



**Department for
the Aging**

Minor Home Repairs Program

Standards of Operation and Scope of Services

Effective October 1, 2025

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Introduction

The Minor Home Repairs Program (MHRP) is an essential part of NYC Aging's portfolio of services aimed at assisting older adults in preserving their independence and safety within their homes. MHRP is designed to support low to moderate income homeowners citywide in maintaining their residences by providing residential repairs and upkeep tasks. MHRP currently offers a variety of modifications and repairs, which include, but are not limited to safety and security, non-structural plumbing, carpentry, non-structural electric and heating, home maintenance, masonry, and weatherization.

All MHRP programs must adhere to the requirements in these standards as well as any federal, state, and local regulations and procedural requirements, including all applicable regulations set forth under the Community Development Block Grant (CDBG) program. If subcontracting, the prime contractor must ensure that subcontractors meet these requirements and expectations in all relevant areas.

Section 1. Eligibility

Standard 1: Eligibility

Compliance 1.1. Individuals must meet the following requirements to be eligible for the Minor Home Repairs Program:

- Be a homeowner (1-4 family home, co-op or condo) aged 60 or over;
- Reside in one of the five boroughs; and
- Have a low to moderate income that does not exceed the Section 8 guidelines.

Note: On a limited basis, for repairs which are the landlord's responsibility, after attempts have been made to have the landlord make the repair and with explicit consent of the landlord, the program may assist renters as well. Repairs that are not the landlord's responsibility are also eligible to be completed by the program. (See Compliance 3.1 for examples of work that can be completed.)

Section 2. Scope

Standard 2: Intake/Screening and Assessment

Compliance 2.1. The program screens each household interested in receiving services to determine eligibility and conducts an intake if the household is eligible.

Compliance 2.2. The program develops a tool for use in the intake/screening/assessment process. The intake screening tools must include at minimum, name, contact details, financial assessment, demographics, emergency contact, and reason for seeking service.

Compliance 2.3. The program conducts a comprehensive assessment within 30 days of the intake to understand the client's mental/physical state, any underlying causes for the needed repair, any risk for elder abuse or neglect, and to identify if there are other social service needs that may need to be addressed.

Compliance 2.4. If it is determined that the client requires additional social services, the program facilitates referrals to the appropriate community-based program(s) and coordinates additional assistance for further support and intervention. The referral source is documented in the client's file.

Compliance 2.5. Program staff and technicians adhere to the program's policy for handling elder abuse situations. Where elder abuse is known or suspected, the staff or technician assesses the client's imminent risk and immediately brings the situation to the attention of her/his supervisor.

Standard 3: Service Delivery

Compliance 3.1. The program directly, or indirectly through a subcontractor, provides the following types of assistance, including, but not limited to:

- **Safety and Security:** Installation of locks, window gates and other security features; screen and windowpane repairs and replacements; and installation of smoke and/or carbon monoxide detectors.
- **Plumbing:** Faucet repair and installation; unclogging drains, and toilet repairs.
- **Carpentry:** Securing loose floorboards, stairs and railings, and treads; providing blocking for grab bars; and widening interior doorways to provide accessible routes.
- **Electric and heating:** Minor non-structural electrical repairs, e.g., changing a light bulb that is out of the client's reach; and addressing minor heating and cooling problems.
- **Home maintenance:** Cleaning and repair of drainpipes and gutters; and painting and patching of walls and ceilings.
- **Masonry:** Minor cementing, plastering and patching.
- **Weatherization:** Caulking windows and installing weather stripping.
- **Home Safety:** Installation of handrails, grab bars, or other safety devices; flooring and door saddle replacement, as required to eliminate tripping hazards and provide accessible routes; and installation of toilet seat riser.

Compliance 3.2. The program starts repairs within ten (10) business days of client's enrollment in the program. If the start of service will be delayed, this information is conveyed to the client.

Compliance 3.3. Clients are given a specific date and time for the repair service.

Compliance 3.4. Clients must be contacted within 24 hours of the scheduled time to confirm the appointment and to provide details to assist the client in confirming the identity of the technician(s).

Compliance 3.5. The program utilizes contracted funds to cover labor and equipment costs associated with the repairs. The client receiving repair services is responsible for the cost of any necessary materials, unless they are unable to do so due to significant financial hardship.

Compliance 3.6. The program has a written policy outlining its criteria for determining financial hardship.

Note: In instances where a client is unable to pay for necessary materials due to significant financial hardship, the program may either bear the additional cost if resources allow or identify an alternative funding source to cover it. The program maintains documentation of this in the client's file.

Standard 4: Outreach and Community Engagement

Compliance 4.1. The program prioritizes reaching older homeowners who have not previously received services, ensuring a focus on serving unduplicated clients.

Compliance 4.2. The program conducts targeted outreach in densely populated residential areas that meet the current low to moderate guidelines, as defined by Section 8 limit, in order to extend its reach to individuals beyond those already connected to the NYC Aging service network.

- For income limits, see the HUD website at: <https://www.huduser.gov/portal/datasets/il.html>
- At least 51 percent of the clients must have a low-to-moderate income as defined by Section 8 income limits.

Compliance 4.3. The program conducts at least one in-person outreach activity per month in each borough. The program is encouraged to conduct outreach activities in communities where there is likely to be a higher concentration of potential clients (e.g., community-based organizations, churches, hospitals, rehabilitation centers).

Compliance 4.4. The program works with other community-based organizations (e.g., organizations that operate other NYC Aging-funded programs, such as Case Management) in the community to foster information sharing, referral, advocacy, and coordination of services to minimize/eliminate duplication of effort.

Compliance 4.5. Program staff have an understanding of, and linkages with, other community-based programs for possible referrals and additional needed interventions.

Standard 5: Complaints and Grievance Procedures **(See also General Program Standards, Standard 12)**

Compliance 5.1. Complaints. The program has a complaint policy that cover, at minimum, complaints about staff/technicians and about work quality/satisfactions issues. The policy should include how the complaint will be addressed and the timeframe for responding to the complaint.

Compliance 5.2. Grievance Procedure. The program has a written grievance procedure that states each of the following:

- The names(s) and title(s) (where applicable) of a clearly identified impartial third party, whether a staff member, group, with authority to make a binding decision on the grievance;
- That the complaint or grievance may be presented privately;
- That the complaint will be addressed promptly by the program (e.g., no later than two weeks after the complaint is filed); and
- That the complainant has the right to have all the information and documentation relating to a complaint or grievance treated as a confidential matter, unless disclosure is required by a court order, or for program monitoring by an oversight agency.

Standard 6: Surveys

Compliance 6.1. The program conducts customer satisfaction surveys bi-annually and uses the collected feedback to improve program operations.

- The program may also obtain feedback from clients using additional methods, for example, by providing a questionnaire upon completion of each project. However, this would not replace the requirement to conduct bi-annual customer satisfaction surveys.

Section 3. Procedures and Methods

Standard 7: Program Administration

Compliance 7.1. The program operates a minimum of 249 days annually. (The number of days may change in rare instances, due to unforeseen circumstances).

Compliance 7.2. The program has a system to ensure the case is assigned to the appropriate technician, necessary materials are procured, and that scheduling and follow-ups are conducted.

Compliance 7.3. The program obtains a signed agreement from participants (including any other co-owners or rental cosigners) waiving any claims for personal injury or property damage or claims regarding the workmanship of the project, to the extent that the project's scope of work has been fulfilled to industry standards. (See attachment A: Sample Service Agreement Form.)

Compliance 7.4. The program must adhere to all policies and regulations established by co-op and condominium property management companies. If required by the property management company, the program must obtain explicit consent before proceeding with repairs within a co-op or condominium unit.

Compliance 7.5. The program has a system for actively monitoring the delivery of repairs and quality of the staff/technicians' performance, including procedures to ensure the work is completed within the timeframe given to the client. This may include monitoring when/how the work was started, finished, and if there were any unforeseen problems experienced by the field staff/technician in doing the work.

Compliance 7.6. The program has procedures in place to prevent the abuse/mistreatment of older adults in the program.

Compliance 7.7. The program's brochures, flyers and printed materials acknowledge the NYC Department for the Aging as the funding source.

Standard 8: Contributions.

Compliance 8.1. The program offers clients the opportunity to voluntarily contribute to service cost.

Compliance 8.2. Communication soliciting contributions must state that contributions are completely voluntary and that services will not be denied or affected because of the client's inability or unwillingness to contribute.

Compliance 8.3. The program uses all collected contributions to expand the service.

Compliance 8.4. The program establishes written procedures and method for collecting, documenting, securing, and accounting for contributions.

Standard 9: Staffing

Compliance 9.1. The program maintains the staffing capacity and operational resources to manage the contracted services, as well as the ability to efficiently adhere to the program timelines.

Compliance 9.2. The program conducts background checks on all technicians to safeguard the wellbeing of clients.

Compliance 9.3. All technicians must be adequately trained and have the appropriate licenses/certifications as required by law to perform the duties of the work.

Compliance 9.4. All staff and technicians who have direct contact with clients must be trained in elder abuse detection, reporting and counseling, and receive supplemental refresher training regarding the same at least once every three (3) years.

Compliance 9.5. The program has a documented supervisory structure to provide adequate supervision to staff and ensure accountability for the program's success. Supervision includes monitoring of worker logs and annual worker evaluation and ensuring that service agreements are timely and accurately completed. (*See Attachment B: Sample Technician Log*)

Compliance 9.6. The program actively manages employee turnover and vacancies to maintain the ability to meet program participant need/demand and ensure program quality.

- The program notifies NYC Aging within two (2) weeks when there is a permanent change in staffing.
- The program fills vacancies within three (3) months.

Standard 10: Data Management and Recordkeeping

Compliance 10.1. The program inputs and maintains complete, accurate, and up-to-date records of clients and service delivery. Data is entered in the NYC Aging's client information system, if required.

Compliance 10.2. The program has the staffing capacity and equipment to manage data collection and entry. Data should focus on reach and deliverables.

Compliance 10.3. The program maintains all records in good order and adhere to the record retention policies established by the City of New York. Record retention may be electronic, provided such retention satisfies the requirements of N.Y. Civil Practice Law and Rules Section 4539(b).

Compliance 10.4. The program records the appropriate unit for services provided.

- Units are reported to NYC Aging by hours of service (weighted repairs), number of repairs per month (discrete repairs), and number of households served. Units can be entered in increments of half/quarter hour.
- Reported units must match the monthly units recorded in program's logs.

Compliance 10.5. The program maintains the following records for six (6) years:

- Participant Profile Form
- Intake record
- Service agreement
- Repair workers' daily logs
- Contributions
- Case notes
- Complaint and grievance records

Standard 11: Cultural and Linguistic Competency

Compliance 11.1. Staff are trained and demonstrate both cultural sensitivity and cultural competence in their provision of services.

Compliance 11.2. The program has a plan and policy in place to address the needs of individuals with Limited English Proficiency (LEP). This may include a telephonic interpretation contract or community arrangement with a language interpretation services provider.

Standard 12: Emergency Preparedness

Compliance 12.1. The program coordinates with NYC Aging's Office of Emergency Preparedness and Response (OEPR), upon request, which offers trainings, meetings, and public/private partnerships to help service providers be better prepared for emergencies.

Compliance 12.2. In the event of a public health emergency, the program adheres to any additional guidance issued by NYC Aging.

Compliance 12.3. During a large-scale emergency, NYC Aging may request the program to assist with emergency response outside normal operating hours, such as during evenings and weekends (i.e. major hurricane event or no-notice event such as a building collapse or terrorist attack).

Standard 13: Incident and Accident Recording and Reporting

Compliance 13.1. The program completes and maintains an incident/accident report on file for all accidents and incidents that involve or affect client safety, services continuity, and program integrity.

Compliance 13.2. The program utilizes the NYC Aging Incident/Accident Report Form, found at https://www.nyc.gov/assets/dfta/downloads/pdf/community/Incident-Accident-Report_Form-Final_12-2024.pdf

Compliance 13.3. Incidents or accidents involving serious injury or death of a clients are reported immediately to NYC Aging and to appropriate authorities.

Attachment A. Sample Service Agreement

Name _____ Date _____

Address _____

Telephone __ (____) _____

We want to make clear to clients requesting repair work from _____ under the Minor Home Repair Program that:

1. The _____ Minor Home Repair Program cannot accept responsibility for any damage done to clients' property pursuant to completion of repairs under the program.
2. In signing this agreement , we want clients to understand that _____ Minor Home Repair Program disclaims liability for work claimed to be done negligently, and that clients hereby waive any claims they may raise for personal injury or property damage incurred by themselves, their families, or any other individuals under their control, and waive any claims regarding the quality of work done under this Minor Home Repair Program.
3. If these terms are **not** agreeable, the _____ Minor Home Repair Program will **not** perform any repair work requested.

Please sign below indicating that you agree with the terms stated above.

Client's Signature _____

Confirmation of Service

This certifies that _____ agrees that the repairs requested have been satisfactorily completed by the Minor Home Repair technician.

Client's Signature _____

Technician's Statement (Note hazardous work as well as supervisor's approval)

Technician's Signature _____

Attachment B: Sample Technician Log

Technician Daily Log

Worker (s) Name _____ Repair _____

Client's Name _____ Address _____

Telephone _____

Worker (s) Name _____ Repair _____

Client's Name _____ Address _____

Telephone _____

Worker (s) Name _____ Repair _____

Client's Name _____ Address _____

Telephone _____

Worker (s) Name _____ Repair _____

Client's Name _____ Address _____

Telephone _____

Worker (s) Name _____ Repair _____

Client's Name _____ Address _____

Telephone _____

Worker (s) Name _____ Repair _____

Client's Name _____ Address _____

Telephone _____

Worker's Remarks: _____

Repair Completed:

1. _____

2. _____

3. _____

4. _____

5. _____

Follow Up

1. _____

2. _____

3. _____

4. _____

5. _____