



CDBG-DR Briefing Sessions: Housing

Participants Questions and Comments

February 2021

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QUESTION OR COMMENT	PRDOH RESPONSE
<p>Regarding the R3 Program, how can the municipalities get information about cases in which construction services are being performed? How and when does the application process begins?</p>	<p>Municipalities who entered a subrecipient agreement with the Puerto Rico Department of Housing (PRDOH) to perform inspection services will be granted access to information about construction services being performed in their jurisdiction. Municipalities that do not have a subrecipient agreement with the PRDOH may ask the Department to provide that information through an Information Request.</p>
<p>We need a telephone number for citizen orientation regarding the R3 program. There is a lot of concern about this program and we don't know when evaluation and follow-up visits are going to be performed.</p>	<p>The contacts sections of the CDBG-DR program website allow participants to request this information. You may access the webpage through the following link: https://cdbg-dr/pr.gov/contact/. Citizens may also contact R3 program representatives at the following telephone: 1-833-234-CDBG (2324) to request information or at 787-522-5950 for people with hearing impairment.</p>



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<p>What is the most effective way in which citizens may contact program representatives? Citizens have received letters advising them to contact telephone numbers which are not being answered. Concerned citizens come to the municipalities asking for the assistance they were promised when they submitted their documents.</p>	<p>Applicants receive their case managers contact information. Applicants may contact their case managers through telephone or email.</p>
<p>What is the R3 program email for emergency cases?</p>	<p>You may contact the program at: infoCDBG@vivienda.pr.gov.</p>
<p>Naranjito citizens who completed their R3 program application and have been assigned a number are calling to check why they haven't been contacted to receive updates on their application. Does the program have a telephone number?</p>	<p>Each applicant receives its case manager contact information. Applicants may contact their case managers through telephone or email. Citizens may also contact R3 program representatives at the following telephone: 1-833-234-CDBG (2324) to request information or at 787-522-5950 for people with a hearing impairment.</p>



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<p>Currently, what is the real time that is taking Program Managers to complete reparation or reconstruction work on damaged properties? We have many affected citizens at our municipality which indicate that labor has taken too much time since its beginning in 2019. Do you plan on keeping the same PM's that are managing these cases?</p>	<p>Once a case is referred to a Construction Manager, reparations completion is estimated at approximately 60 days. On the other hand, reconstructions are estimated at approximately 180 days.</p>
<p>How can citizens apply for the Community Energetic and Water Resilience Installations Program?</p>	<p>The Puerto Rico Department of Housing (PRDOH) will provide that information through an outreach campaign before the Community Energetic and Water Resilience Program application period starts.</p>
<p>Have relocation cases been selected or is there still opportunity to apply?</p>	<p>The R3 program application period ended on January 2020. The program is currently processing applications for the three types of allocations: repair, reconstruction or relocation.</p>

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<p>Can you provide information regarding the Housing Counseling Program?</p>	<p>You may find information regarding the Housing Counseling Program through the following link: https://www.cdbg-dr.pr.gov/en/housing-counseling/.</p>
<p>Funding for first time home buyers is going to be processed the same way, since the HOME Program is very rigorous in its documentation?</p>	<p>Applicant eligibility requirements for the CDBG-DR Homebuyer Assistance Program are the following:</p> <ul style="list-style-type: none">-Not having owned a residence for the past three (3) years.-Applicant (and household members) must qualify as a low- or moderate- income person or have an urgent need.-Applicant must be able to secure a mortgage from its preferred participating lending institution. <p>Funding is disbursed at closing, for that matter, applications are processed on a case-by-case basis.</p>