



Portland Water Bureau

Water Leak Repair Community Partner Grant Information

About the program

Since 1998, the Portland Water Bureau has managed the Water Leak Repair Program to provide free plumbing fixture repairs and water efficiency improvements for customers who own their own homes and qualify based on their income. Repairs are made by licensed plumbers and paid for by the bureau. In April 2020, Portland City Council increased funding for the program, allowing the program to expand. The bureau is continuing our twenty-two-year leak repair partnership with Multnomah County. And to meet growing need for the program, we are seeking community partners to serve as additional water leak repair coordinators.

The bureau will manage the application, customer eligibility, and initial intake, while our community partners will coordinate the repair work and assist with program outreach. Both the bureau and the partner will share follow-up responsibilities.

Questions?

There is no formal interest session scheduled, but questions are welcome anytime. Contact project manager Penny Milton at penny.milton@portlandoregon.gov or 503-823-7003.

Funds available

Grant funding up to \$165,000 is available beginning July 1st, 2020 for selected community partner program(s). This is a one-time grant; however, we intend to continue this program and grant funding available in following years depending on demonstrated need and program effectiveness. Total budget for this program in fiscal year 2020–21 (July 1, 2020–June 30, 2021) is \$250,000; \$85,000 is going toward serving customers through our partnership with Multnomah County. This grant is for the remaining FY 2020–21 funding.

Grant schedule

- **Application opens:** June 18, 2020
- **Proposals due:** July 9, 2020
- **Anticipated notice of awards:** July 20, 2020
- **Anticipated start date for contract:** September 2020

Grant application evaluation criteria

We intend to select organizations that

- have staff and organizational capacity to take on more projects, or plan to expand in order to do so;
- can respond quickly to emergency and urgent water leaks;
- have a history of cultural responsiveness, a track record of helping address inequities in housing opportunities, or a well-developed plan to focus their services on communities of color and demonstrate the ability to assist these communities in overcoming barriers to retention of their homes; and
- can communicate with clients in their preferred languages (provide support in the ten [safe harbor languages](#) for the City of Portland).

Evaluation criteria

Organizations will be evaluated on the following items. The highest-scoring organizations will be selected for the program.

- Organizational Capacity: 15 points
- Repair Coordination Experience: 25 points
- Response Time: 15 points
- Outreach & Marketing: 10 points
- Equity and Access: 30 points
- Other considerations: 5 points
- TOTAL: 100 points

General requirements

1. Selected partner/s may not use more than 15 percent of their grant for administrative costs.
2. Repairs (under Oregon Specialty Plumbing code section 104.1 and the Oregon Administrative Rule 918-780-0035) must be done by **licensed plumbers**. This includes repair and replacement of leaking faucets, toilets, interior water pipes, spigots, showers and baths, and water service lines.
3. All organizations must be based in or doing work in the Portland Water Bureau service area. Not sure if you're in our service area? Look up your water provider by office address at regionalh2o.org using the "Who is my water provider?" tool.
4. Any organization that receives a grant will be required to meet City [contracting requirements](#) including [insurance and workers' compensation](#) requirements.

Program Vision

The Water Bureau's role

Program outreach

- The bureau will actively promote the program to eligible customers.
- Program information will be widely distributed to customers as a part of the financial assistance program.
- The program will be highlighted at Water Bureau workshops and community events and in communications campaigns.

Customer eligibility and prioritization

- The bureau will screen all customer applications, prioritize leaks, and determine whether a customer is eligible for the program.
- The bureau will refer approved customers to community partners.
- If a customer is ineligible for the program, the bureau will provide the customer information about other community programs that may be able to help.

Customer service follow-up

- The bureau will send each customer a reference copy of any invoices from repair work at their home as well as a follow-up letter.
- The bureau will send a customer satisfaction survey to provide an opportunity to give feedback on the process.
- Water leaks can mean high water/sewer/stormwater bills for customers. The bureau will proactively request bill adjustments for customers impacted by leaks.

Community partner role

Program outreach

- Partners will actively promote the program to clients who may qualify as a part of their program offerings.
- Partners will feature the program during events, workshops, and communications campaigns.

Complete intake (after customers are screened by the bureau)

- Contact referred customers to gather any other needed intake information (anything your organization needs that was not already collected by the bureau). The bureau will share application information to reduce duplicating intake processes.

Coordinate repairs

- Schedule community partner staff or licensed contract plumber to visit the property to assess the scope of plumbing work needed.
- Coordinate response to needed plumbing repairs and issue work orders to the licensed plumbing contractor(s).

Provide water efficiency services

As is manageable within the community partner's current framework:

- Perform a short water audit for qualified customers, including leak detection and an inventory of recommended water efficiency actions.
 - The bureau is available to train staff in water efficiency and leak detection techniques.
- Install or provide water efficiency devices as needed. Devices will be provided by the Water Bureau.

Ensure quality

- Schedule staff to inspect repair work with the property owner after completion and evaluate client satisfaction.
- Verify that the contractors have required insurance and permits, and complete required inspections when applicable.
- Verify that all repairs made conform with City and County codes.
- Verify that all contractors bidding and performing work on pre-1978 homes have an active Lead-Based Paint Renovator's License from the Oregon Construction Contractor's Board.
- Confirm all repairs come with a one-year warranty.

Pay contractors and follow up with the bureau

- Provide data to the bureau on customers served, leaks repaired, and repair dates by the 15th of each month for work performed during the previous month. This can be as simple as sending copies of paid invoices that include this information.

Frequently asked questions

1. Is there a target number of homes to serve?

No. The program referrals are based on need. There is no quota or minimum number of clients you need to serve. The Water Bureau's priority is to serve eligible clients as quickly as possible to meet the anticipated need of 150–200 homes between all program partners.

2. How much can be spent per home?

- \$3,000 can be spent on each home without approval by a Water Bureau project manager.
- Projects estimated to cost between \$3,000 and \$5,000 require Water Bureau project manager approval.
- Any project over \$5,000 requires three bids and Water Bureau project manager approval.

3. Who can complete the repairs?

Repairs and fixture replacements must be made by a licensed plumber (except for washing machine replacements that don't require a replacement of the drain or water valves). If community partners have a licensed plumber on staff, they can do the work, or the organization may choose to subcontract to a licensed plumber. All repairs must come with a one-year warranty.

4. Are community partners required to share water audit information with the Water Bureau?

This will not be required in fiscal year 2020–21 (July 1, 2020–June 30, 2021). We will ask for feedback about the program and what we can do to help when problems are identified, but there are no formal audit reporting requirements.

5. Are there any other data collection or reporting requirements?

We will need a picture of the water meter on the day (or as close to it as possible) of the repair. This will allow us to measure water use before and after the repair.

No other reporting needs are identified at this time, but we will request partner feedback throughout the year.

6. Can we subcontract to any licensed plumber?

Emerging, local, and small businesses owned by entrepreneurs of color should be prioritized, but any licensed plumber may do the work.

Nondiscrimination policy and meaningful access

The City of Portland operates without regard to race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, age, or disability in accordance with the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations, including Title II of the ADA, ORS chapter 659A, and Portland City Code Chapter 23. Title VI of the Civil Rights Act requires that no person in the United States shall be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any City program or activity on the grounds of race, color, or national origin.

We work to provide meaningful access to city programs, services, and activities to comply with Civil Rights Title VI and ADA Title II laws. We aim to reasonably provide translation, interpretation, modifications, accommodations, alternative formats, auxiliary aids, and services to those who want them. To request these services, contact 503-823-7003, City TTY 503-823-6868, Relay Service: 711.

More information · Más información · Thêm thông tin · 欲了解更多信 · Дополнительная информация · Mai multe informații · Подробиці · Macluumaad dheeri ah · अधिक सूचना · Tichikin Poraus portlandoregon.gov/water/access · 503-823-7003 (TTY: 503-823-6868, Relay: 711)

Applicants for the Water Leak Repair Assistance grant program must hold similar access and nondiscrimination standards.

Client eligibility

- Property must be a single-family home with an active City of Portland drinking water account.
- Client must own the home.
- Client must live at the property and be directly responsible for paying the sewer/stormwater/water bill.
- Client must meet income requirements.
- Client's leak must be a water leak, not a sewer leak.

Income Eligibility Requirements

Requisitos de elegibilidad de Ingreso

Điều Kiện Thu Nhập Cần Thiết

合資格入息要求規定

Требования об уровне дохода

Household Size

Tamaño de la familia

Số Người Trong Hộ Gia Đình

家居人数

Размер домохозяйства

Maximum Monthly Income

Máximo ingreso mensual

Thu Nhập Hàng Tháng Tối Đa

最高月收入

Максимальный ежемесячный доход



\$3,080



\$3,520



\$3,960



\$4,395



\$4,750



\$5,100



\$5,450



\$5,805



Portland Water Bureau

Water Leak Repair Community Partner Grant Application

Organization information

Organization name: Click or tap here to enter text.

Organization street address: Click or tap here to enter text.

City: Click or tap here to enter text.

State: Click or tap here to enter text.

ZIP Code: Click or tap here to enter text.

Employer Identification Number: Click or tap here to enter text.

Primary contact first and last name: Click or tap here to enter text.

Primary contact phone: Click or tap here to enter text. **Email:** Click or tap here to enter text.

Funding

Grant funding up to \$165,000 is available for fiscal year 2020–21.

How much funding are you applying for? Click or tap here to enter text.

Organizational capacity (15 points)

Does your organization have a licensed plumber on staff? Yes ☐ No ☐

Does your organization hold a current OR Construction Contractors Board License?

Yes ☐ No ☐

License number: Click or tap here to enter text.

What is your organization's mission statement? How would being a community partner with the Water Leak Repair Program fit in with your mission statement?

Click or tap here to enter text.

How would your organization manage the Water Leak Repair Program community partner work we have described? Specifically, please describe your approach to project coordination and repair.

Click or tap here to enter text.

Describe your organization's capacity to take on the new work this grant would require.

Click or tap here to enter text.

Repair coordination experience (25 points)

This program often serves people who are older, have low income, or have a disability. Please describe your organization's approach to customer service with these populations in mind.

Click or tap here to enter text.

Describe your experience coordinating simple in-home water leak repair and replacements (toilet replacements, faucet/shower/spigot repair, etc.).

Click or tap here to enter text.

Describe your experience coordinating service line replacements (the water line from the City water meter to the home).

Click or tap here to enter text.

There are several home repair providers in the Portland Metro area. What makes your organization particularly able to do this work well?

Click or tap here to enter text.

How do you determine what work needs to be done in a home? How is this documented and communicated to your team or subcontractors?

Click or tap here to enter text.

Who hires, manages, and monitors contractors? What is their level of experience doing so?

Click or tap here to enter text.

How do you ensure that subcontractors are charging fair prices for services?

Click or tap here to enter text.

What is your water leak repair quality assurance process? How do you ensure that repairs directly address the issue and that the work is done well?

Click or tap here to enter text.

Response time (15 points)

The Water Bureau is interested in reducing wait time for repairs. There are three types of situations we deal with: emergency, urgent, and nonurgent. For each of these situations, about how much time (realistically) would you expect it to take from the time the bureau referred a customer to you to the time the repair was completed?

1. Emergency (example: water flooding a home): Click or tap here to enter text.
2. Urgent (example: large toilet leak): Click or tap here to enter text.
3. Nonurgent (example: occasional toilet leak or dripping faucet): Click or tap here to enter text.

Outreach and marketing (10 points)

This grant does not require community partners to recruit clients for this program, but the Water Bureau is always looking for ways to make sure our community knows the program exists and how it can help.

If selected as a community partner, what marketing and outreach tools will you use to inform the community about the Water Leak Repair Program?

Click or tap here to enter text.

Equity and access (30 points)

What are some ways that you provide culturally responsive services?

Click or tap here to enter text.

Describe your organization's ability and experience translating written communication and providing interpretation.

Click or tap here to enter text.

How does your organization encourage contracting with [D/M/W/ESB/SDVBE](#) contractors?

Click or tap here to enter text.

COVID-19 impacts

We understand COVID-19 has made business far from “usual.” What has changed for your organization operationally (as applicable to home repair services)?

Click or tap here to enter text.

If your organization is selected as a community partner on this project, how could the Water Bureau support you as we continue to adapt to COVID-19? What might you need flexibility on?

Click or tap here to enter text.

Legal

Is your organization involved in any legal proceedings related to home repair?

Yes ☐ No ☐

If yes, briefly explain the nature of the proceedings.

Click or tap here to enter text.

Wrapping up

Is there anything this program seems to be missing or any ideas you have that would make this program better for everyone? (Optional)

Click or tap here to enter text.

Is there anything else you would like us to know? (Optional)

Click or tap here to enter text.

Signature

I certify that my answers are true and complete to the best of my knowledge.

Full name and title: Click or tap here to enter text.

Date: Click or tap here to enter text.

Email submissions to penny.milton@portlandoregon.gov by 5:00 PM on July 9, 2020.