



**City of Houston  
Build it Forward  
Harvey Recovery Situation and Pipeline  
Report #12  
July 31, 2020**



## **Situation Report: July 2020**

The City of Houston Homeowner Assistance Program (HoAP) helps homeowners affected by Hurricane Harvey repair and rebuild their damaged homes, or get reimbursed for work already completed. The program prioritizes low-and moderate-income homeowners, while serving Houstonians of all income levels. The Housing and Community Development Department (HCDD) administers the program for the City of Houston, through a sub-grant agreement with the Texas General Land Office (GLO)

The program launched in January 2019 with outreach to affected homeowners to encourage them to participate in the program. At the same time, the City was building capacity to repair and reconstruct homes and reimburse homeowners for repair expenses. The first homeowners were served in April 2019, with steady ramp up since then.

### **Single Family Current Status:**

- Submitted Single-Family Files to GLO: 567
- HoAP Submitted Files: 358 (58 pending GLO approval)
- HbAP Submitted Files: 209 (21 pending GLO approval)

### **GLO Approved Single-Family Files: 488**

- HoAP Approved Files: 300
- HbAP Approved Files: 188

### **Single-Family Households with Assistance in Process: 218**

- Homeowners in contract closings/permitting/waiting NTPs: 108
- Recons Under Construction: 50
- Rehabs Under Construction: 8
- Approved homebuyers searching for home: 52

### **Total Single-Family Assisted: 262** (sum of numbers below -15 to account for 15 rehab/reimbursements)

- Recons Completed: 39
- Rehabs Completed: 29
- Reimbursement checks sent: 73
- HbAP closed: 136

### **Current Multifamily Status:**

31 developments announced for \$335 million in funding and nearly \$1 billion in development cost o 12 developments approved by Council, 9 of which are closed and under construction

- 4 developments awaiting Council approval
- 15 developments announced and working through underwriting/legal documents

*There may be a few changes to the announced 9% Tax Credit developments once the State finalizes its list*

### **Public Services Status:**

- 15 different contracts with nonprofits approved by Council for a total of \$14.9 million

### **Overall Funding Status:**

- \$461 million (36.1% of total) with identified addresses/developments/nonprofits for funding currently under contract/LOI negotiations, underwriting or otherwise prepping for Council approval
- \$162 million (12.6% of total) with Council Approved contracts



## Program Overview

The **first step in the process is a short survey** that all homeowners affected by Hurricane Harvey must complete. The purpose of the survey is to gather information about unmet housing needs.

A property is eligible for the HoAP program if:

- It is located outside of the floodway and has not experienced “repetitive losses” according to FEMA’s National Flood Insurance Program.
- The homeowner lived in it as their primary residence at the time of Hurricane Harvey (August 25, 2017)
- It was damaged by Hurricane Harvey

Homeowners must also meet certain requirements:

- All applicants and household members over the age of 18 must be current on payments for child support
- Applicants must be the owner and pay property taxes on the property
- The homeowner must agree to remain in the home as their principal residence for the duration of the program and an additional compliance period, which depends on the amount of assistance granted.

Additional eligibility requirements depend on the program option selected.

Homeowners who qualify and are eligible for assistance can choose one of three solutions for repairing or rebuilding their home:

<b>Solution 1 CITY MANAGED</b>	<b>Solution 2 HOMEOWNER MANAGED</b>	<b>Solution 3 REIMBURSEMENT</b>
<ul style="list-style-type: none"> <li>• The City manages and completes the construction process.</li> <li>• Homeowners do not select contractors or deal directly with the contractor.</li> <li>• The City’s contractors will repair or reconstruct damaged properties.</li> <li>• Economy-grade materials/finishes only.</li> <li>• Temporary relocation assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Homeowners manage repair or reconstruction work.</li> <li>• Homeowners select contractors and deal directly with the contractor.</li> <li>• The City provides advisory services and monitoring.</li> <li>• Program provides funds for economy grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes.</li> </ul>	<ul style="list-style-type: none"> <li>• Homeowners who have completed</li> <li>• partial or full repairs before applying to the program may qualify for reimbursement of eligible expenses incurred before the application process or by December 31, 2019, whichever is sooner.</li> <li>• Reimbursement may be combined with rehabilitation (not reconstruction) as completed in Solution 1 or Solution 2.</li> <li>• Reimbursement may also be a stand-alone solution.</li> </ul>



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## Outreach: Summary as of July 31

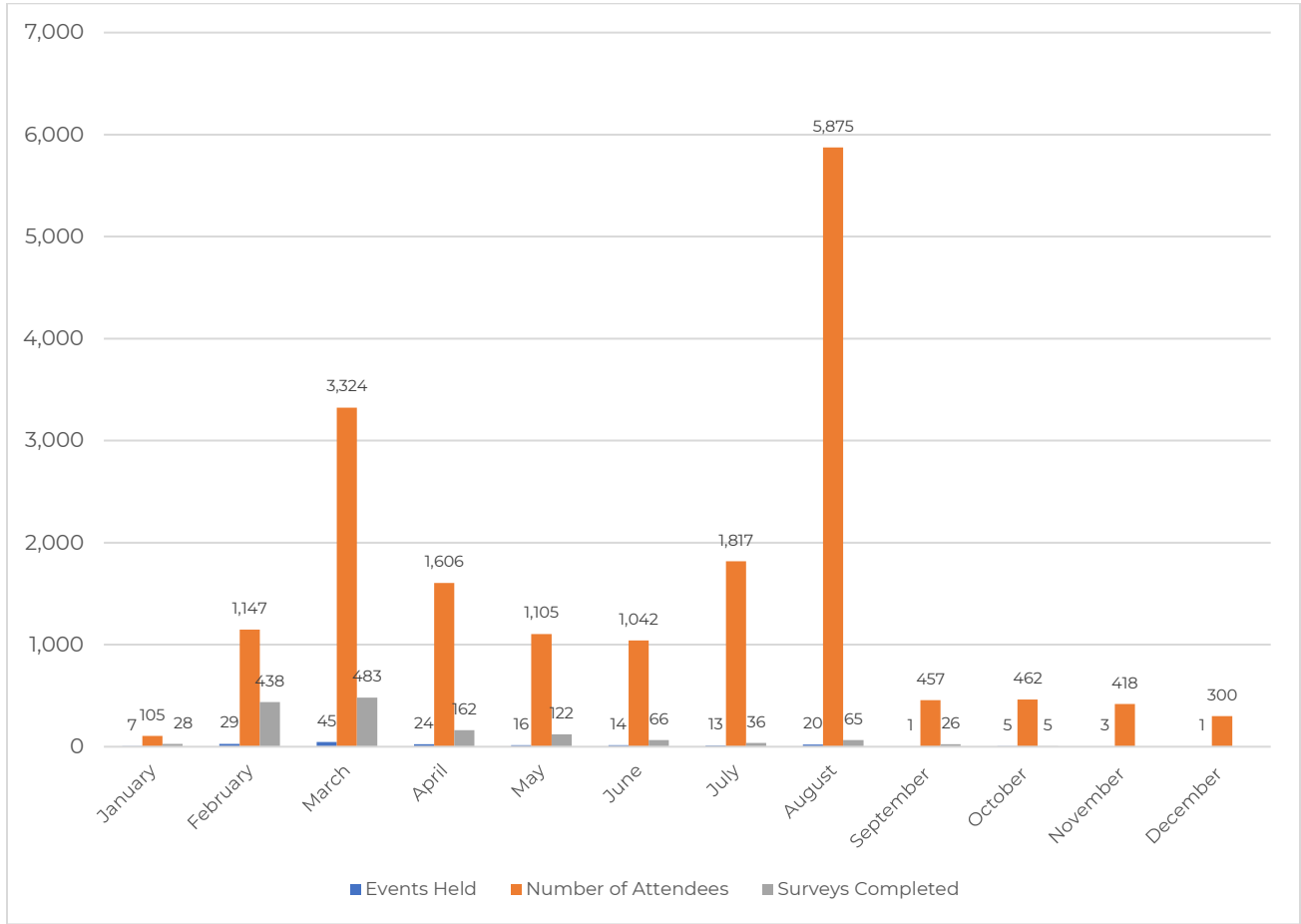
Hurricane Harvey was the 5th federally declared disaster in Houston in three years. Encouraging public trust in the recovery effort is a priority for the program. The program has invested significant resources in outreach to ensure that homeowners are aware of their program options.

- **72%** of survey respondents are low- and moderate-income, reflecting the program's outreach goals of reaching people who are usually left behind after a disaster.
- In July Customer Service Representatives took 1,053 inbound calls directly related to the Disaster Recovery Divisions, Homeowner Assistance Program (HoAP).
- In late January, HCDD's in-house outreach team distributed the second edition of the print newsletter to 92 community centers and 134 elementary schools. The newsletter is available at the end of this report. The total number of outreach events to date is 178. Events are expected to ramp up into 2020, beginning with a winter safety series for seniors in partnership with the Harris County Sheriff's Office. Any group interested in having disaster recovery information presented at a community event should contact LaTasha Smith at [LaTasha.Smith@houstontx.gov](mailto:LaTasha.Smith@houstontx.gov)
- The City conducted door-to-door canvassing across Houston from February to the end of August 2019. The goal of the canvass effort was to reach low- and moderate-income homeowners at home to encourage them to take the Harvey Recovery Survey. Canvass teams completed a total of 181,817 attempts to reach homeowners at their homes.
- There are four Housing Resource Centers located in each quadrant of the City. Residents can walk in or set up an appointment to get help completing their program applications. The Northeast Center remains the most active center. As of March 2020, a total of **14,341** walk-in meetings have been held at the Centers. In response to COVID-19, the City of Houston's HoAP Housing Resource Centers (HRCs) have suspended in-person consultations until further notice.
- From March to May 2019, HCDD conducted a paid marketing outreach effort that included advertising online, in social media and print ads, as well as radio spots. A summary of this outreach is available at [Housing Committee presentation](#), slide 19-29.



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**Figure 1: 2019 Outreach Events**



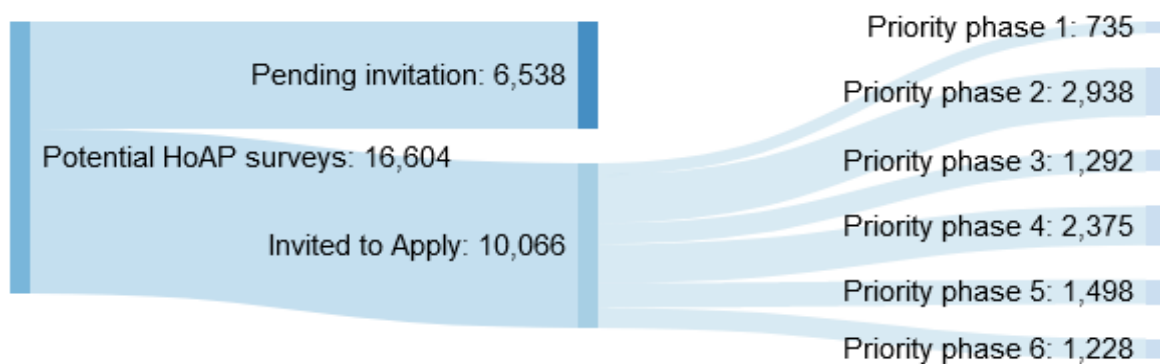
Outreach team participating in and hosting external community events



**Table 1: Homeowner Assistance Program Snapshot**

Activity	As of July 31
<b>Surveys Recorded for HoAP</b>	
<b>Total survey responses – all programs</b>	<b>21,101</b>
<b>Potential HoAP surveys</b>	<b>16,604</b>
Priority 1	721
Priority 2	2,886
Priority 3	1,311
Priority 4	3,291
Priority 5	2,222
Priority 6	6,173
<b>Non-HoAP surveys</b>	<b>8,034</b>
Duplicate address	2,978
Outside program area	1,375
Floodway	422
Landlords	201
Renters	1,973
Homeowners but not primary resident	358
Tax Day storm 2016	19
DR-15	10
Interested in the buyout program	698
<b>Households invited to complete an application</b>	
Total number of invited applicants	<b>10,066</b>
<b>Grant Awards</b>	
Grant awards offered	242
HoAP funds obligated	<b>\$27,693,216.73</b>

**Figure 2: Survey and Invitations to Apply (July 31)**



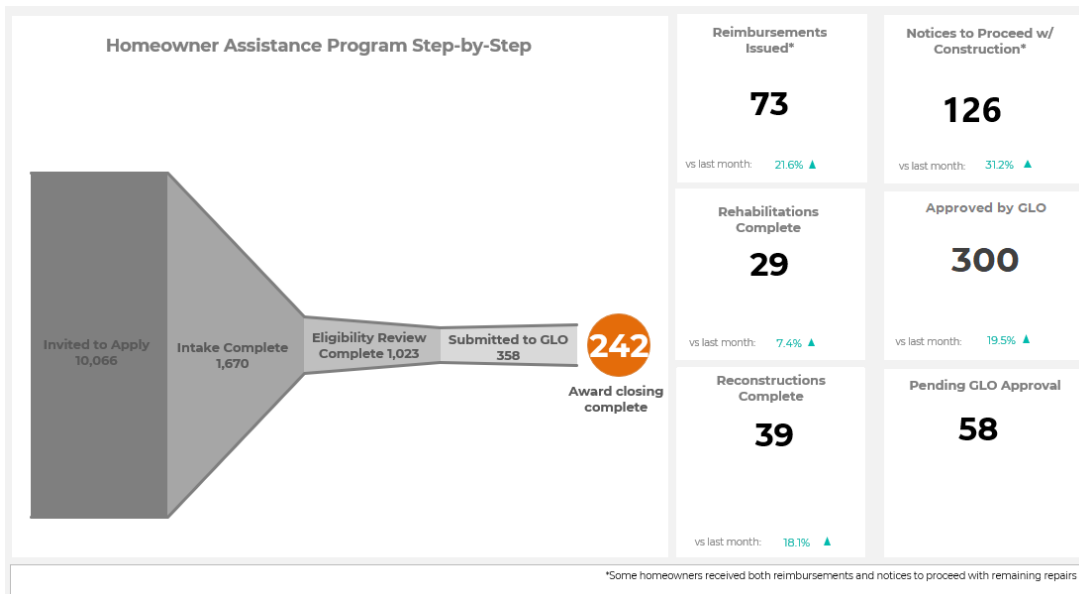


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## Survey and Grant Award Progress

**300 (+19%) applicants have been approved by the GLO. 126** homeowners have received a Notice to Proceed to construction and **73** have received a reimbursement check (some homeowners may receive a reimbursement check while also participating in the City-managed program option).

**Figure 3: Progress toward Grant Award (8-7-20)**



**Invited to Apply:** This category represents the most vulnerable residents and highest priorities from the survey respondents who have been invited to submit a complete application.

**Intake Complete:** This category represents the number of files that the City has received from the intake contractor, which are ready for review and eligibility determination. The difference between this category and the next category are the files that are waiting additional GLO-required documents from the applicant in order to complete the file. This number has dropped from last month due to files sent back to the intake contractor for further processing.

**Eligibility Review Complete:** This category represents the number of files that have been determined to be eligible per City, GLO and HUD standards. These files are now moving through inspections, environmental review and completion of the final scope of work with the builder and homeowner.

**Reimbursements Issued:** For homeowners who are reimbursement only, this is the final step in the process. Some homeowners receive both a reimbursement and additional repair, so they receive the reimbursement check immediately after the GLO issues the approval, and the home moves forward into construction for the remaining repairs.

**Rehabilitations Complete:** This category includes all homes that are through the repair only or reimbursement and repair process, with the homeowner having received the keys back to their home.

**Reconstruction Complete:** This category includes all homes that have been fully reconstructed with the homeowner having received the keys back to their new home.

**Notices to Proceed w/ Construction:** This category includes all homes that need repair or full reconstruction. The notice to proceed is to the builder, and involves the homeowner moving out of their home, the utilities being shut off, demolition if the home is to be reconstructed, and the full construction process.

**Approved by the GLO:** This category includes the number of homes out of the 358 submitted to the GLO that have received GLO approval. The next step for all homeowners is to sign the required contracts, regardless of whether they are receiving repair, reconstruction or reimbursement. Those that have signed the required contracts represents the 242 with Award Closing Complete.

**Pending GLO Approval:** This category includes those homes that have been submitted to the GLO, but have not yet received GLO approval.




## **Snapshot: Harvey Homebuyer Assistance Program**

For many Houstonians, owning a home is a dream – one that is often out of reach. Incomes in Houston have not risen as quickly as home prices, which means fewer people can afford to buy homes. In the wake of Hurricane Harvey, many families had to delay their plans to find a home or start all over.

Life plans shouldn't be put on hold because of the weather. Harvey Homebuyer Assistance Program provides up to \$30,000 in assistance to families who were in Houston at the time of Hurricane Harvey, who are either buying a first home or replacing a Harvey-damaged home.

As of July **188 (+9%)** applicants have been approved by the GLO for eligibility. **136 (+5%)** applicants have closed on their new homes.



**YOUR HOME BUYING JOURNEY STARTS HERE.**

**You may qualify for the City's Housing and Community Development Department's Homebuyer Assistance Program!**

*Additional qualifications apply. Program subject to change and/or cancellation without notice.*

Learn more at - <https://recovery.houstontx.gov/hbap/>





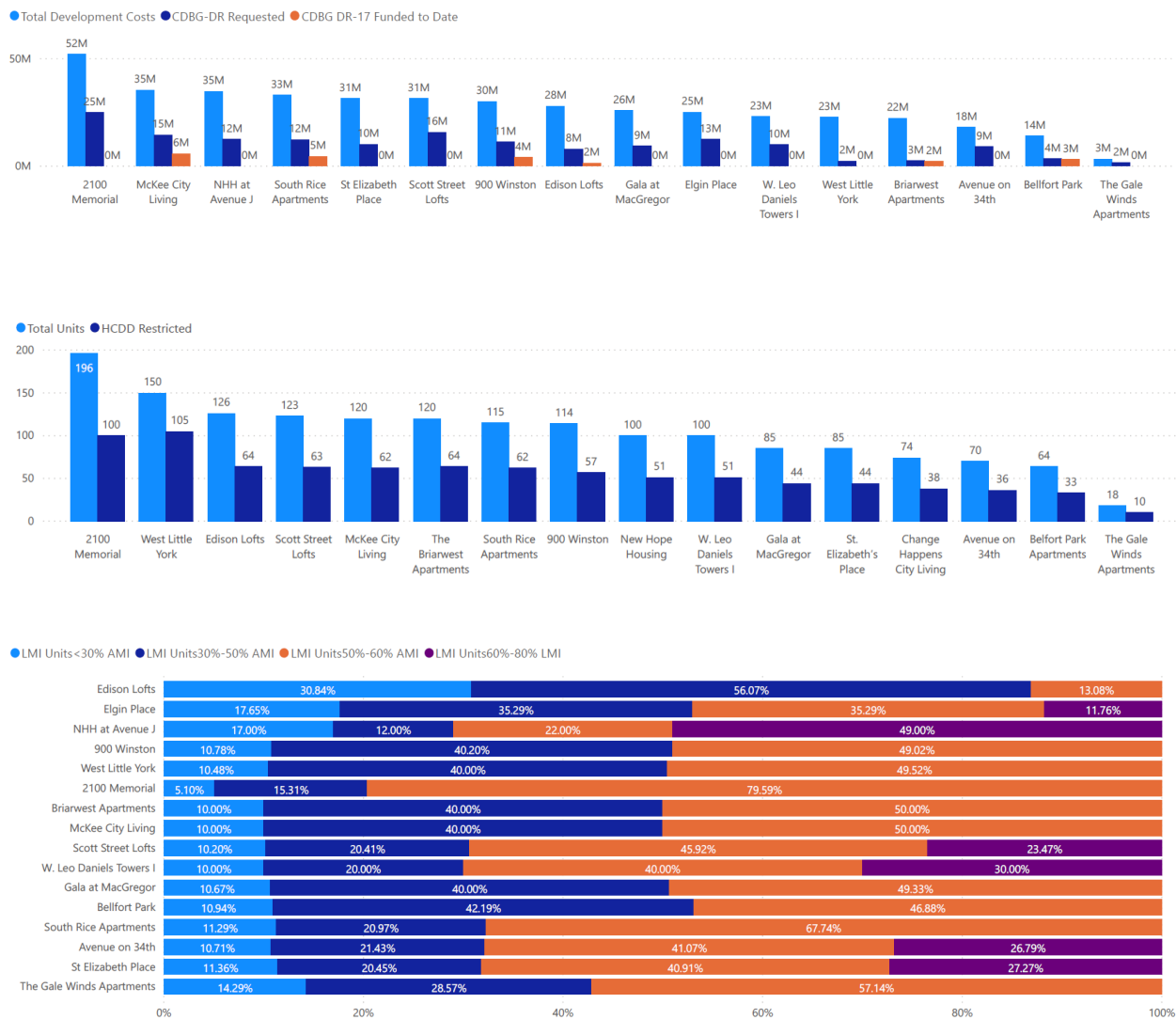
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## Snapshot: Multifamily Development

The first of three rounds of funding for multifamily development opened in February 2019 and closed April 12, 2019. Fifty-six applications were reviewed and 15 were selected for funding. The selected developments will create 1,604 apartments in Houston, the majority of which will be rented at guaranteed-affordable rates to qualified renters.

**Figure 4: Award summary: Round 1, Harvey Multifamily Program**



Funds for Harvey Recovery Programs are provided by the City of Houston and the Texas General Land Office through the U.S. Department of Housing and Urban Development's Community Development Block Grant Program. For more information visit <https://recovery.houstontx.gov/multifamily-program/>





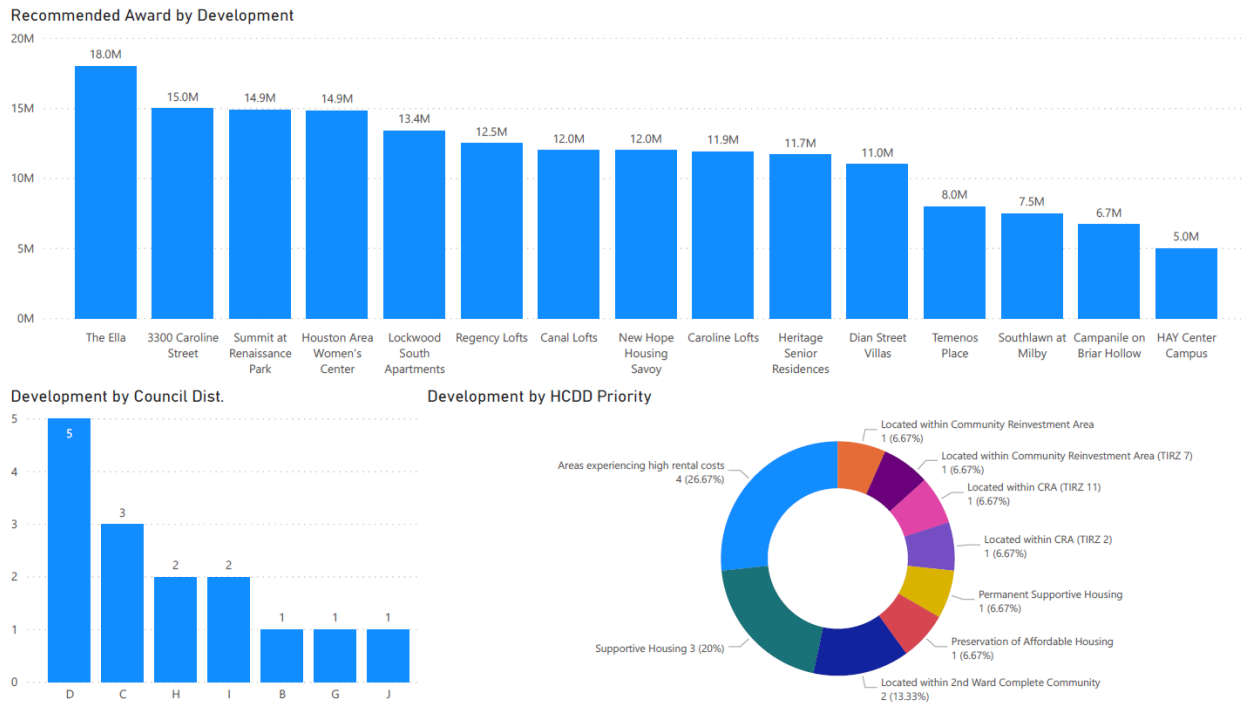
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## Round 2 of the City’s Harvey Multifamily Program includes \$174 million of investment that will create an additional 2,014 apartments.

The City of Houston Housing and Community Development Department is awarding \$174,450,000 towards 15 proposals to bring more affordable rental homes to Houston. The Harvey Multifamily Program, funded through a grant from the U.S. Department of Housing and Urban Development, seeks to replace or renovate rental homes lost or damaged during Hurricane Harvey. These 10 developments will produce 2,014 rental units which, combined with prior awards, will contribute over 3,618 new rental homes to Houston’s housing supply.

**Figure 5: Award summary: Round 2, Harvey Multifamily Program**



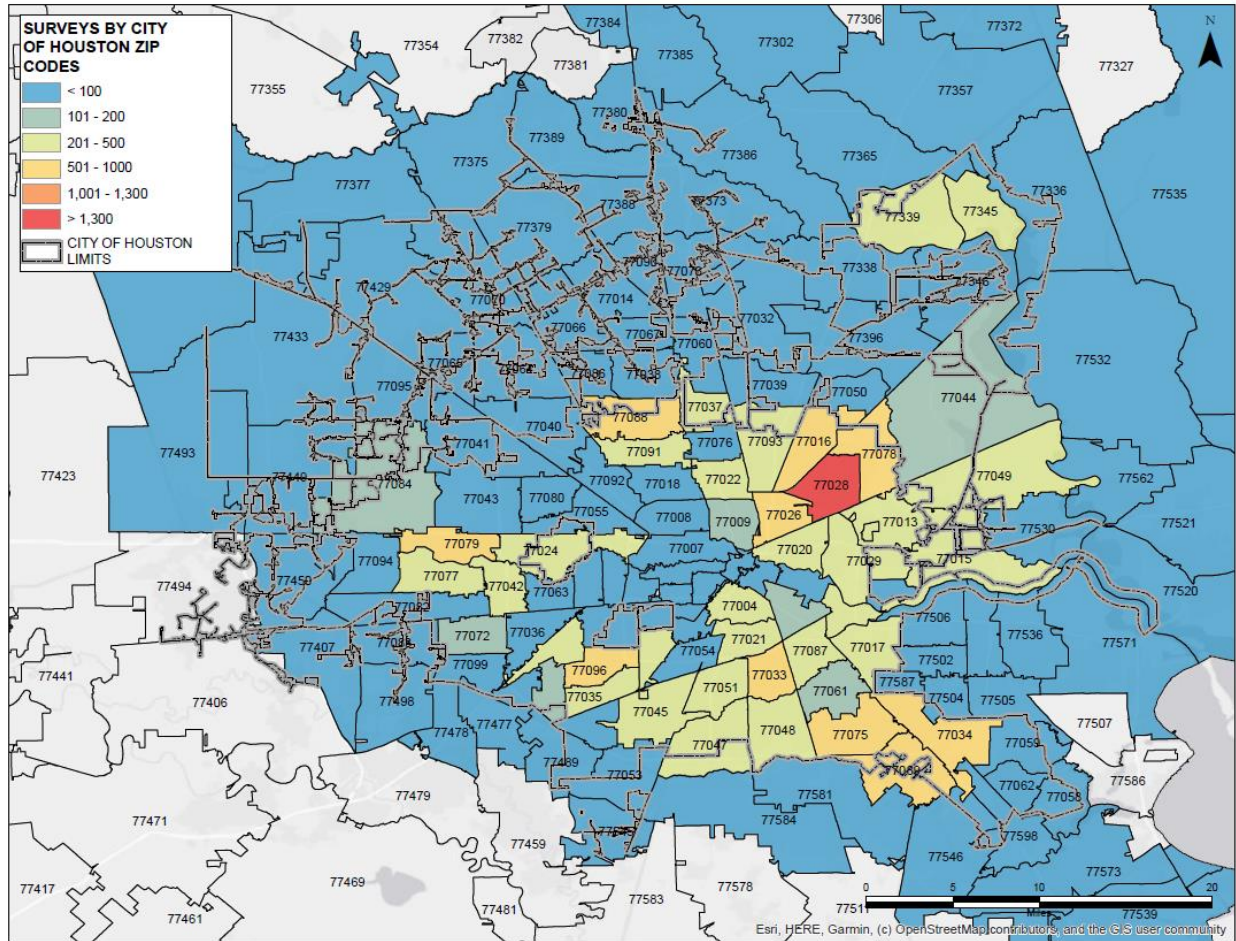
Award amount is subject to revision during HCDD underwriting. There may be a few changes to the announced 9% Tax Credit developments once the state finalizes its list.



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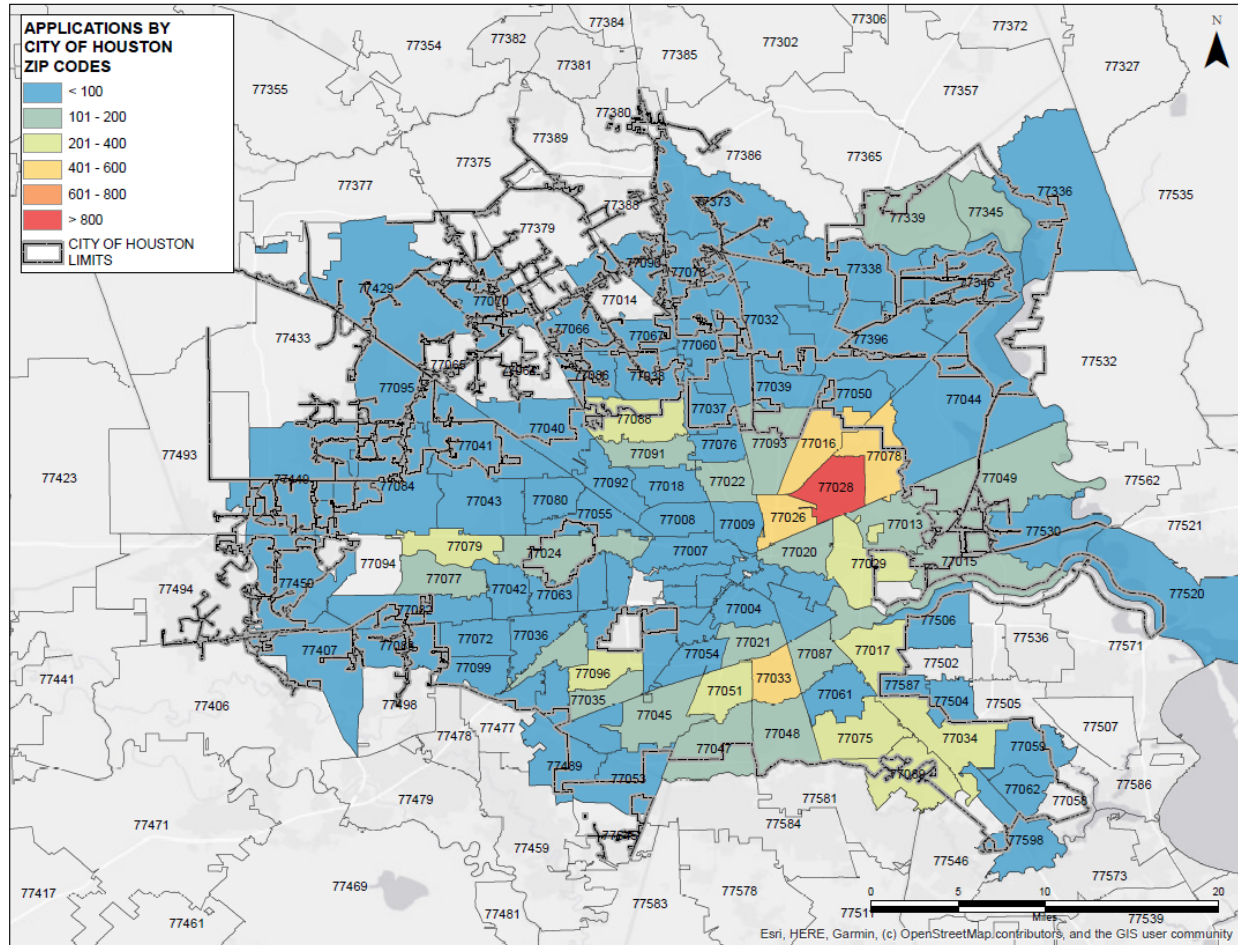
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Figure 6: Survey Map



Survey data is reported for all surveys collected, including those not potentially eligible for HoAP, such as renters and landlords. Some survey respondents filled out the survey for properties outside the city limits of Houston.

**Figure 7: Application Invitation Map**





## Low- to Moderate-Income (LMI), Seniors, and People with Disabilities

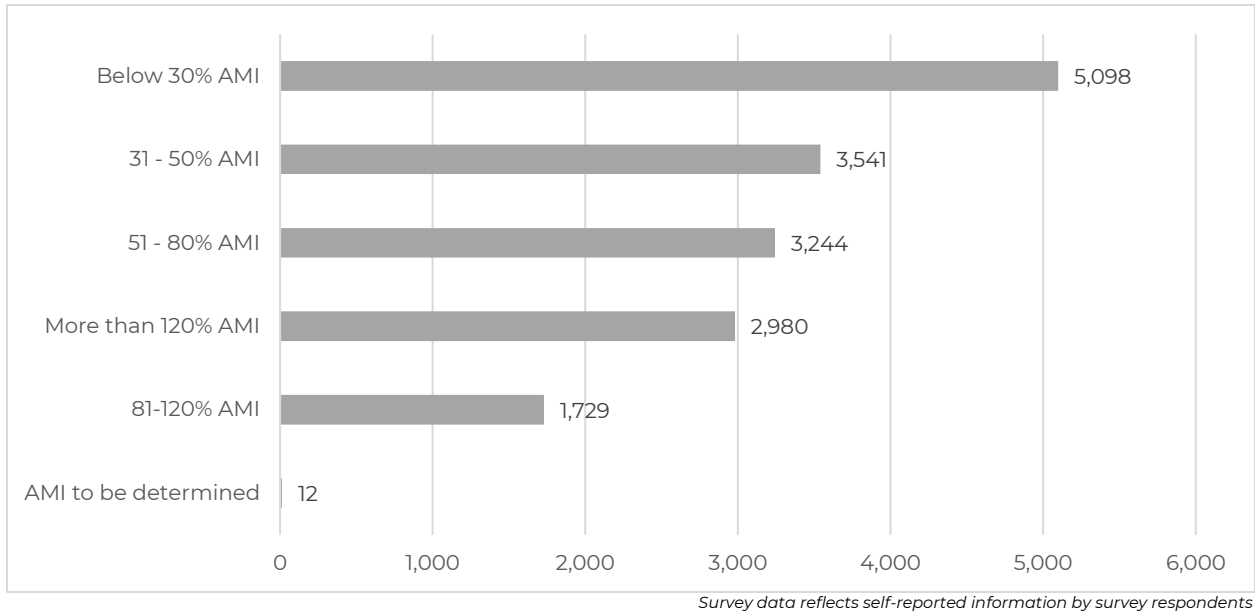
**Table 2: Survey Response: LMI, Seniors, and People with Disabilities**

Activity	As of July 31
<b>Total Recorded Surveys – HoAP</b>	<b>16,604</b>
<b>Low- to Moderate Income (LMI) Surveys</b>	<b>11,883</b>
Below 30% AMI	5,098
31 – 50% AMI	3,541
51 – 80% AMI	3,244
<b>Seniors Surveys</b>	<b>8,687</b>
Below 30% AMI	3,239
31 – 50% AMI	2,063
51 – 80% AMI	1,540
81-120% AMI	747
More than 120% AMI	1,092
AMI to be determined	6
<b>People with Disabilities Surveys</b>	<b>5,659</b>
Below 30% AMI	2,703
31 – 50% AMI	1,432
51 – 80% AMI	862
81-120% AMI	335
More than 120% AMI	325
AMI to be determined	2

*Survey data reflects self-reported information by survey respondents*



**Figure 8: Survey Response by Income Category (July 31)**



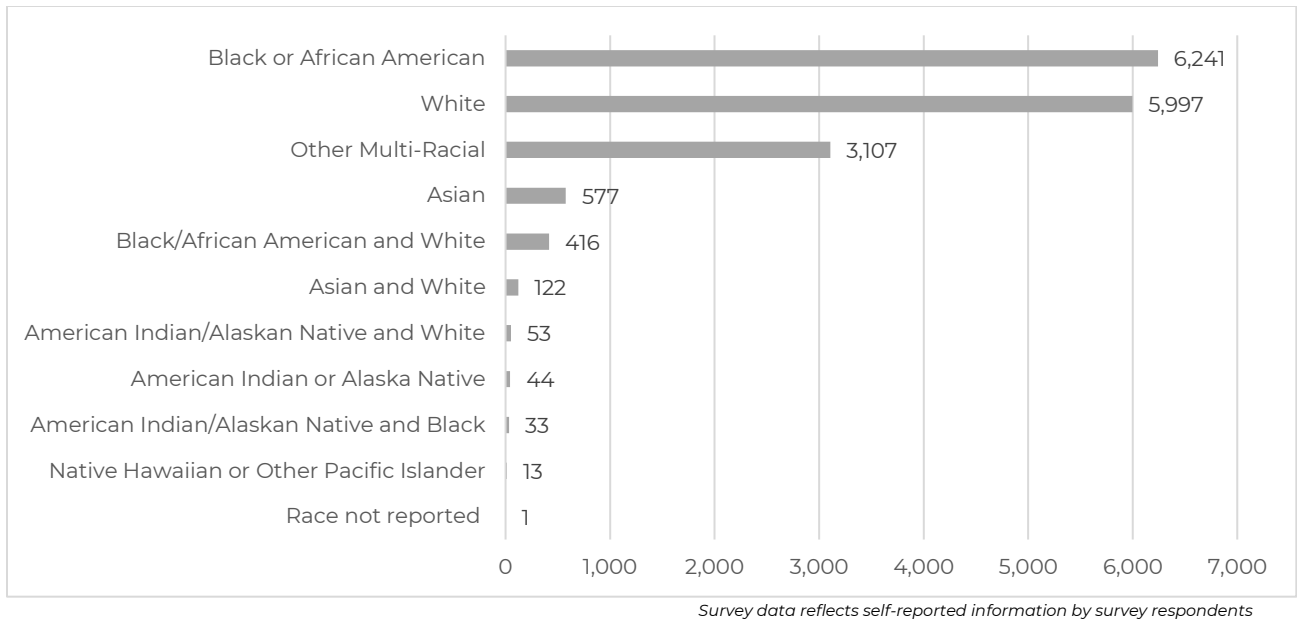
**Table 3: Application Invitations: LMI, Seniors, and People with Disabilities**

Activity	As of July 31
<b>Total Invitations to Apply – HoAP</b>	<b>10,066</b>
<b>Low- to Moderate Income (LMI) Invitations</b>	<b>7,017</b>
Below 30% AMI	4,062
31 – 50% AMI	2,669
51 – 80% AMI	2,174
<b>Seniors Invitations</b>	<b>6,139</b>
Below 30% AMI	2,943
31 – 50% AMI	1,855
51 – 80% AMI	1,341
<b>People with Disabilities Invitations</b>	<b>4,870</b>
Below 30% AMI	2,598
31 – 50% AMI	1,414
51 – 80% AMI	858

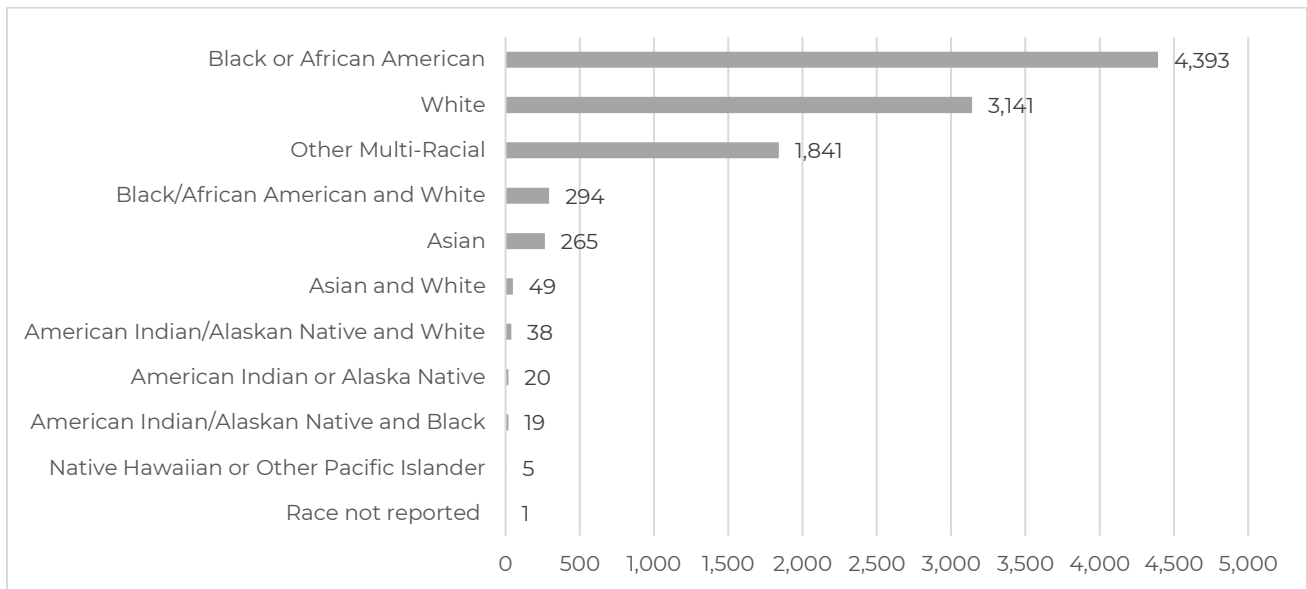


## Racial Demographics

**Figure 9: Submitted Surveys by Race – HoAP**



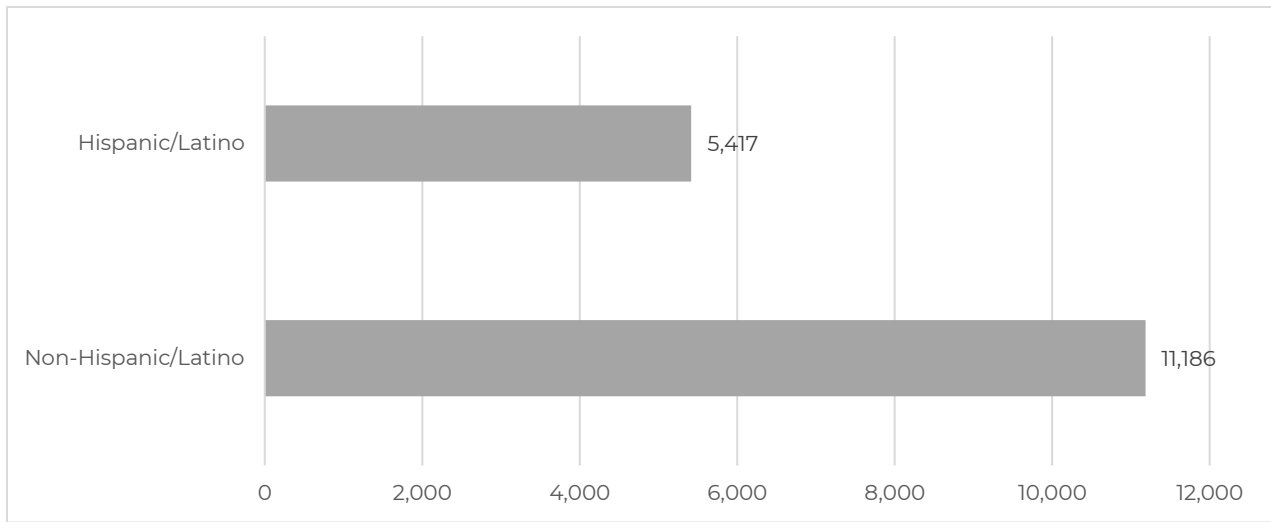
**Figure 10: HoAP Application Invitations by Race**





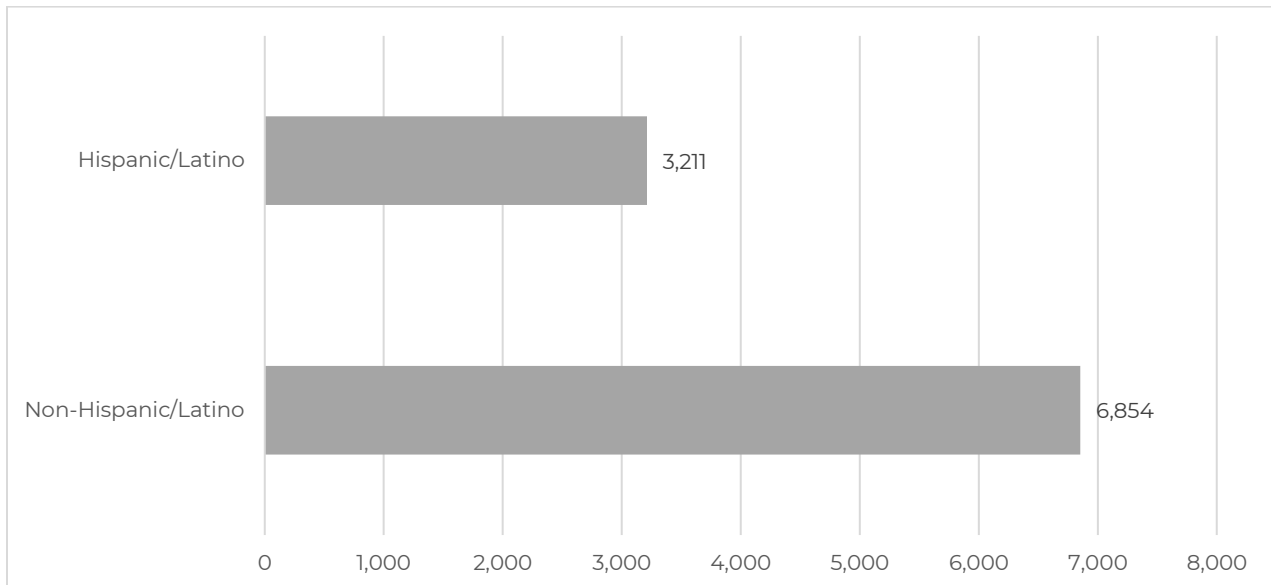
## Ethnicity

**Figure 11: Submitted Surveys by Ethnicity – HoAP**



*Survey data reflects self-reported information by survey respondents*

**Figure 12: HoAP Application Invitations by Ethnicity**







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## Housing Resource Centers

In response to COVID-19, the City of Houston's HoAP Housing Resource Centers (HRCs) have suspended in-person consultations until further notice.

**Table 4: Housing Resource Center (HRC) Activity** (Last updated 03/22/2020.)

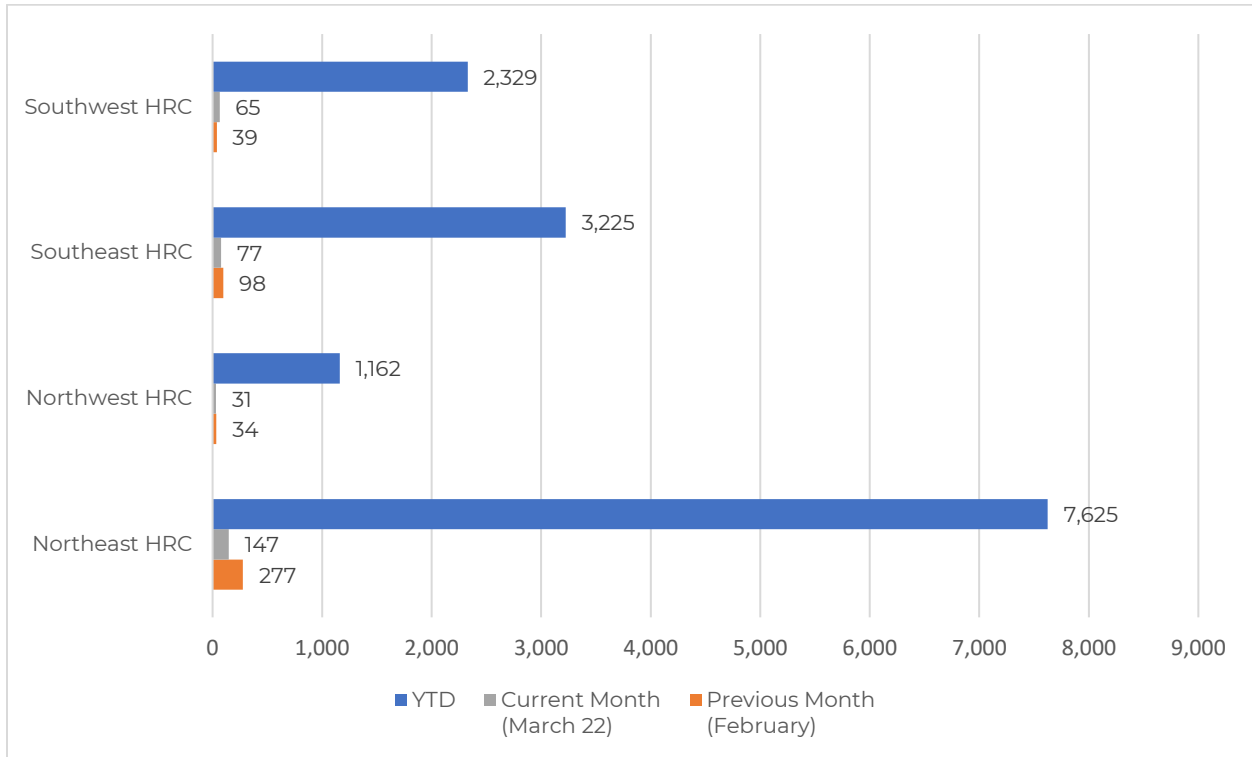
Activity	Previous Month (February)	Current Month (as of March 22)	YTD
<b>Activities – All HRCs</b>			
Total activity	448	320	14,341
Applications	62	34	7,015
Surveys	11	1	2,422
Other Assistance	375	285	4,904
No Shows	28	18	1,445
Home visits/Transportation Services	0	0	14
Phone (Apps, Surveys, and Other)	0	0	4,604
<b>Northeast HRC</b>			
Total activity	277	147	7,625
Applications	33	8	3,567
Surveys	9	0	1,693
Other Assistance	235	139	2,365
No Shows	13	3	689
Home visits/Transportation Services	0	0	5
Phone (Apps, Surveys, and Other)	0	0	18
<b>Northwest HRC</b>			
Total activity	34	31	1,162
Applications	9	10	628
Surveys	1	0	147
Other Assistance	24	21	387
No Shows	3	4	82
Home visits/Transportation Services	0	0	6
Phone (Apps, Surveys, and Other)	0	0	771
<b>Southeast HRC</b>			
Total activity	98	77	3,225
Applications	18	13	1,659
Surveys	1	1	435
Other Assistance	79	63	1,131
No Shows	9	7	251
Home visits/Transportation Services	0	0	0
Phone (Apps, Surveys, and Other)	0	0	702
<b>Southwest HRC</b>			
Total activity	39	65	2,329
Applications	2	3	1,161
Surveys	0	0	147
Other Assistance	37	62	1,021
No Shows	3	4	423
Home visits/Transportation Services	0	0	3
Phone (Apps, Surveys, and Other)	0	0	3,113



### Figure 13: Housing Resource Center (HRC) Activity

In response to COVID-19, the City of Houston's HoAP Housing Resource Centers (HRCs) have suspended in-person consultations until further notice.

Last updated 03/22/2020





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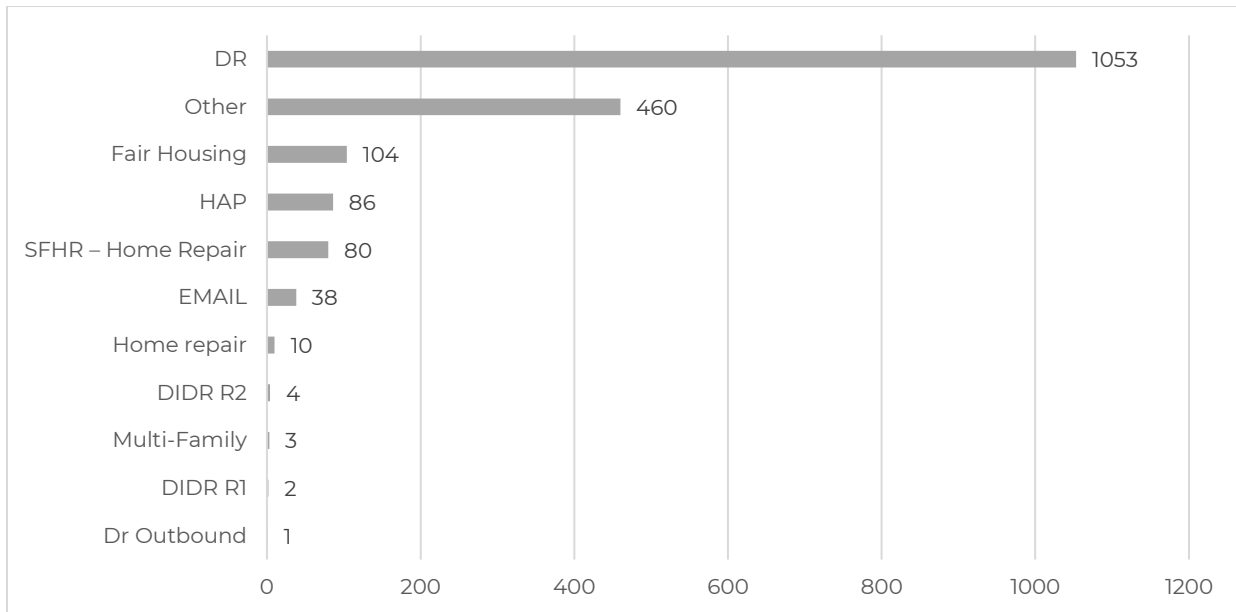
## Call Center

**Table 5: Call Center Activity**

In July, team of 9 Customer Service Representatives took 1,053 inbound calls directly related to the Disaster Recovery Divisions, Homeowner Assistance Program (HoAP).

Activity	Previous Month (June)	Current month (as of July 31)	YTD
<b>Inbound Calls</b>			
Calls Handled	1,765	1,802	48,311
<b>Outbound Calls</b>			
Outbound Calls	0	1	13,390
Inbound Calls Handled + Outbound	1,765	1,803	61,701

**Figure 14: Call Center - Call inquires**

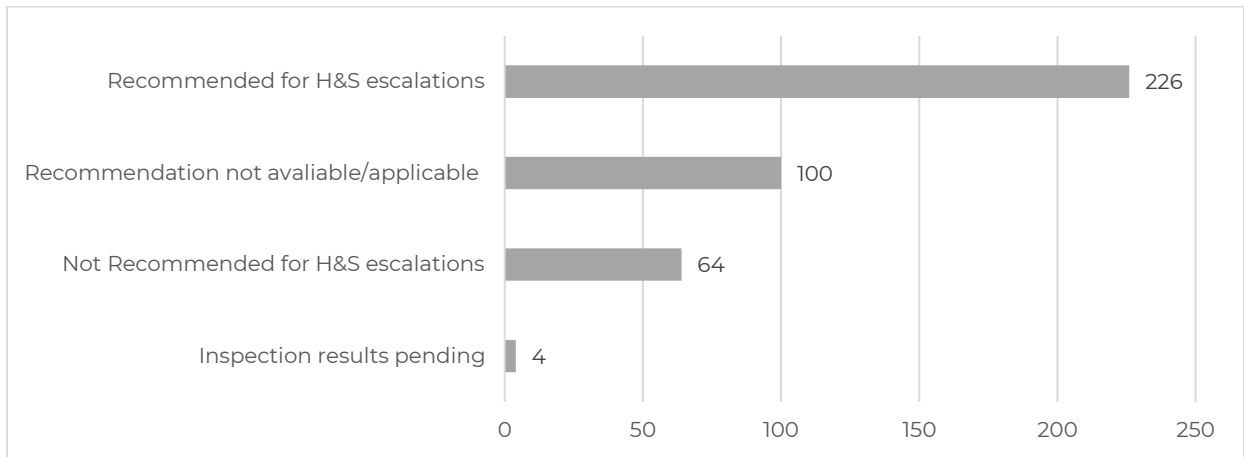




## Health and Safety Escalation Report

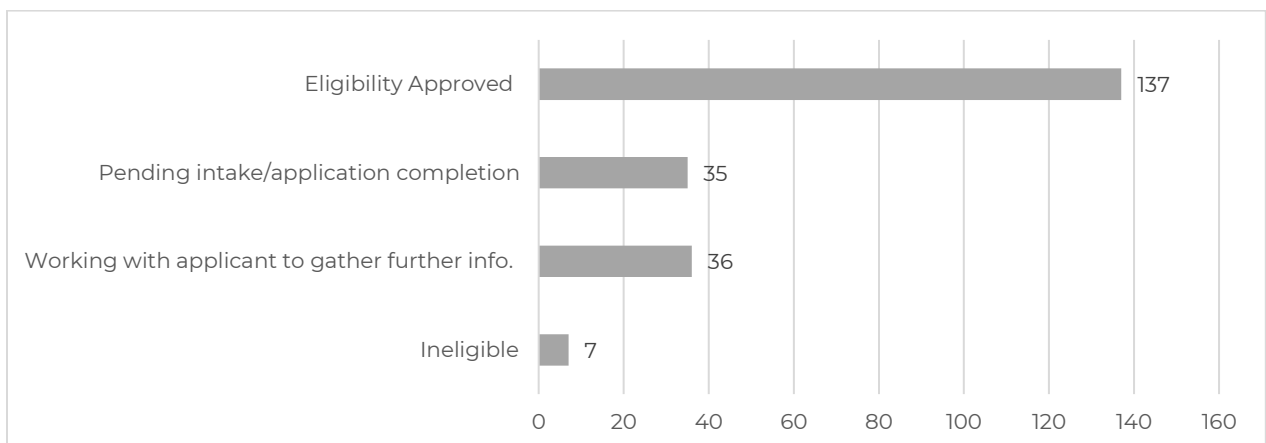
As of July 31, the Harvey Homeowner Assistance Program (HoAP) received a total of 407 possible health and safety escalation requests. 226 (55%) were recommended for health and safety escalations. 64 (16%) are not recommended for escalations.

**Figure 15: Health and Safety Escalation Snapshot**



Out of the 226 files recommended for health and safety escalation 137 (60%) are approved by the eligibility team and are progressing forward in the HoAP program. Eligibility is actively working with 36 (16%) applicants to gather further information for eligibility determination. An eligibility review deemed 7 (3%) applicants ineligible. 35 (15%) are pending intake/application completion.

**Figure 16: Health & Safety Escalation Recommended**

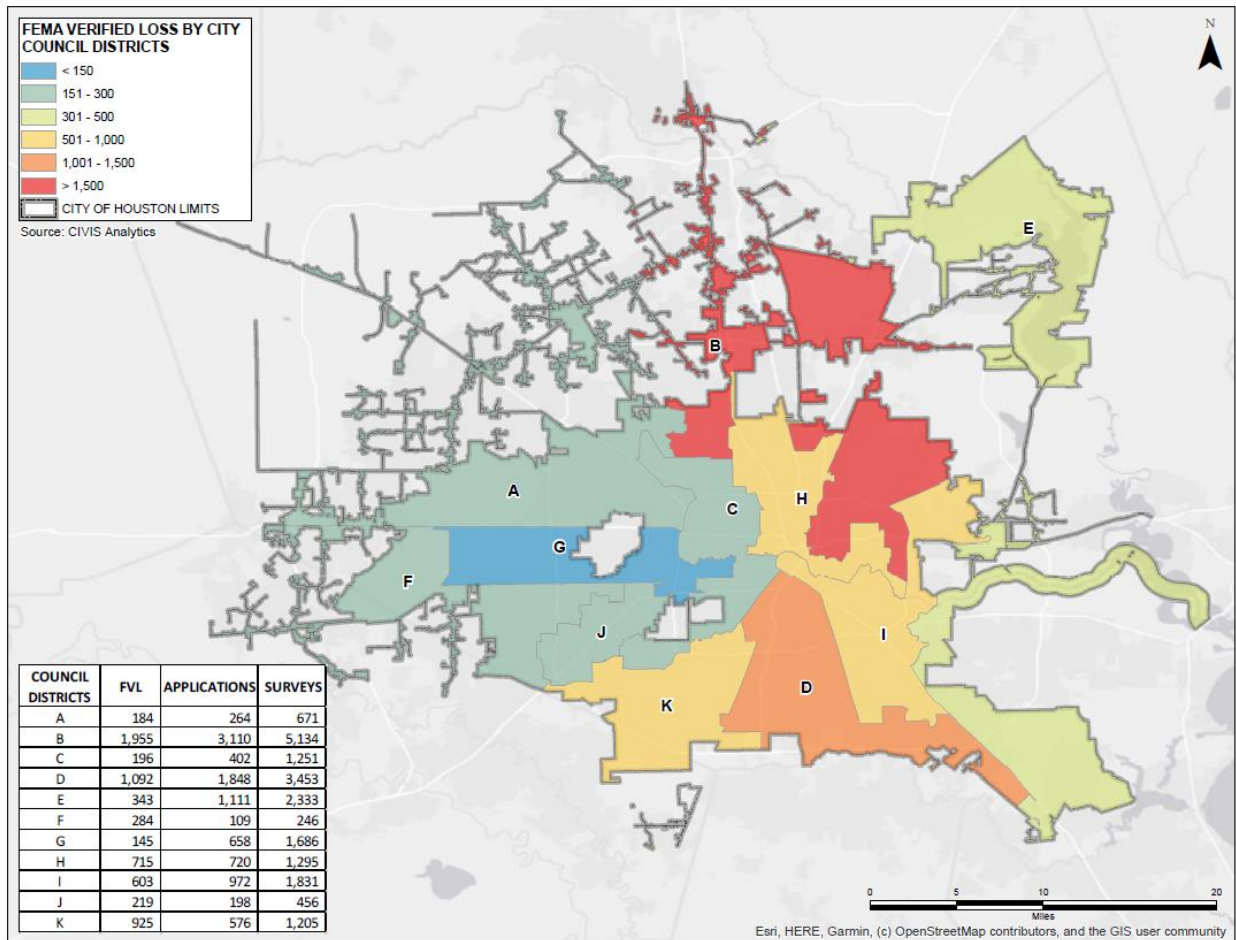




## Appendix: Program Information by Districts

Survey data is reported for all surveys collected, including those not potentially eligible for HoAP, such as renters and landlords. Many people did not apply for, or were not granted, help from FEMA after Harvey. The Housing and Community Development published a more comprehensive needs assessment in October 2018 that takes into account social vulnerability. The needs assessment is available at <https://recovery.houstontx.gov/transparency/>

**Figure 17: FEMA Verified Loss (FVL), Surveys, and Application Invitations by Houston City Council Districts**



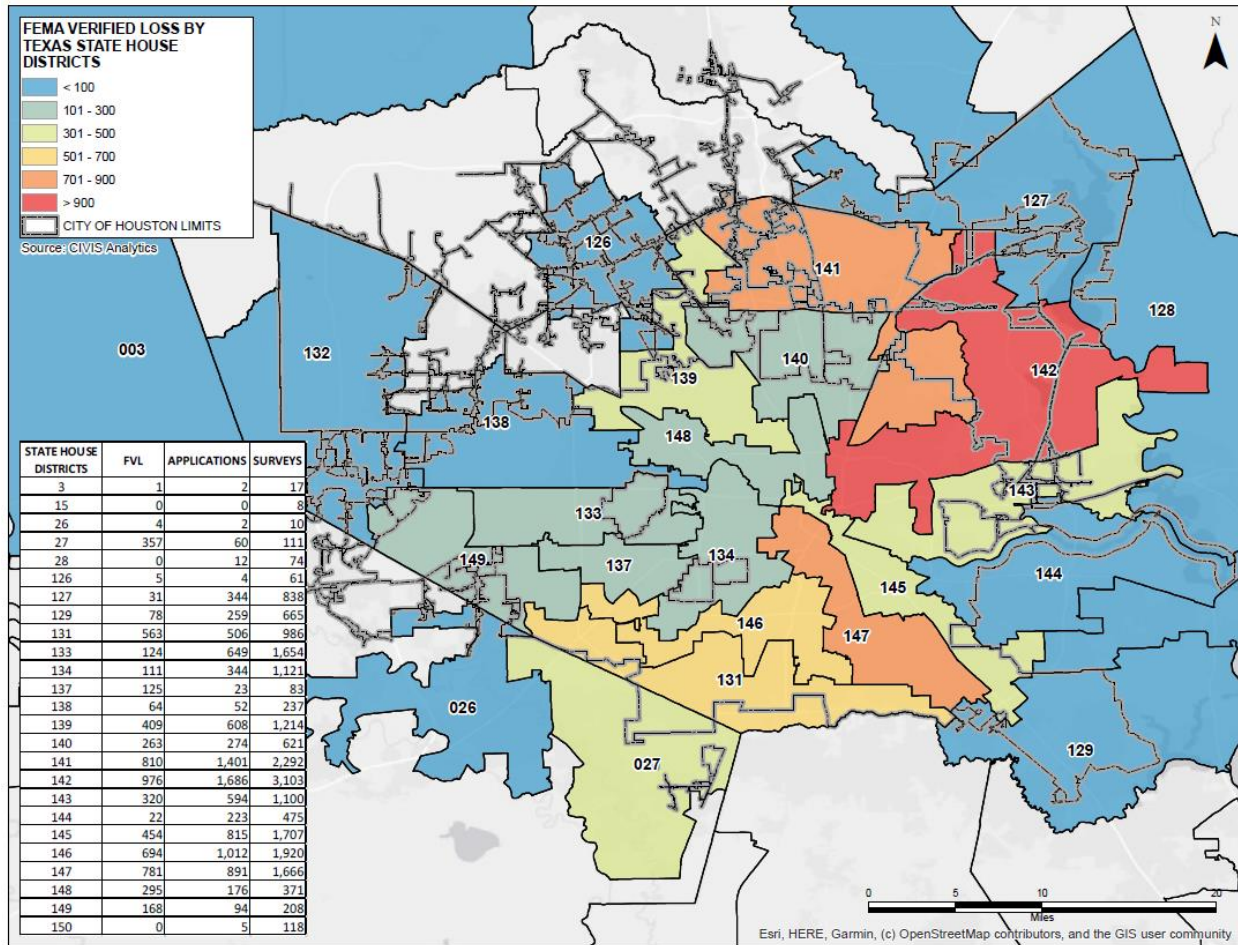
Survey data is reported for all surveys collected, including those not potentially eligible for HoAP, such as renters and landlords. Some survey respondents filled out the survey for properties outside the city limits of Houston.



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**Figure 18: FEMA Verified Loss (FVL), Surveys, and Application Invitations by Texas State House Districts**



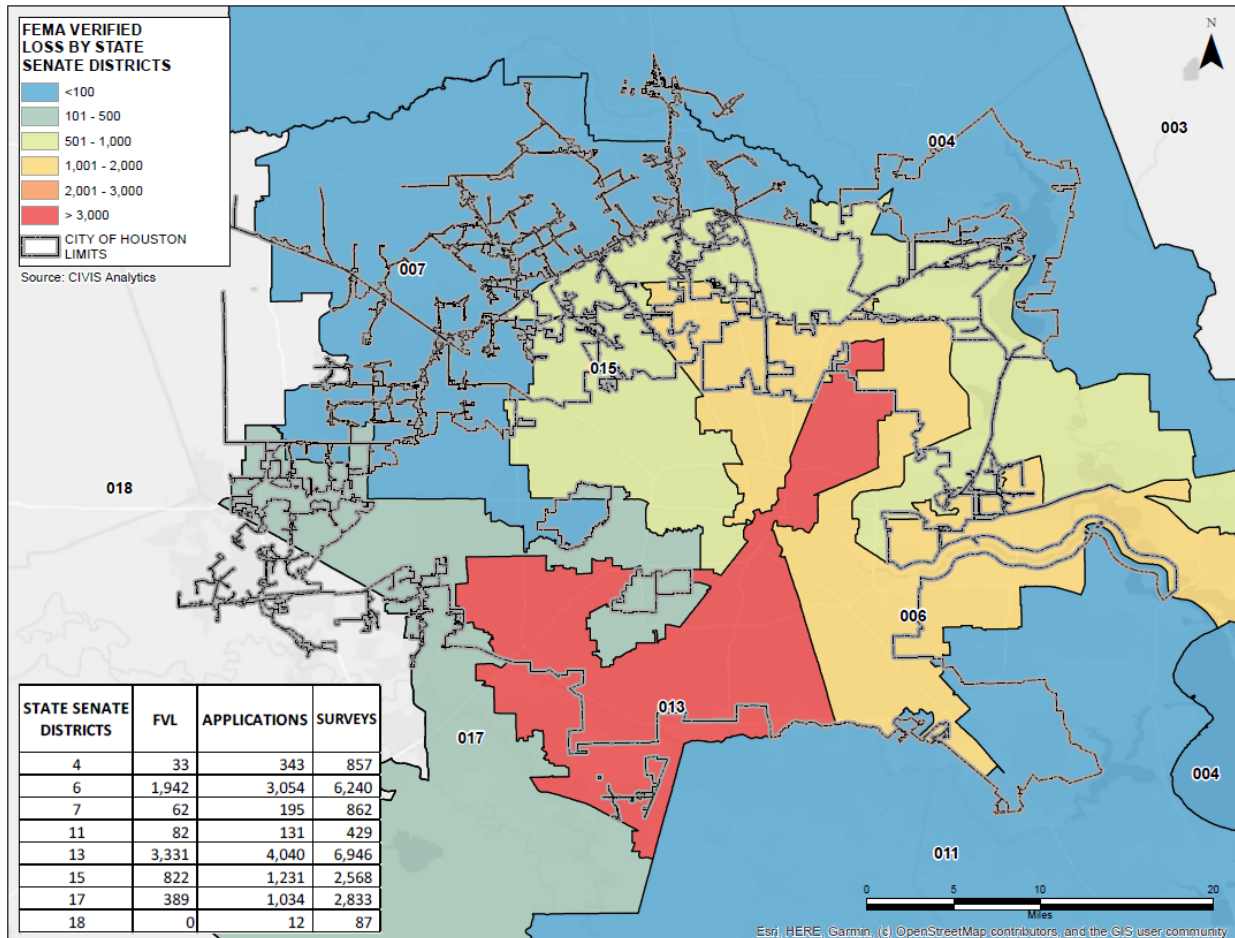
Survey data is reported for all surveys collected, including those not potentially eligible for HoAP, such as renters and landlords. Some survey respondents filled out the survey for properties outside the city limits of Houston.



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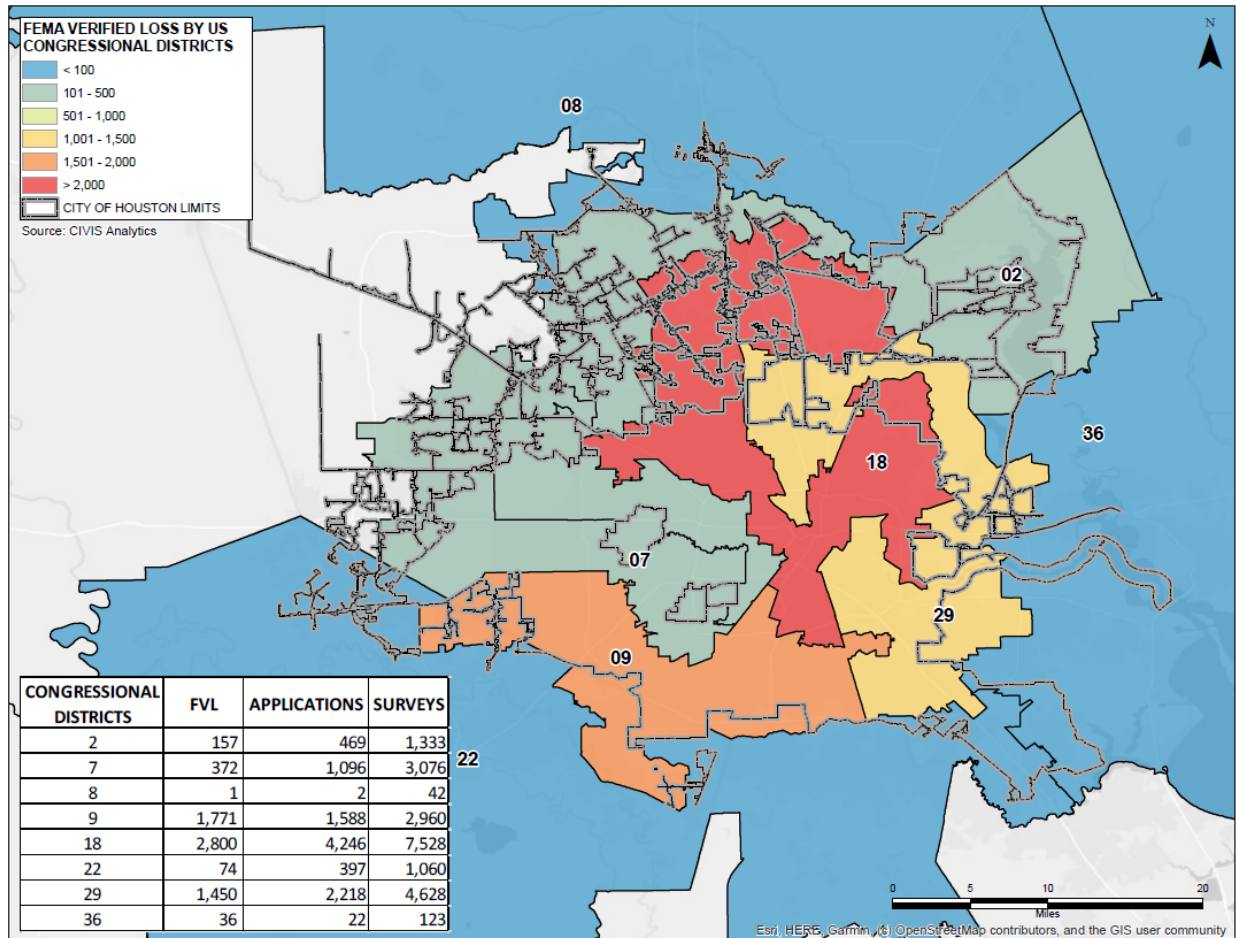
**Figure 19: FEMA Verified Loss (FVL), Surveys, and Application Invitations by Texas State Senate Districts**



Survey data is reported for all surveys collected, including those not potentially eligible for HoAP, such as renters and landlords. Some survey respondents filled out the survey for properties outside the city limits of Houston.



**Figure 20: FEMA Verified Loss (FVL), Surveys, and Application Invitations by US Congressional districts**



Survey data is reported for all surveys collected, including those not potentially eligible for HoAP, such as renters and landlords. Some survey respondents filled out the survey for properties outside the city limits of Houston.





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*This report is produced by the Housing and Community Development Department and will be updated monthly throughout the life of the Homeowner Assistance Program.*