



**To the Mayor and Members of the City Council**

**April 2, 2024**

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**SUBJECT: PRIORITY REPAIR PROGRAM**

The purpose of this Informal Report is to provide data about the performance, demand, and capacity of the City's Priority Repair Program (PRP), which is managed by the Neighborhood Services Department. PRP administers home repairs to low-income single-family homeowners using funding from both Community Development Block Grants (CDBG) and, since October 2023, the City's General Fund. The program has operated for more than sixteen years and has served over 3,200 households in Fort Worth since it was established. Over the last three years, funding for this program has dramatically increased.

**Figure 1: PRP Funding Sources**

<b>Funding Source</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>
Community Development Block Grant	\$1,100,000.00	\$2,278,261.63	\$2,100,000.00
City General Fund	-	-	\$2,000,000.00
<b>Total Funding</b>	<b>\$1,100,000.00</b>	<b>\$2,278,261.63</b>	<b>\$4,100,000.00</b>

PRP has generally served between 200 and 300 households each year, depending upon funding availability and program policies.

In 2023, the City Council approved an increase in total funding per household from a maximum of \$5,000 per year to a maximum of \$25,000 over a two-year period. As a result, the expenditures per unit have increased and we project that the average per-unit expenditure will exceed \$9,600 during the current fiscal year.

**Figure 2: PRP Funding and Unit Count Completion**

<b>Fiscal Year</b>	<b>Funding Amount</b>	<b>Units Completed</b>	<b>Average Spent per Unit</b>
FY 2022	\$1,100,000.00	299	\$3,769
FY 2023	\$2,278,261.63	306	\$7,445
FY 2024	\$4,100,000.00	133 year-to-date; 325 projected	\$9,600 projected

The change to the maximum expenditure per unit was a substantial and largely beneficial change to the program:

- The program is now able to make more substantial improvements in multiple systems in each household served. Prior to the increase in maximum spending, for example, it was increasingly difficult to repair whole roofs or replace whole HVAC units for under \$5,000
- Households can be served once, and contractors can make most of the eligible repairs at one time instead of returning each year to make subsequent repairs

However, the program changes have created some downsides, including:

- Substantially longer wait times between application and first inspection, resulting in having over 300 qualified households in the queue awaiting a first inspection.
- Significantly more coordination required due to multiple trades that must be scheduled in a specific order at each house, e.g., full bathroom repair requires electrician, plumber, and general contractor.
- Initial and final inspections require significantly more time because Rehab Techs are performing whole house inspections and estimating for multiple repairs throughout the house instead of just focusing on one repair worth less than \$5,000.

City staff will be recommending modifications to the existing PRP policy in the next few months to help staff overcome some of the downside challenges including:



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- Creating an “emergency repair” definition and allowing for certain emergency repairs to be addressed immediately, particularly HVAC repairs during the months leading up to cold weather and emergencies involving water and sewer leaks.
- Creating a prioritization rubric which establishes a point system to determine which applicants will be served first. The prioritization would give priority to the most vulnerable homeowners: senior citizens, severely disabled, children in the home under the age of six, lowest incomes, and no prior PRP services.

To ensure that all new funding was going toward production of home repairs and meeting new unit goals, Neighborhood Services Department did not opt to hire more staff with the new funding. However, due to the overwhelming number of new applications within the last six months, the department will seek to hire two additional inspectors along with exploring increasing the number of contractors. Having additional Rehab Techs would increase the speed of the program by allowing for more initial and final inspections to occur and more points of contact with the contractors, which would result in more applicants getting served in a shorter period.

We have also implemented several program management changes to allow for faster service to applicants including requiring Rehab Techs to use tablets for inspections (avoiding time re-entering data), implementing an applicant priority system to test our proposed methodology, and using administrative assistants to review contractor invoices and compare to work orders.

**Figure 3: PRP Home Repair Contractors by Number of Units Completed FY 2023-2024 to Date**

Contractor	# Units To Date, FY 2024
Camelot Roofing	30
Glenn's Air Conditioning	10
GTO1	78
HVAC Service Pro	29
<b>TOTAL</b>	<b>147*</b>

*\*Note: 14 units were served by two or more contractors*

A new Invitation to Bid (ITB) will be released within the next few weeks for contractors to serve the City's home repair programs. The Home Improvement and Repair Division issues a new ITB in collaboration with the Purchasing Division every four to five years to ensure pricing is competitive and that new contractors have opportunities to join the program. We are hopeful that the new ITB will result in additional contractors in many different trades becoming vendors for the City's home repair programs, which will assist us in working through the backlog of applicants.

Neighborhood Services is committed to communicating with applicants who are part of the long PRP queue through both emails and letters to applicants, explaining the wait times and requesting patience. We plan to update our website, produce explanatory videos about wait times, and amend our Neighborly application portal to ensure applicants are aware of the long queue.

If you have any questions, please contact Victor Turner, Neighborhood Services Director, at ext. 8187.

**David Cooke**  
City Manager