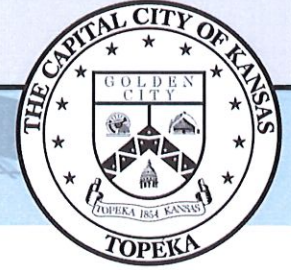




Accessibility Program

JANUARY - DECEMBER 2021

Planning & Development
Housing Services Division



About:

The Housing Services Division administers the **Accessibility Program** which assists low-income homeowners who need modifications to their home to help with barriers with accessibility. Assistance includes:

- Exterior Ramp
- Bathroom Modifications
- Door Widening
- High Rise Toilet
- Grab Bars



before



after

Accessibility Program Grant

Funds	Paid	Committed	Uncommitted	Grant Amount
2021	\$131,785	\$7,699	\$0	\$139,484

Accessibility Statistics

Number of Households Assisted	31
Average Cost of Repairs	\$6,460
30% LMI or Below	51%
60% LMI to 30%	49%

Accessibility Program Demographics

# of White Households	18
# of Black Households	5
# of Asian Households	0
# of Black and White Households	1
# of Hispanic Households	1
# of Women Head of Household	15
# of Disabled Households	2
# of Seniors Households	20

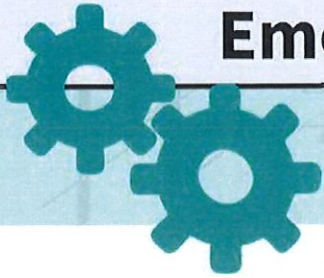


before



after

“Honestly, I have no idea what we would have done without your help and this program. Thank you very much.”



Emergency Repair Program

JANUARY - DECEMBER 2021

Planning & Development
Housing Services Division



About:

The Housing Services Division administers the **Emergency Repair Program** which assists low-income homeowners who need to make immediate repairs to their homes in order to deal with immediate health or safety problems such as the following:

- Furnace Replacement
- Sewer Line Collapse
- Water Heater Replacement
- Significant Waterline, Wasteline, or Gas Line Leakage
- Medically Required and Documented Mechanical Systems
- Roof Replacement (not repair)

Emergency Repair Program Grant

Funds	Paid	Committed	Uncommitted	Grant Amount
2021	\$234,545	\$41,036.33	\$13,765.67	\$289,347

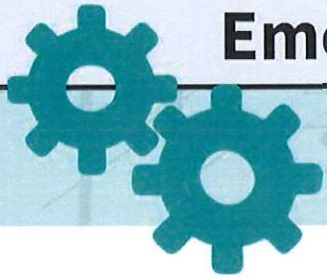
Emergency Repair Statistics

Number of Households Assisted	31
Average Cost of Repairs	\$6,459.63
30% LMI or Below	51%
60% LMI to 30%	49%

Emergency Repair Demographics

# of White Households	21
# of Black Households	6
# of Asian Households	1
# of Black and White Households	1
# of Hispanic Households	2
# of Women Head of Household	20
# of Disabled Households	17
# of Seniors Households	15

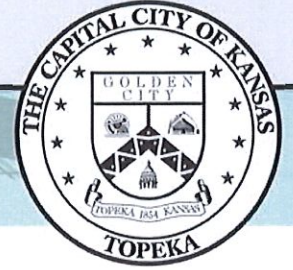
“Honestly, I have no idea what we would have done without your help and this program. Thank you very much.”



Emergency Repair Program

JANUARY - SEPTEMBER 2021

Planning & Development
Housing Services Division



Completed Projects

Roof Replacement



before



after

before



after



Furnace Placement

Hot Water Heater Placement

before



after



Replacement of Collapsed Sewer Line





Property Maintenance Rehabilitation

JANUARY 2019- DECEMBER 2021

Planning & Development
Housing Services Division



About:

The Housing Services Division administers the **Property Maintenance Repair Program** which assists low-income homeowners who need repairs to bring their homes up to code and make the home safe, livable, and healthy. City of Topeka Property Maintenance staff refer homeowners into the program. All eligible households must have an active property maintenance code violation and be on the deed of the property. Housing code violations must be for the home the person is residing in. Detached garages, weed violations, tree and trash removal are not eligible. The program is funded through a grant from the Federal Home Loan Bank (FHLB) of Topeka. For assistance, contact Shane Wilson by phone (785-368-3711) or email (swilson@topeka.org).

before



Property Maintenance Rehab Grant

Funds	Paid	Committed	Uncommitted	Grant Amount
TOTALS	\$706,350	\$40,460	\$3,190	\$750,000

Property Maintenance Rehab Statistics

# of Households Approved	59
# of Persons Approved	113
# of Persons over 50 years old	67
# in Help Area	24
# in NRA Area	46

Property Maintenance Rehab Demographics

# of White Households	79
# of Black Households	20
# of Asian Households	4
# of Black and White Households	2
# of Hispanic Households	12
# of Non Hispanic Households	96
# of Women Head of Household	64
# of Disabled Households	51

after



Property Maintenance Rehab Grant Programs

Applications Received	108
Applications Declined	37
Incomplete Applications in Process	12
Applications in Reimbursement Process	20
Applications Complete	38

before

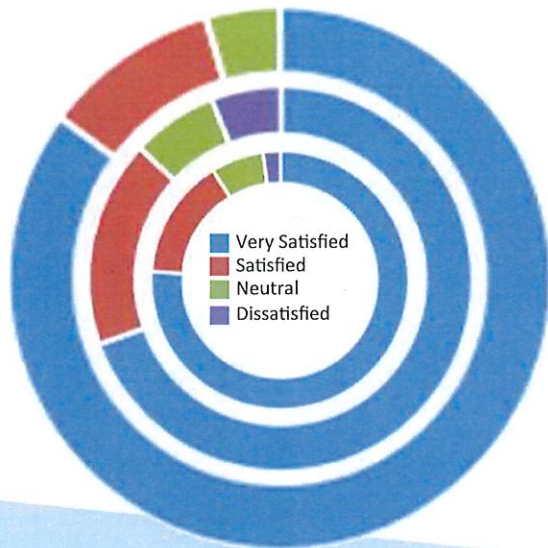


after



City of Topeka Housing Services

2021 Customer Satisfaction Survey



Interactions with Housing Services

96%

Satisfied/Very Satisfied

- Staff treated me with respect & courtesy
- Staff provided individual attention to my issues
- Staff responded promptly to my questions, calls, and attempts to contact
- Staff answered my questions clearly & professionally
- Staff thoroughly explained the paperwork I signed

Work performed by contractors

87%

Satisfied/Very Satisfied

- Contractors were competent and agreeable
- Contractors were receptive to change and helpful throughout the process
- Overall Satisfaction with quality of work performed

Overall Process

91%

Satisfied/Very Satisfied

- The application process was easy and understandable
- Overall satisfaction with Housing Services experience

“ ...went above and beyond. I can't say enough good things about this service. ”

“Comments”

This was on of the best experiences in my life! I didn't think about this being possible for me. It is meeting my needs and making my life much easier. The ramp allows me to step put of my door and keep walking to my car. No bathtub takes away lifting my legs to get in and out. It is wonderful! and a high toilet does make a difference. I feel truly blessed and most grateful. I am happy to tell others what the City can and will do! Thank you for all you have done to improve my quality of life!

I was so pleased with the extra help I was allowed. It has helped me with maintenance living in my home comfortably. Both were so nice and everything was explained and done in a timely manner.

Honestly have no idea what we would have done without your help & this program. Thank you very much.

My first time working with Housing Services. I didn't know these services were available for people in Topeka. I received a ramp and bathroom modifications, I was excited!