope of work for the demolition and any abatement work of the hurricane-damaged home which were agreed upon between the Construction Manager and Program Staff during the scope walk. The scope of work should define if there are any abatement activities to be performed. Demolition and abatement work will be scoped using the Program's unit prices included in each Construction Manager contract signed with PRDOH. The Construction Manager may not perform any work outside of the approved scope of work without prior authorization by means of the Scope Change to the Work Order.
“Model Home” Construction Scope of Work	The scope of the “model home” to be built as a replacement of the hurricane-damaged one in the purchased vacant lot, including the design options selected by the homeowner during the pre construction conference. It may also include any accessibility accommodations when applicable. Scope and costs of “model homes” are pre-established at request for proposals processes performed by the PRDOH. The Construction Manager may not perform any work outside of the approved scope of work without prior authorization by means of a Scope Change to the Work Order.

Work Order Content	Description
Site Scope of Work	The scope for any site work that is not a part of the "model homes" physical structure, nor a part of the demolition and abatement work of the hurricane-damaged home. This work will typically include grading, excavation, driveways, sidewalks, and other utilities. The cost of site work will be determined using the Program's unit prices included in each Construction Manager contract signed with PRDOH. The Construction Manager may not perform any work outside of the approved scope of work without prior authorization by means of the Scope Change to the Work Order.
Timeframe for Completion	The allowed time for the Construction Manager to complete the design, permitting, abatement, and demolitions works at the hurricane-impacted home, as well as the allowed time for the Construction Manager to complete the design, permitting, site work, and "model home" construction works to replace the hurricane-damaged one. Base timeframe for completion of all work will be included in each Construction Manager contract signed with PRDOH. Additional time may be allowed through the issuance of a properly executed Scope Change to the Work Order. The Construction Manager must demonstrate the existence of extraordinary conditions that justify any additional time to be awarded by means of the Scope Change. Non-compliance with the established timeframe may result in the application of liquidated damages to the Construction Manager.

Construction Managers are required to conduct the work in compliance with code, regulations, and permit requirements at the federal, state, and local levels. Work must also be conducted in a workmanship manner always ensuring adherence to construction standards. During implementation of all works the Construction Manager shall request inspections at pre-determined milestones of work completed. Refer to Milestone Inspections section of these Guidelines for further details regarding the inspection requirements.

14.11 Scope Changes

No additional work to those approved under issued Work Orders to Construction Managers should be performed for the Program until a duly approved Scope Change is issued, regardless of whether or not any cost is involved. Scope Changes must be requested and prepared by the Construction Manager and, if warranted, approved by

Program Staff. Any extra work performed by Construction Managers without the proper Program approval shall be performed at risk by the Construction Manager. The Program will not issue any payment for unauthorized work which does not have an approved Scope Change.

Scope Changes submitted by Construction Managers for approval shall set forth the type of work and scope to be added or deleted from the Work Order, the additional time (if any) required for the work, a justification for why the work is necessary, and evidence of any conditions identified that resulted in the request for the Scope Change.

Homeowners may not request scope changes unless an unforeseen change in household composition or circumstances necessitate modifications for accessibility. Scope Changes requested by homeowners for anything other than accessibility modifications will not be considered. Homeowner-requested changes for accessibility will be evaluated on a case-by-case basis and must be substantiated by evidence of the need, provided by the homeowner.

14.12 Milestone Inspections

Throughout the demolition, abatement, repair, reconstruction, and new construction processes to be implemented under the Program, milestone inspections of the work performed will be required. Milestone inspections serve the purpose of: (1) evaluating the Construction Managers' progress; (2) confirming that local building codes and Program standards have been satisfactorily met; and (3) confirming that all requirements of the contracts and Work Orders have been met to all parties' satisfaction.

At important milestones during the different projects, milestone inspections shall be requested by the Construction Managers. Milestones are times at which important and significant components of the demolition, abatement, repair, reconstruction, or new construction processes are completed. Milestone inspections also serve the purpose of supporting progress payments to the Construction Managers. No progress payment shall be issued to Construction Managers without the proper execution, to the Program's satisfaction, of a milestone inspection.

All milestone inspections of demolition, abatement, repair, reconstruction, and new construction works shall be performed by licensed professional engineers or architects in Puerto Rico.

14.12.1 Repair Work Award Inspections

~~Up to Two (2) milestone inspections shall be performed for repair work awards issued under the Program. Nonetheless, to reduce the administrative burden of the Program, only one (1) milestone inspection shall be performed when a second milestone inspection is not necessary. This means that for some cases there will only be one (1) milestone inspection. The Construction Manager will be issued a single payment upon completion~~

of all work. The times for milestone inspections of repair works and requirements for the request of such inspections are as follows:

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
Work Substantially Completed	None	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Substantial completion of all work approved under the Work Order and subsequent Scope Changes, if any, issued for the project. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • Work is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards. <p>This milestone inspection shall result in a project being deemed completed when no punch list items are found and Homeowner or PRDOH or its representative accepts the work or a punch list of minor deficiencies, if any, found during the milestone inspection.</p>
Final Inspection	100% of the Work Order Value	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Correction of all punch list items by the Construction Manager. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All items identified in the issued punch list have been found to be corrected in accordance with industry, construction, and program standards, as determined by the Construction Manager. • All permits have been closed with the corresponding agencies by the Construction Manager. • If applicable, a use permit for the home has been obtained by the Construction Manager. • Homeowner or PRDOH accepts the work.

14.12.2 Reconstruction Work Award Inspections

Milestone inspections for reconstructed homes will be determined by the number of levels of the home under construction. For single-level homes, a total of five (5) milestone inspections will be conducted. For two-level homes, a total of seven (7) milestone inspections will be conducted. Consequently, the Construction Manager will be issued four (4) progress payments for the works. Times for milestone inspections for reconstruction work and requirements for the request of such inspections are as follows:

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
Foundation	Up to 25% of Work Order Value Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completing all demolition and abatement work for the project as established in the Work Order. • Having met all environmental and other permits closing for the demolition and abatement works. • Completion of earth movement and grading necessary for foundations and slab on-grade. • Completion of under slab placement of utilities is complete • Completion of rebar placement for the home's foundation and before concrete pouring occurs. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards.

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
Walls (1st Level)	No pay point	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the home's walls. • Placement of rebar required for the home's walls. • Placement of all formwork for the home's walls. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in a workmanship manner and in accordance with Program quality standards. <p>The inspection shall be performed before any concrete is poured for the home's walls.</p>
Structure	Up to 60% of Work Order Value Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough in required for the home • Erection of all walls and openings for the home. • Erection of all roofing structure for the home. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards. <p>The inspection shall be performed before any concrete is poured for the home's roof.</p>

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
Substantial /Finishes	Up to 100% of Work Order Value Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Substantial completion of all work issued under the Work Order and subsequent Scope Changes, if any, including: finishes, wiring, doors, windows, fixtures, cabinets, final grading and landscaping, and any other required system for the home. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • Work is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards. <p>This milestone inspection shall result in a punch-list of minor deficiencies, if any, found during the milestone inspection.</p>
Final Inspection	100% of Work Order Value (Including any Retainage Withheld)	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Correction of all punch-list items by the Construction Manager. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All items identified in the issued punch-list have been found to be corrected by the Construction Manager in accordance with industry, construction, and program standards. • All permits have been closed with the corresponding agencies by the Construction Manager. • A use permit for the home has been obtained by the Construction Manager. • Homeowner or PRDOH accepts the work.

Milestone inspections for two-story reconstruction work and requirements for the request of such inspections are as follows:

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
Foundation	Up to 25% of Work Order Value Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completing all demolition and abatement work for the project as established in the Work Order. • Having met all environmental and other permits closing for the demolition and abatement works. • Completion of earth movement and grading necessary for foundations and slab on grade. • Completion of under-slab placement of utilities is complete • Completion of rebar placement for the home's foundation and before concrete pouring occurs. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards.
Walls (1st Level)	No pay point	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the home's walls. • Placement of rebar required for the home's walls. • Placement of all formwork for the home's walls. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in a workmanship manner and in accordance with Program quality standards.

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
		The inspection shall be performed before any concrete is poured for the home's walls.
Intermediate Slab	None	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the home's intermediate concrete slab. • Placement of all rebar required for the home's intermediate concrete slab. • Placement of all formwork for the home's intermediate concrete slab. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in a workmanship manner and in accordance with Program quality standards. <p>The inspection shall be performed before any concrete is poured for the intermediate slab.</p>
Walls (2 nd level)		<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the home's 2nd level walls. • Placement of rebar required for the home's 2nd level walls. • Placement of all formwork for the home's 2nd level walls. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in a workmanship manner and in accordance with Program quality standards.

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
		The inspection shall be performed before any concrete is poured for the home's second level walls.
Structure	Up to 60% of Work Order Value Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the home • Erection of all walls and openings for the home. • Erection of all roofing structure for the home. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards. <p>The inspection shall be performed before any concrete is poured for the home's roof.</p>
Substantial/ Finishes	Up to 100% of Work Order Value Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Substantial completion of all work issued under the Work Order and subsequent Scope Changes, if any, including: finishes, wiring, doors, windows, fixtures, cabinets, final grading and landscaping, and any other required system for the home. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • Work is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards.

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
		This milestone inspection shall result in a punch list of minor deficiencies, if any, found during the milestone inspection.
Final Inspection	100% of Work Order Value (Including any Retainage Withheld)	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Correction of all punch list items by the Construction Manager. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All items identified in the issued punch list have been found to be corrected by the Construction Manager in accordance with industry, construction, and program standards. • All permits have been closed with the corresponding agencies by the Construction Manager. • A use permit for the home has been obtained by the Construction Manager. • Homeowner or PRDOH or its representative accepts the work.

14.12.3 Relocation Option 1 Award Inspections

As the R3 Program will not to make repairs to properties acquired through Relocation Option 1 Awards, milestone inspections for repairs of acquired properties have been eliminated. Nonetheless, for relocation awards where the damaged properties are acquired by PRDOH, one (1) milestone inspection shall be performed. The Construction Manager will be issued a single payment upon completion of all the demolition work. Times for milestone inspections for relocation with purchase of existing home and requirements of such inspections are as follows:

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
Completion of Demolition Works	100% of Work Order Value (Including any Retainage Withheld)	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completing all demolition work for the project as established in the Work Order. • Having met all environmental permits closing for the demolition works. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in a workmanship manner and in accordance with Program quality standards. <p>For relocation awards this milestone inspection shall be performed after the applicant moves out of the storm damaged property and the title of the damaged property has been transferred to PRDOH.</p>

14.12.4 Relocation Option 2 Award Inspections

For Relocation Option 2 Awards, milestone inspections will be determined by the number of levels of the home under construction. For single-level homes, a total of five (5) milestone inspections will be conducted. For two-level homes, a total of seven (7) milestone inspections will be conducted. Consequently, the Construction Manager will be issued a total of four (4) progress payments for the work. Times for milestone inspections for relocation with a replacement home construction and requirements of such inspections are as follows:

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
Foundation	Up to 25% of Work Order Value for New Construction Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of earth movement and grading necessary for foundations and slab on grade. • Completion of foundations for the new home. • Completion of under slab placement of utilities is complete

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
		<ul style="list-style-type: none"> • Completion of rebar placement for the home's foundation and before concrete pouring occurs. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards.
Walls (1st Level)	No pay point	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the home's walls. • Placement of rebar required for the home's walls. • Placement of all formwork for the home's walls. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in a workmanship manner and in accordance with Program quality standards. <p>The inspection shall be performed before any concrete is poured for the home's walls.</p>
Structure	Up to 60% of Work Order Value for New Construction Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the new home • Erection of all walls and opening for the new home. • Erection of all roofing structure for the new home. <p>Inspection and works shall be approved if:</p>

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
		<ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed accordance with industry, construction, and program standards. <p>The inspection shall be performed before any concrete is poured for the home's roof.</p>
Substantial /Finishes	Up to 100% of Work Order Value for New Construction Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Substantial completion of all work issued under the Work Order and subsequent Scope Changes, if any, including: finishes, wiring, doors, windows, fixtures, cabinets, final grading and landscaping, and any other required system for the home at the new home. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • Work is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards. <p>This milestone inspection shall result in a punch-list of minor deficiencies, if any, found during the milestone inspection.</p>
Completion of Demolition Works and New Home Final Inspection	100% of Work Order Value for New Construction (including any Retainage Withheld) PLUS	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Correction of all punch-list items by the design-build contractor for repairs at the new home. • Completing all demolition work for the project as established in the Work Order. • Having met all environmental permits closing for the demolition works.

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
	100% of Work Order Value for Demolition and Abatement of Existing Home	<p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards. • Homeowner or PRDOH accepts the work.

Times for milestone inspections for a relocation with a replacement two-story home construction and requirements for the request of such inspections are as follows:

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
Foundation	Up to 25% of Work Order Value Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completing all demolition and abatement work for the project as established in the Work Order. • Having met all environmental and other permits closing for the demolition and abatement works. • Completion of earth movement and grading necessary for foundations and slab on grade. • Completion of under-slab placement of utilities is complete • Completion of rebar placement for the home's foundation and before concrete pouring occurs. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met.

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
		<ul style="list-style-type: none"> • Work is found to have been performed in accordance with industry, construction, and program standards.
Walls (1st Level)	No pay point	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the home's walls. • Placement of rebar required for the home's walls. • Placement of all formwork for the home's walls. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in a workmanship manner and in accordance with Program quality standards. <p>The inspection shall be performed before any concrete is poured for the home's walls.</p>
Intermediate Slab	None	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the home's intermediate concrete slab. • Placement of all rebar required for the home's intermediate concrete slab. • Placement of all formwork for the home's intermediate concrete slab. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in a workmanship manner and in accordance with Program quality standards.

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
		The inspection shall be performed before any concrete is poured for the intermediate slab.
Walls (2 nd level)	None	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough-in required for the home's 2nd level walls. • Placement of rebar required for the home's 2nd level walls. • Placement of all formwork for the home's 2nd level walls. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in a workmanship manner and in accordance with Program quality standards. <p>The inspection shall be performed before any concrete is poured for the home's second level walls.</p>
Structure	Up to 60% of Work Order Value Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> • Completion of all electrical and plumbing rough in required for the home • Erection of all walls and openings for the home. • Erection of all roofing structure for the home. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> • All work listed above is found to have been substantially completed. • All federal, state, and local code and regulations requirements have been met. • Work is found to have been performed in accordance with industry, construction, and program standards. <p>The inspection shall be performed before any concrete is poured for the home's roof.</p>

Milestone	Accumulated Payment	Timeframe for the Request of the Milestone Inspection
Substantial / Finishes	Up to 100% of Work Order Value Less 10% for Retainage	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> ● Substantial completion of all work issued under the Work Order and subsequent Scope Changes, if any, including: finishes, wiring, doors, windows, fixtures, cabinets, final grading and landscaping, and any other required system for the home. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> ● Work is found to have been substantially completed. ● All federal, state, and local code and regulations requirements have been met. ● Work is found to have been performed in accordance with industry, construction, and program standards. <p>This milestone inspection shall result in a punch-list of minor deficiencies, if any, found during the milestone inspection.</p>
Completion of Demolition Works and New Home Final Inspection	<p>100% of Work Order Value for New Construction (including any Retainage Withheld)</p> <p>PLUS</p> <p>100% of Work Order Value for Demolition and Abatement of Existing Home</p>	<p>Inspection shall be requested upon:</p> <ul style="list-style-type: none"> ● Correction of all punch-list items by the design-build contractor for repairs at the new home. ● Completing all demolition work for the project as established in the Work Order. ● Having met all environmental permits closing for the demolition works. <p>Inspection and works shall be approved if:</p> <ul style="list-style-type: none"> ● All work listed above is found to have been substantially completed. ● All federal, state, and local code and regulations requirements have been met. ● Work is found to have been performed in accordance with industry, construction, and program standards. ● Homeowner or PRDOH accepts the work.

14.13 Disbursements

Funds are distributed to Construction Managers when the Construction Managers have submitted an invoice for each project or encompassing multiple projects. Program Staff will submit required documentation. Allowed disbursement periods for each award type shall coincide with passed milestone inspections. Final payments to Construction Managers will require PRDOH acceptance of work performed.

14.14 Warranties and Complaints

The final acceptance of scope of work will be completed as determined by PRDOH. However, as part of the R3 Program final inspection of construction work, homeowners will be asked to accept the completed scope of work.

In cases where the Applicant does not accept the completed scope of work, the Program Manager may declare the Application's construction works as completed, delivered to the Applicant, and in compliance with Program requirements to allow the Application's file to move to closeout. This acceptance is permitted when it has been determined that the Construction Manager met all requirements of the scope of work and all applicable scope changes, if any or the applicants prevents the Program from conducting an inspection of the work completed. This includes workmanship, quality, safety, adherence to Program standards, and any other Program or contractual requirements.

All work performed by the Construction Managers will be guaranteed as follows:

- Roof waterproofing works will be guaranteed for a minimum of ten (10) years;
- Solar Water Heaters will be guaranteed for a minimum of five (5) years;
- Equipment and Appliance installed will be guaranteed for a minimum of one (1) years or as provided for by the manufacturer (whichever is greater); and
- All other work will be guaranteed for a period of one (1) year.

For the warranty periods established above, the assisted homeowner may require the Construction Manager to correct defects or problems arising from the Construction Manager's work under the contract. All homeowners will be provided documentation pertaining to the home warranty. Documents provided to the applicant will include information regarding what is covered, length of coverage, and how to submit a claim against the warranty.

The R3 Program will have designated Case Managers to receive and process warranty and construction complaints. All warranty and construction complaint issues have to be made in writing and should be logged into the Program's system of record for follow up. A reasonable amount of time will be given to correct the problem; however, in no case will such time exceed **two (2) weeks** to respond. Should the Construction Manager fail to correct the problem the assisted homeowner may contact the Program to take any necessary legal resources as prescribed in the Construction Manager's contract.

15 Special Flood Hazard Areas (SFHA)

Floodplain management of Special Flood Hazard Areas (**SFHA**) for the R3 Program have been designed and will be accomplished in accordance with 24 C.F.R. § 55 and 24 C.F.R. § 58.6 (a) and (b).

Floodplain data (most recent maps available) are reviewed to identify whether a project is located within a 100-year floodplain, 500-year floodplain or a Regulatory Floodway. The environmental reviewer must document the flood zone; Flood Insurance Rate Map (**FIRM**) panel number and Preliminary Flood Insurance Rate Map (**PFIRM**) panel number, if applicable; as well as the Panel effective date, and PFIRM date, if applicable.

In accordance with 24 C.F.R. § 55.20, PRDOH has completed an eight (8) step analysis of the long- and short-term impacts associated with the continued occupancy of the floodplain and considered whether there were any practicable alternatives to providing CDBG-DR assistance in the floodplain. As the R3 Program project activities are not considered "critical actions", all actions for the program will be allowable within a 500-year floodplain. The ~~alternative award paths chosen was were~~ to grant ~~provide assistance to the homeowner to~~ a repair award if the property qualified for minor rehabilitation. ~~is needed and to relocate.~~ If substantial improvement was required, the applicant would be offered the option of either a relocation award or remain ~~no new construction allowed~~ in the floodplain with the option of elevated reconstruction, if deemed feasible. Non-substantial damage is defined as damage valued at less than \$60,000 or 50% of the current market value of the structure, whichever is lower.

~~For project activities involving rehabilitation of structures in a 100-year floodplain, only repair of non-substantially damaged structures in the 100-year floodplain is allowed. Elevation is only considered if there is a Puerto Rico State Historical Preservation Office (SHPO) requirement for elevation of a specific home to mitigate a potential adverse effect. Non-substantial damage is defined as damage valued at less than \$60,000 or 50% of the current market value of the structure, whichever is lower. No reconstruction or elevation of substantially damaged structures in the 100-year floodplain is permitted. Also, there will be no new construction in or relocation into the 100-year floodplain.~~

PRDOH will not provide funding for repair, reconstruction, or new construction located in a regulated floodway. Demolition of structures in a regulated floodway will be allowable with the applicant allowed to relocate outside of the floodway/floodplain. In the case of "Coastal High Hazard" areas ("V" or "VE" Zones on the most recent FEMA-issued maps), the property must have adhered to construction standards, methods and techniques active at the time of original construction to be eligible for funding. Minor improvements are eligible for funding if the structure meets the above requirements. Any construction aside from minor improvements is not allowed for any structure in a Coastal High Hazard

zone. Plans must demonstrate the design meets the applicable standards for V zones in FEMA regulations as required by HUD.

16 Flood Insurance

Section 582 of the National Flood Insurance Reform Act of 1994, as amended, *supra*, on Prohibited flood disaster assistance, prohibits flood disaster assistance in certain circumstances. In general, it provides that no Federal disaster relief assistance made available in a flood disaster area may be used to make a payment (including any loan assistance payment) to a person for repair, replacement, or restoration for damage to any personal, residential, or commercial property if that person at any time has received Federal flood disaster assistance that was conditional on the person first having obtained flood insurance under applicable Federal law and subsequently having failed to obtain and maintain flood insurance as required under applicable Federal law on such property and whose combined household income is greater than one hundred and 120% AMI or the national median. This means that a grantee may not provide disaster assistance for the repair, replacement, or restoration to a person who has failed to meet these requirements.

Section 582, *Ibid*, also implies a responsibility for a grantee that receives CDBG-DR funds or that designates annually appropriated CDBG-DR funds for disaster recovery. That responsibility is to inform property owners receiving disaster assistance that triggers the flood insurance purchase requirement that they have a statutory responsibility to notify any transferee of the requirement to obtain and maintain flood insurance, and that the transferring owner may be liable if he or she fails to do so.

The requirement of maintaining flood insurance shall apply during the life of the property, regardless of transfer of ownership of such property. See Section 102 of the Flood Disaster Protection Act of 1973, as amended, 42 U.S.C. § 4012a.

17 Voluntary Withdrawal

An Applicant may request to withdraw from the Program at any time before signing the Grant Agreement. The Program will evaluate on a case-by-case basis any voluntary withdrawal request filed after the signature of the Grant Agreement. The voluntary withdrawal process will be followed in the event an Applicant requests to withdraw from the Program.

To withdraw, the Applicant will notify the Case Manager in writing of their desire to withdraw from the Program, who will then provide a Voluntary Withdrawal Notice to the Applicant. The Applicant or Applicants may withdraw by sending a letter to the Case Manager via regular mail or electronic mail. The Program status will be officially updated to withdrawn after **fifteen (15) days** from the date of the Voluntary Withdrawal Notice. Upon completion of the withdrawal request and receipt of Applicant signature on any

required forms, a Withdrawal Confirmation Notification will be sent to the Applicant notifying that the application status has been updated to “Withdrawn” and the case has been **closed**, so the Applicant will no longer be able to participate in the Program. If the Applicant withdrawal request is submitted after the signature of the Grant Agreement, it will be evaluated by the Program. Afterwards, the Applicant will be notified that his/her withdrawal request is approved or denied via the Withdrawal Approval/Denial Notification.

18 Non-Responsive Applicants

The program will make reasonable attempts to contact applicants to schedule meetings, collect documentation, or obtain other information necessary. If the program has made **three (3) consecutive unsuccessful attempts** to contact an applicant with no follow up contact from the applicant, the applicant will be sent a Non-Responsive Notice. Contact attempts should be made using different methods of communication and at different times of the day/week. The Non-Responsive Notification provides contact information for the Program, advises the applicant of the next steps in the application process and notifies the applicant that he must contact the program or complete an action within **fourteen (14) days** of the date of the letter. If the applicant fails to contact the program or complete the action within the **fourteen (14) days** allowed, the application will be closed.

Likewise, after the program makes **three (3) unsuccessful attempts** to collect missing documentation, applicants will be sent a Missing Documents Notification. This notice informs applicants of which documents are outstanding and advises the applicant to provide the Program the missing documents within **fourteen (14) days**. Failure to provide the Program the missing documents within the **fourteen (14) day** period may result in closure of the application due to the non-responsiveness of the applicant.

This also applies to non-responsive participants who are required to move out temporarily or permanently from the property in order for the Program to start repairs, reconstruction or demolition work and fail to do so in the time required. If the program has made **three (3) consecutive unsuccessful attempts** to contact the participant with no response, the participant will be sent a Non-Responsive Notification. The Notification provides contact information for the Program and advises the participant that he or she must contact the program or move out within **fourteen (14) days** of the date of the letter. If the participant fails to contact the program or does not move out from the property within the **fourteen (14) additional days** allowed, the application will be closed.

19 Program-Based Reconsideration and/or Administrative Review

Applicants of the Program may contest any determinations or denials based on Program policy. However, an Applicant may not challenge a federal statutory requirement. Applicants have the right to request a Program-based Reconsideration with the Program

or request an Administrative Review directly with PRDOH, as stated below. If the Applicant fails to contest a determination within the time allotted, the inaction will be deemed as an acceptance of the determination.

19.1 Program-Based Reconsideration Request

Applicants who wish to contest a Program determination may file a Program-based Reconsideration Request directly with the Program by submitting a written request via electronic or postal mail within **twenty (20) calendar days** from the date a copy of the notice was filed in the record of the agency. Provided that, if the date on which the copy of the notice is filed in the records of the agency differs from the postal or electronic mail date of said notice, the aforementioned **twenty (20) calendar day-term** shall be calculated from the postal or electronic mail date. Notices distributed via electronic communication shall be considered valid. In the event a notification is sent via postal and electronic mail, the notification date will be the one sent beforehand. Program notices will include the electronic and postal information where these will be received, as these may vary.

Applicants who file a Program-based Reconsideration Request are encouraged to provide individual facts or circumstances, as well as supporting documents to justify their petition. In the Reconsideration Request process, the Program will only review facts and information already included in an Applicant's file, unless the Applicant submits new documentation. The Program has the discretion to accept or reject new documentation based upon its relevance to the Program-based Reconsideration Request.

The Program will review and address the Reconsideration Request within **fifteen (15) calendar days** of its receipt. Applicants will be notified of the reconsideration determination via a Reconsideration Request Approved or a Reconsideration Request Denied notification.

Filing a Program-based Reconsideration Request does not substitute, negate, or preclude any legal right that an Applicant has to challenge a determination made by the Program. Therefore, Applicants who believe the initial determination of the Program to be erroneous, may submit, at their discretion, either a Program-based Reconsideration Request or a petition for review of the decision made by the Program by filing an Administrative Review Request at PRDOH in accordance with Regulation Number 4953, of August 19, 1993, which regulates the Formal Adjudication Process for PRDOH and its Adjunct Agencies (Regulation 4953).⁵¹

⁵¹ For more details, you can access Regulation 4953 (in Spanish) at: <https://www.vivienda.pr.gov/wp-content/uploads/2015/09/4953-Reglamenta-los-procedimientos-de-adjudicacion-formal-.pdf>

19.2 Administrative Review Request

If an Applicant disagrees with a Program determination, or with the Reconsideration Request Denial determination, said party may file directly to PRDOH, as grantee, an Administrative Review Request in accordance with the aforementioned Regulation 4953. The Applicant must submit such request, in writing, within **twenty (20) calendar days** from the date a copy of the Program determination or a Reconsideration Request Denial determination notice was filed in the record of the agency. Provided, that if the date on which the copy of the notice is filed in the records of the agency differs from the postal or electronic mail date, the aforementioned **twenty (20) calendar day-term** shall be calculated from the postal or electronic mail date. Notices distributed via electronic communication shall be considered valid. In the event a notification is sent via postal and electronic mail, the notification date will be the one sent beforehand. The request may be submitted via email to: LegalCDBG@vivienda.pr.gov; via postal mail to: CDBG-DR Legal Division, P.O. Box 21365, San Juan, PR 00928-1365; or in person at PRDOH's Headquarters at: CDBG-DR Legal Division, 606 Barbosa Avenue, Juan C. Cordero Davila Building, Río Piedras, P.R. 00918.

If the Applicant disagrees with any **final** written determination on an Administrative Review Request notified by PRDOH after completing the Administrative Adjudicative Procedure, said party may file a Judicial Review petition before the Court of Appeals of Puerto Rico within **thirty (30) calendar days** after a copy of the notice has been filed. See Act No. 201-2003, as amended, known as the Judiciary Act of the Commonwealth of Puerto Rico of 2003, 4 L.P.R.A. § 24 *et seq.*, and Section 4.2 of Act 38-2017, as amended, known as the Uniform Administrative Procedures Act of the Government of Puerto Rico, 3 L.P.R.A. § 9672.

20 Application Closeout

Upon completion of all demolition, repair, reconstruction, or new construction work, the Program applications shall be closed. This process will begin by ensuring that all work performed has been accepted by the applicant or PRDOH and that everything has been performed in compliance with Program requirements. Acceptance of the work by the homeowner or PRDOH should be established during the final inspection of work performed. R3 Program staff will perform a complete review of the application file to ensure all necessary documentation is present and to ensure that the case is ready for closeout.

General requirements for closeout are as follows:

- All eligibility, damage, and duplication of benefits documentation is found to be in accordance with all requirements of this policy and is found to be sufficient to justify the applicant's participation in the Program.

- All Program forms required throughout the entirety of the application process have been duly completed and executed by the appropriate parties, which may include: Program staff, the Construction Manager, and the applicant.
- All funds used for the Program, whether CDBG-DR or received by means of a subrogation of funds, have been properly accounted for and reconciled with payments made to the Construction Managers and any others.
- All payments have been issued to the Construction Managers, including applicable retainages.
- All permits required for demolition and construction work have been properly closed-out with the proper governmental entities.
- Environmental clearance, if required, has been obtained for all demolition, repair, reconstruction, or new construction work performed for the applicant.
- Warranties binder for all components incorporated to the home during the process have been properly delivered to the applicant and evidence of such delivery is part of the file.
- Other requirements for closeout as established in Construction Manager's contract.

Outreach will be made to the applicant, the Construction Manager, or any other party involved in the event that any additional information is necessary to close-out the case. Once all quality control review levels have been approved, the participant will receive a Final Notice from the R3 Program and their individual case will be fully closed.

21 Uniform Relocation Act (URA)

As a HUD-assisted program, and in accordance with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (**URA**), 42 U.S.C. § 4601 *et seq.*, and the government wide implementing regulations found at 49 C.F.R. part 24, all programs in the PRDOH CDBG-DR portfolio, including the R3 Program, are subject to URA regulations.

Applicants who must relocate from their hurricane-impacted property temporarily for construction activities associated with acceptance of a repair or reconstruction award, ~~including those who are provided optional relocation assistance under the R3 Program~~ and applicants who choose to relocate through a relocation award are not considered displaced persons, (see 49 C.F.R § 24.2(a)(9)(ii)(E) or (H)) and as such, are not entitled to relocation assistance benefits under URA. ~~This applies to those participants who have been provided interim relocation assistance under the R3 Program and applicants who have chosen to relocate through a relocation award.~~ However, tenants on such properties are covered by URA regulations and may be eligible for URA relocation assistance benefits.

Applicants may qualify for Optional Relocation Assistance, which is covered further in the Optional Relocation Assistance Policy. Policy will be available in CDBG-DR website under General Policies section.

As a condition of receiving Agency assistance, Applicants agree to comply with PRDOH and URA requirements. Applicants:

- Must disclose to PRDOH all occupants of the household members occupying the assisted property, including both household members and tenants who are not a member of the household.
- May not evict or otherwise force any tenants occupying the hurricane-damaged property to vacate without first notifying their R3 Case Manager so that required written notifications can be provided to the tenant.
- Are discouraged from allowing new occupants to the property after program eligibility has been established and should first notify their case manager prior to allowing any new occupants.
- Must coordinate construction or relocation plans with PRDOH and cooperate with R3 Program staff to ensure all tenants receive required URA written notifications and relocation services.

PRDOH's applicant advisory services focus on supporting Applicants in their compliance efforts. For more information on how URA regulations apply to the R3 Program, please refer to the URA and ADP Guide published in English and Spanish on PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

22 Fair Housing Act and Affirmatively Furthering Fair Housing

The Fair Housing Act, 42 U.S.C. §3601 *et seq.*, prohibits discrimination in the sale, rental, and financing of housing, and in other housing-related activities on the basis of: race, color, religion, sex, familial status⁵², national origin or disabilities. The Act requires HUD and its grantees to administer its programs in a manner that affirmatively furthers fair housing.

In compliance with the aforementioned Act, as well as other applicable laws,⁵³ the R3 Program implementation will be conducted avoiding discrimination and/or

⁵² Exceptions exist for housing covered under the Housing for Older Persons Act of 1995, 42 U.S.C. § 3607(b).

⁵³ Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000(d) *et seq.*; • Title VIII of the Civil Rights Act of 1968, as amended (Fair Housing Act), 42 U.S.C. § 3601 *et seq.*; • Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 701 *et seq.*; • Americans with Disabilities Act of 1990 (ADA), as amended, 42 U.S.C. § 12101 *et seq.*; • Section 109 of the Housing and Community Development Act of 1974 (HCDA), as amended, 42 U.S.C. § 5309; • Housing for Older Persons Act of 1995 (HOPA), Pub. L. 104-76; • Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 *et seq.*; CDBG-DR Program Fair Housing and Equal Opportunity for All Programs July 29, 2020 (V.1) Page 20 / 40 • Executive Order No. 11063 (1962), Federal Register, Vol. 27, No. 228, p.11527, 27 FR 11527 (November 24, 1962); • General HUD Program Requirements: Equal Access to HUD-assisted or Insured Housing (24 C.F.R. § 5.106) • Act No. 131 of May 13, 1943, 1 LPRA § 13, known as the "Puerto Rico Civil Rights Act" – Discrimination in Public Places, Businesses, Transportation, and Housing • Act No. 238-2004, as amended,

discriminatory practices to the extent that no person be excluded from participation in; denied program benefits of; or be subjected to discrimination under any program or activity receiving CDBG-DR funds on the basis of race, color, national origin, religion, sex, age, disability, familial status, sexual orientation (in employment and in HUD-funded or insured housing programs) or marital status (in HUD-funded or insured housing programs). Additionally, the R3 Program will ensure that all activities are conducted in a manner that will affirmatively further fair housing.

For more information, refer to the Fair Housing and Equal Opportunity for CDBG-DR Programs, published along with all other CDBG-DR Program policies, in English and Spanish at <https://www.cdbg-dr.pr.gov/en/resources/policies/general-policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/politicas-generales/> .

23 General Provisions

23.1 Program Guidelines Scope

This document sets forth the policy governing the Program. These program guidelines are intended to aid and provide program activity guidance in Program implementation and closeout and should not be construed as exhaustive instructions. All Program activities must comply with the policies hereby stated. In addition, all program staff must adhere to established program procedures and all federal and state laws and regulations in effect, as applicable, in the execution of program activities.

However, PRDOH reserves the faculty to authorize, in its sole discretion, the granting of Program benefits to any Applicant, only when exceptional circumstances, not contemplated in these, justify it. Such faculty will be exercised on a case-by-case basis in compliance with local, state and federal requirements. PRDOH is in no way obligated to grant the Program benefits in said cases.

23.2 Program Guidelines Amendments

PRDOH reserves the right to modify the policies established in these guidelines if the program guidelines, as written, do not reflect the intended policy or cause procedures to be impracticable, among any other circumstances. If an amended version of these guidelines is approved, the amended version fully supersedes all other previous versions and should be used as the basis for the evaluation of all situations encountered in the implementation and/or continuance of the Program from the date of its issuance, that is, the date that appears on the cover of these guidelines. Each version of the program

¹ LPRA § 512(a), known as the "Bill of Rights of Persons with Disabilities" • Constitution of the Commonwealth of Puerto Rico-1952, 1 LPRA Constitution of the Commonwealth of Puerto Rico • Act. No. 44 of July 2, 1985, as amended, 1 LPRA § 501 et seq., known as the "Act to Prohibit Discrimination Against People with Physical, Mental, or Sensory Impairments" • Act No. 22-2013, Law to Prohibit Discrimination for Sexual Orientation and Gender Identity.

guidelines will contain a detailed version control log that outlines any substantive amendment, inclusions and/or changes.

23.3 Disaster Impacted Areas

As described in the initial Action Plan, and its amendments, the Government of Puerto Rico will use CDBG-DR funds solely for necessary expenses related to disaster relief, long-term recovery, restoration of housing, infrastructure, and economic revitalization in the impacted and distressed areas in Puerto Rico as identified in disaster declaration numbers DR-4336 and 4339. Through the Federal Register Vol. 83, No. 157 (August 14, 2018), 83 FR 40314, HUD identified that, for Puerto Rico, all components of the Island are considered "most impacted and distressed" areas. Therefore, these guidelines apply to all 78 municipalities of Puerto Rico.

23.4 Extension of Deadlines

The Program could extend deadlines on a case-by-case basis. The Program may decline to extend a deadline if such extension will jeopardize the Program's completion schedule or the schedule of an individual construction project. The aforementioned strictly applies to program deadlines or established program terms. Under no circumstance(s) does the faculty to extend deadlines apply to the established terms of time in these guidelines or any applicable federal or state law or regulation, or to the terms of times established in these guidelines to request a Program-based Reconsideration, administrative review and/or judicial review.

23.5 Established Periods of Time

Unless otherwise specified, all established periods of time addressed in this and all CDBG-DR Program Guidelines will be considered calendar days. On this matter, PRDOH, as grantee, will follow Rule 68.1 of the Rules of Civil Procedure of Puerto Rico, 32 LPRA Ap. V, R. 68.1.

23.6 Written Notifications

All determinations made by the Program will be notified in writing. If an applicant believes that any determination was made without being written, the applicant may request that such decision be made in writing and duly substantiated.

23.7 Conflict of Interest

As stated in the Federal Register Vol. 83, No. 28 (February 9, 2018), 83 FR 5844, Federal regulations require that State grantees, in the direct Grant administration and means of carrying out eligible activities, be responsible with program administrative requirements, including those established in 24 C.F.R. §570.489(h) related to conflicts of interest.

Several federal and state conflict of interest laws can govern CDBG-DR assisted activities. Therefore, PRDOH has enacted the Conflict of Interest and Standards of Conduct Policy (**COI Policy**) in conformity with the following applicable federal and state regulations:

1. HUD conflict of interest regulations, 24 C.F.R. §570.611 and 24 C.F.R. §85.36;
2. The Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 2 C.F.R. Part 200 at § 200.112 and §200.318 (c)(1);
3. Puerto Rico Department of Housing Organic Act, Act 97 of June 10, 1972, as amended, 3 L.P.R.A. § 441 *et seq.*;
4. The Anti-Corruption Code for the New Puerto Rico, Act No. 2-2018, as amended, 3 L.P.R.A. § 1881 *et seq.*; and
5. The Puerto Rico Government Ethics Act of 2011, Act 1-2012, as amended, 3 L.P.R.A. § 1854 *et seq.*

The COI Policy outlines PRDOH's responsibility, in its role as grantee, to identify, evaluate, disclose, and manage apparent, potential or actual conflicts of interest related to CDBG-DR funded projects, activities and/or operations. Said Policy is intended to serve as guidance for the identification of apparent, potential, or actual conflicts of interest in all CDBG-DR assisted activities and/or operations. In accordance with 24 C.F.R. § 570.489, the COI Policy also includes standards of conduct governing employees engaged in the award or administration of contracts.

As defined in the COI Policy, a conflict of interest is a situation in which any person who is a public servant, employee, agent, consultant, officer, or elected official or appointed official of the PRDOH, or of any designated public agencies, or of subrecipients that are receiving funds under the CDBG-DR Program may obtain a financial or personal interest or benefit that is or could be reasonably incompatible with the public interest, either for themselves, or with those whom they have business, or an organization which employs or is about to employ any of the parties indicated herein, or a member of their family unit during their tenure or for **two (2) years** after.

Such conflicts of interests will not be tolerated by PRDOH. Program officials, their employees, agents and/or designees are subject to state ethic laws and regulations, including, but not limited to Puerto Rico Government Ethics Act of 2011, Act 1-2012, as amended, in regard to their conduct in the administration, granting of awards and program activities.

According to the aforementioned Act, no public servant shall intervene, either directly or indirectly, in any matter in which they have a conflict of interests that may result in their benefit. No public servant shall intervene, directly or indirectly, in any matter in which any member of their family unit, relative, partner or housemate has a conflict of interest that may result in benefit for any of the abovementioned. In the case that any of the abovementioned relationships have ended during the **two (2) years** preceding the appointment of the public servant, they shall not intervene, either directly or indirectly, in any matter related to them until **two (2) years** have elapsed after their appointment. This prohibition shall remain in effect insofar the beneficial ties with the public servant exist.

Once the beneficial ties end, the public servant shall not intervene, either directly or indirectly, in such matter until **two (2) years** have elapsed.

The above conflict of interest statement does not necessarily preclude PRDOH Program officials, their employees, agents and/or designees from receiving assistance from the Program. On a case-by-case basis, PRDOH Program officials, their employees, agents and/or designees may still be eligible to apply and to receive assistance from the Program if the applicant meets all Program eligibility criteria as stated in these guidelines. PRDOH Program officials, their employees, agents and/or designees should disclose their relationship with PRDOH at the time of their application.

The COI Policy and all CDBG-DR Program policies are available in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

23.8 Citizen Participation

Throughout the duration of the grant, all citizen comments on PRDOH's published Action Plan, any substantial amendments to the Action Plan, performance reports and/or other issues related to the general administration of CDBG-DR funds, including all programs funded by this grant, are welcomed.

Citizen comments may be submitted through any of the following means:

- **Via phone:** 1-833-234-CDBG or 1-833-234-2324 (TTY: 787-522-5950)
Attention hours Monday through Friday from 8:00am-5:00pm
- **Via email at:** infoCDBG@vivienda.pr.gov
- **Online at:** <https://www.cdbg-dr.pr.gov/en/contact/> (English)
<https://www.cdbg-dr.pr.gov/contact/> (Spanish)
- **In writing at:** Puerto Rico CDBG-DR Program
P.O. Box 21365
San Juan, PR 00928-1365

The Citizen Participation Plan and all CDBG-DR Program policies, are available in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/citizen-participation/> and <https://www.cdbg-dr.pr.gov/participacion-ciudadana/>. For more information on how to contact PRDOH, please refer to www.cdbg-dr.pr.gov.

23.9 Citizen Complaints

As part of addressing Puerto Rico's long-term recovery needs, citizen complaints on any issues related to the general administration of CDBG-DR funds are welcome throughout the duration of the grant. It is PRDOH's responsibility, as grantee, to ensure that all

complaints are dealt with promptly and consistently and at a minimum, to provide a timely, substantive written response to every **written** complaint within **fifteen (15) calendar days**, where practicable, as a CDBG grant recipient. See 24 C.F.R. § 570.486(a)(7).

Citizens who wish to submit formal complaints related to CDBG-DR funded activities may do so through any of the following means:

- **Via email at:** LegalCDBG@vivienda.pr.gov
- **Online at:** <https://cdbg-dr.pr.gov/en/complaints/> (English)
<https://cdbg-dr.pr.gov/quejas/> (Spanish)
- **In writing at:** Puerto Rico CDBG-DR Program
Attn: CDBG-DR Legal Division-Complaints
P.O. Box 21365
San Juan, PR 00928-1365

Although formal complaints are required to be submitted in writing, complaints may also be received verbally and by other means necessary, as applicable, when PRDOH determines that the citizen's particular circumstances do not allow the complainant to submit a written complaint. However, in these instances, PRDOH shall convert these complaints into written form. These alternate methods include, but are not limited to:

- Via telephone: * 1-833-234-CDBG or 1-833-234-2324 (TTY: 787-522-5950)
- In-person at: * PRDOH Headquarters Office or Program-Specific Intake Centers

*Attention hours: Monday – Friday from 8:00 a.m. to 5:00 p.m.⁵⁴

The Citizen Complaints Policy and all CDBG-DR Program policies are available in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/general-policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/politicas-generales/>.

23.10 Anti-Fraud, Waste, Abuse or Mismanagement

PRDOH, as grantee, is committed to the responsible management of CDBG-DR funds by being a good advocate of the resources while maintaining a comprehensive policy for preventing, detecting, reporting, and rectifying fraud, waste, abuse, or mismanagement.

Pursuant to 83 FR 40314, PRDOH implements adequate measures to detect and prevent fraud, waste, abuse, or mismanagement in all programs administered with CDBG-DR

⁵⁴ Hours may vary due to COVID-19. PRDOH recommends calling ahead prior to arrival to corroborate.

funds as well as encourages any individual who is aware or suspects any kind of conduct or activity that may be considered an act of fraud, waste, abuse, or mismanagement, regarding the CDBG-DR Program, to report such acts to the CDBG-DR Internal Audit Office, directly to the Office of Inspector General (**OIG**) at HUD, or any local or federal law enforcement agency.

The Anti-Fraud, Waste, Abuse, or Mismanagement Policy (**AFWAM Policy**) is established to prevent, detect, and report any acts, or suspected acts, of fraud, waste, abuse, or mismanagement of CDBG-DR funds. This Policy applies to any allegations or irregularities, either known or suspected, that could be considered acts of fraud, waste, abuse, or mismanagement, involving any citizen, previous, current or potential applicant, beneficiary, consultant, contractor, employee, partner, provider, subrecipient, supplier, and/or vendor under the CDBG-DR Program.

REPORT FRAUD, WASTE, ABUSE, OR MISMANAGEMENT TO PRDOH CDBG-DR	
CDBG-DR Hotline	787-274-2135 (English/Spanish/TTY)
Postal Mail	Puerto Rico Department of Housing CDBG-DR Internal Audit Office P.O. BOX 21355 San Juan, PR 00928-1355
Email	hotlineCDBG@vivienda.pr.gov
Online	Filling out the AFWAM Submission Form available in English and Spanish at www.cdbg-dr.pr.gov or https://cdbg-dr.pr.gov/app/cdbgdrpublic/Fraud
In person	Request a meeting with the Deputy Audit Director of the CDBG-DR Internal Audit Office located at PRDOH's Headquarters at 606 Barbosa Avenue, Building Juan C. Cordero Davila, Río Piedras, PR 00918.

REPORT FRAUD, WASTE, ABUSE, OR MISMANAGEMENT DIRECTLY TO HUD OIG	
HUD OIG Hotline	1-800-347-3735 (Toll-Free) 787-766-5868 (Spanish)
Postal Mail	HUD Office of Inspector General (OIG) Hotline 451 7th Street SW Washington, D.C. 20410
Email	HOTLINE@hudoig.gov
Online	https://www.hudoig.gov/hotline

The AFWAM Policy and all CDBG-DR Program policies are available in English and Spanish on the PRDOH website at <https://www.cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

23.11 Related Laws and Regulations

These guidelines make reference as to how the provisions of certain laws apply to the Program. However, other related laws may exist which are not included in these Guidelines. This does not negate or preclude the Program from applying the provisions of those laws, nor an applicant from receiving services, when applicable. Moreover, PRDOH can enact, or may have enacted, regulations that address how the laws mentioned in these guidelines are managed. If there are any discrepancies between these guidelines and the laws and/or regulations mentioned in them, then the latter will prevail over the guidelines. If at any time the laws and/or the applicable regulations mentioned in these guidelines are amended, the new provisions will apply to the Program without the need to amend these guidelines.

23.12 Cross-Cutting Guidelines

Some federal and local requirements apply to all programs funded by CDBG-DR. These Cross-Cutting Guidelines cover topics such as: financial management; environmental review; labor standards; acquisition; relocation; civil rights; fair housing; among others. The requirements described in the above referenced Cross-Cutting Guidelines, apply to all programs described in PRDOH's CDBG-DR Initial Action Plan and its amendments.

The Cross-Cutting Guidelines and all CDBG-DR Program policies are available in English and Spanish on the PRDOH website at <https://cdbg-dr.pr.gov/en/resources/policies/> and <https://www.cdbg-dr.pr.gov/recursos/politicas/>.

24 Program Oversight

Nothing contained within these guidelines is intended to limit the role of PRDOH, HUD, and/or corresponding authorities from exercising oversight and monitoring activities of the Program.

25 Severability Clause

If any provision of these guidelines, or the application thereof to any person, partnership, or corporation, or circumstance, is deemed invalid, illegal, or incapable of being enforced to any extent by a competent court, the remainder of these guidelines, and the application of such provisions, will not be affected. All valid applications of these guidelines shall be severed from any applications deemed invalid, leaving the valid applications in full force.

END OF GUIDELINES



Program-based Reconsideration Request Form R3 Program

R3 Program Applicants may contest any determinations or denials based on Program Policy. However, federal statutory requirements may not be challenged.

Applicants may file a Program-based reconsideration when it is believed there is an error with Program eligibility determinations, Program award, and/or failure to meet construction standards, among other determinations. An Applicant must submit a written Reconsideration Request directly with the Program, via electronic or postal mail, within **twenty (20) calendar days** from the date a copy of the notice was filed in the record of the agency. Provided, that if the date on which the copy of the notice is filed in the records of the agency differs from the mailing date (postal or electronic) of said notice, the aforementioned **twenty (20) calendar day-term** shall be calculated from the mailing date or the date the electronic mail was sent, whichever applies. Notices distributed via electronic communication shall be considered valid. In the event a notification is sent via postal and electronic mail, the notification date will be one sent beforehand. The electronic and postal mail addresses pertain to where to submit the written Reconsideration Request will be provided in program notices. To submit a Program-based Reconsideration Request, please complete the form on the following page and send it to your Case Manager by email or postal mail to the addresses provided in program determinations.

If an Applicant fails to file a Program-based Reconsideration Request within the time allotted, said inaction will be deemed as an acceptance of the R3 Program determination.

Reconsiderations may be denied or approved in whole or in part after a thorough review of the circumstances and information already included in an Applicant's file, unless the Applicant submits new documentation. **Applicants who file a Program-based Reconsideration Request are encouraged to provide individual facts or circumstances, as well as supporting documents to justify their petition.** The R3 Program has the discretion to accept or reject new documentation based upon its relevance to the reconsideration request.

The R3 Program will review and address the Program-based Reconsideration Request within **fifteen (15) days** of its receipt. Applicants will be notified of the Program's determination via a Reconsideration Approved or a Reconsideration Denied Notification.



Program-based Reconsideration Request Form R3 Program

Application No:

Applicant Name:

Property Address:

- Check this box if your mailing address is different from the property address and provide said address below:

Select one of the following options for which you are requesting reconsideration:

- | | |
|---|--|
| <input type="checkbox"/> Eligibility Determination | <input type="checkbox"/> Award Determination |
| <input type="checkbox"/> Scope of Work | <input type="checkbox"/> Voluntary Acquisition Offer |
| <input type="checkbox"/> Relocation Voucher | <input type="checkbox"/> Time Expiration |
| <input type="checkbox"/> Final Inspection of the property | <input type="checkbox"/> Other |

Provide a brief explanation of the basis for the reconsideration:

If necessary, you may use a blank page to explain your request. Please, include any supporting documentation with submission of this Program-based Reconsideration Request form.

Print Name

Signature

Date