

## Ashley Honeycutt

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**From:** Michelle Ball <mball@hccog.org>  
**Sent:** Monday, April 19, 2021 9:27 AM  
**To:** Adam Stumb; Ashley Honeycutt  
**Subject:** Ashe CDBG-NRP - Policies  
**Attachments:** Complaint Procedure- Ashe NRP 2020.docx; Project Ordinance - Ashe NRP 2020.docx

Adam,

Attached are two policies that need to be adopted for the CDBG-NRP program. Please put them on the agenda for the May 3<sup>rd</sup> meeting.

We're able to use most of the policies adopted for the CV project; however, these are two that are grant specific.

Thanks,

Michelle

*Michelle Ball*

**Regional Planner**

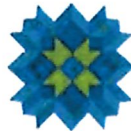
468 New Market Blvd.

Boone, NC 28607

828-265-5434 x115

828-265-5439 (fax)

[mball@hccog.org](mailto:mball@hccog.org)



**HIGH COUNTRY**  
COUNCIL OF GOVERNMENTS

# ASHE COUNTY COMPLAINT PROCEDURE CDBG-Neighborhood Revitalization Program

Ashe County has a Community Development Block Grant – Neighborhood Revitalization Program (CDBG-NRP) currently in progress.

The County has put in place the following procedure to handle complaints regarding their ongoing CDBG- NRP program(s).

## During the Application Process:

If an applicant feels that his/her application was not fairly reviewed and would like to appeal the decision made concerning it, he/she should contact the County Manager within 5 days of the initial decision and voice their concern.

If the applicant remains dissatisfied with the decision, a detailed complaint should be submitted in writing within 10 days of the initial decision made on the application. Ashe County will respond in writing to any complaints or appeals within 10 business days of receiving written comments.

## During the Rehabilitation Process:

If the homeowner feels that construction is not being completed according to the contract, he/she must inform the contractor and Housing Coordinator. The Housing Coordinator will inspect the work in question consulting the Ashe County Building Inspector, as necessary.

If the work is found to not be in compliance with the work write-up, the Housing Coordinator will review the work write-up with the contractor to remedy the situation. In the event the problem persists, a mediation conference between the homeowner and the contractor will be convened by the Housing Coordinator and facilitated by the County Manager.

Should the mediation conference fail to resolve the dispute, the County Manager will render a final written decision. If the Building Inspector and Housing Coordinator find the work is being completed according to the work write-up, the complaint will be noted. Then the Housing Coordinator will discuss the concern and the reason for the County Manager's decision with the homeowner.

If you have any questions about the complaint procedure or would like to register a complaint, please contact The Ashe County Manager at 150 Government Circle, Suite 2500, Jefferson, NC 28640 or by phone at (336) 846-5501 or, for the hearing impaired, TTY assistance is available at 7-1-1.

ADOPTED, this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

By: \_\_\_\_\_  
Chairman, County Commissioners

ATTEST:

\_\_\_\_\_  
Clerk

SEAL

**Ashe County**  
**Grant Project Ordinance**  
**Neighborhood Revitalization Program**  
**CDBG #19-C-3123**

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**BE IT ORDAINED** by Ashe Board of Commissioners, pursuant to Section 13.2 of Chapter 159 of the general statutes of North Carolina, the following grant project is hereby adopted:

Section 1. The project authorized is the Community Development Project described in the work statement contained in the Grant Agreement between this unit and the Department of Commerce.

Section 2. The officers of this unit are hereby directed to proceed with the grant project within the terms of the grant document(s), the rules and regulations of the Department of Commerce and the budget contained herein.

Section 3. The following revenues are available to complete this project:

Community Development Grant	\$750,000.00
<b>Total</b>	<b>\$750,000.00</b>

Section 4. The following amounts are appropriated for the project:

Ashe County Neighborhood Revitalization Program CDBG #19-C-3123

Housing Rehabilitation	\$ 575,000
Emergency Repairs	\$ 100,000
Administration and Planning	<u>\$ 75,000</u>
<b>Total Project</b>	<b>\$ 750,000</b>

Section 5. The Finance Officer is hereby directed to maintain within the Grants Project Fund sufficient specific detailed accounting records to provide the accounting to the grant agency required by the grant agreement(s) and federal and state regulations.

Section 6. Requests for funds should be made to the grantor agency in an orderly and timely manner as funds are obligated and expenses incurred.

Section 7. The Finance Officer is directed to report quarterly on the financial status of each project element in Section 4 and on the grant revenues received or claimed.

Section 8. The Budget Officer is directed to include a detailed analysis of past and future costs and revenues on this grant project in every budget submission made to this board.

Section 9. Copies of this Grant Project Ordinance shall be made available to the Budget Officer and the Finance Officer for direction in carrying out this project.

**ADOPTED** this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

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Chairman

**ATTEST:**

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Clerk