

**The Heritage Home Program<sup>SM</sup> (HHP) is available to homeowners who own houses that are 50 years old or older and are located in a participating city. HHP Specialists are available to answer home maintenance and improvement questions and provide impartial guidance.**

**Technical Assistance:**

The Heritage Home Program offers homeowners free advice on home improvement, maintenance, and repair issues that are unique to older homes. The technical assistance component of the Heritage Home Program is what sets it apart from other programs of its kind. Specialists working for the Program answer home maintenance and rehab questions and provide an impartial opinion – one that doesn't include trying to sell a product or service. This advice is absolutely FREE. Now any homeowner wishing to do work on their older home can have the help and answers they need in order to get the project done properly.

Take advantage of free:

- Site visits to the property to answer home repair, improvement, and maintenance questions
  - Call a Heritage Home Program staff member to schedule a 30 minute site visit. You can schedule an appointment to have a Construction Specialist or Historic Preservationist come to your home and discuss your projects in person. Staff can help you prioritize your projects, so you know what to tackle first.
- Advice on energy efficiency methods
  - Learn how to keep your old home's historic features while making the house more energy efficient. Staff can advise on best insulation practices, how to maintain older windows but make them as energy efficient as new ones, discuss upgrades to HVAC systems and plumbing that can save on water and gas, and provide contacts for energy audits.
- Contractor resources
  - The Heritage Home Program can share contact information for contractors that work in your area so that you can get started gathering bids. Staff can also give homeowners advice on project scope, language about how to engage with a contractor to obtain an estimate, how to create a draw schedule to pay a contractor, and tips to keep the contractor working until the job is completely done.
- Historic materials resources
  - If you have a unique piece of hardware, specialty wood trim, unusual wallpaper, or need to know where to purchase new materials that replicate old ones, Heritage staff can connect you with suppliers of old house items.
- Evaluation of contractor bids and estimates
  - Once you have gathered multiple bids from contractors, send them to the Heritage Home Program for review. Staff can help you sort through the language of an estimate and give you the ability to compare your bids and make sense out of what is, and is not, included in the estimate.
- Color Consultation
  - Ever wonder what colors would have been available at the time your house was built? Heritage Home Program staff can help identify the architectural style of your home and provide you with color palettes for exterior painting that are accurate to the architectural style of your home and the time period it was built.

### Homeowner Representative Services

The Heritage Home Program now offers Homeowner Representative Services, made available to homeowners in participating communities who wish to self-finance their eligible home repair and maintenance projects, and seek third-party contractual protections and technical assistance to ensure the project goes smoothly from start-to-finish.

#### Service Highlights:

- Legal contracts are signed by all parties and include stipulations regarding workmanship, timeliness, payments, permitting, and more
- Heritage staff escrows loan funds and structures all payments to contractor
- No down payments are made, unless clearly stated for material costs
- Partial payments for work completed require a 10% retainer until final payment
- Construction specifications are provided for exterior work and for interior work upon request
- All required permits will be required from contractor and verified by CRS before payment
- Progress checks and final inspections by CRS are provided to ensure work is completed properly

**Please contact Heritage staff for full service details.**