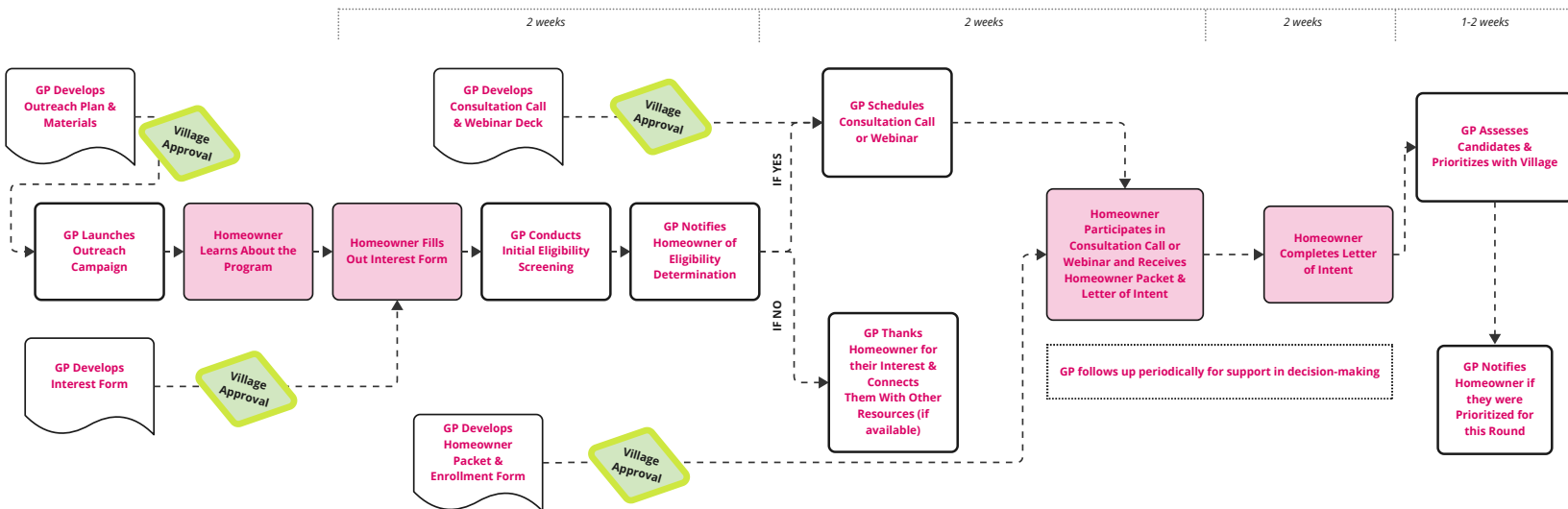


# Learn

Timeline: 6-8 Weeks



## Process Notes

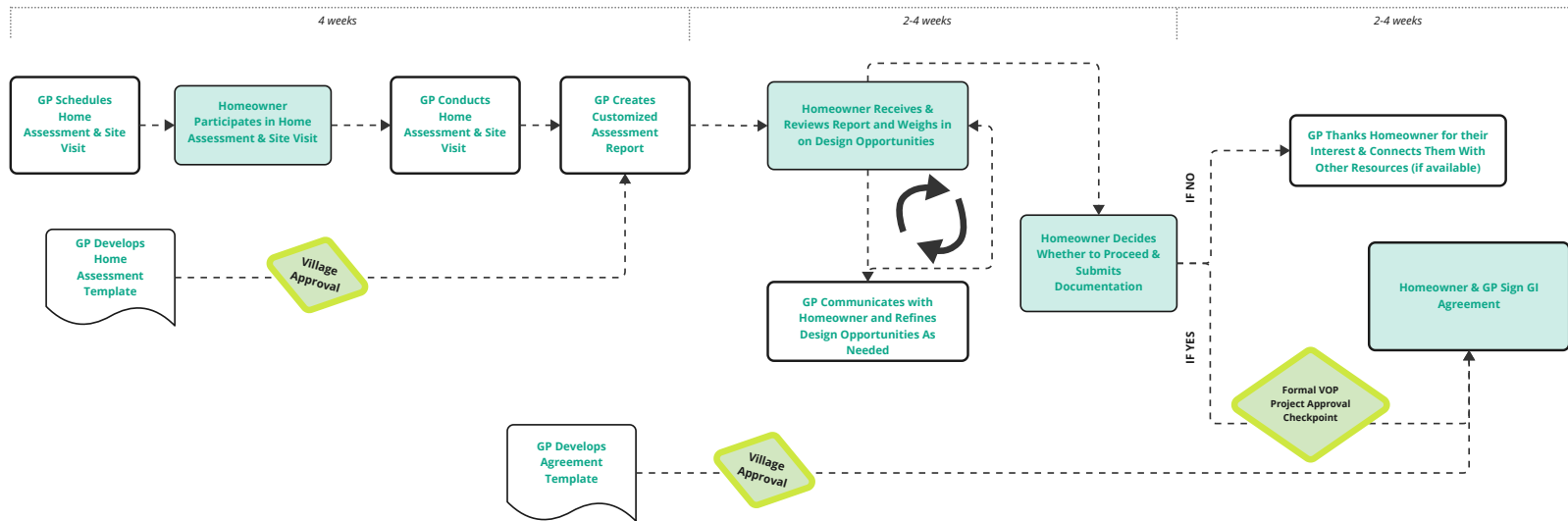
- Team will work through wait list initially prior to conducting broader outreach to homeowners in priority equity areas
- Initial eligibility screening will include light feasibility check via desktop review along with eligibility check
- Greenprint will sign off on project enrollment at the end of this phase, with Village sign off occurring at the end of the Assessment phase
- Greenprint will develop a monthly report to keep VOP apprised of pipeline throughout the program

## Resident Communications Notes

- Raise awareness that assistance for income-qualified homeowners is an option during enrollment / consultation call step; Request yes/no on Letter of Intent for whether additional assistance is desired
- Ensure applicants are aware of Scofflaw review from outset of program

# Assessment

Timeline: 8-12 Weeks



## Process Notes

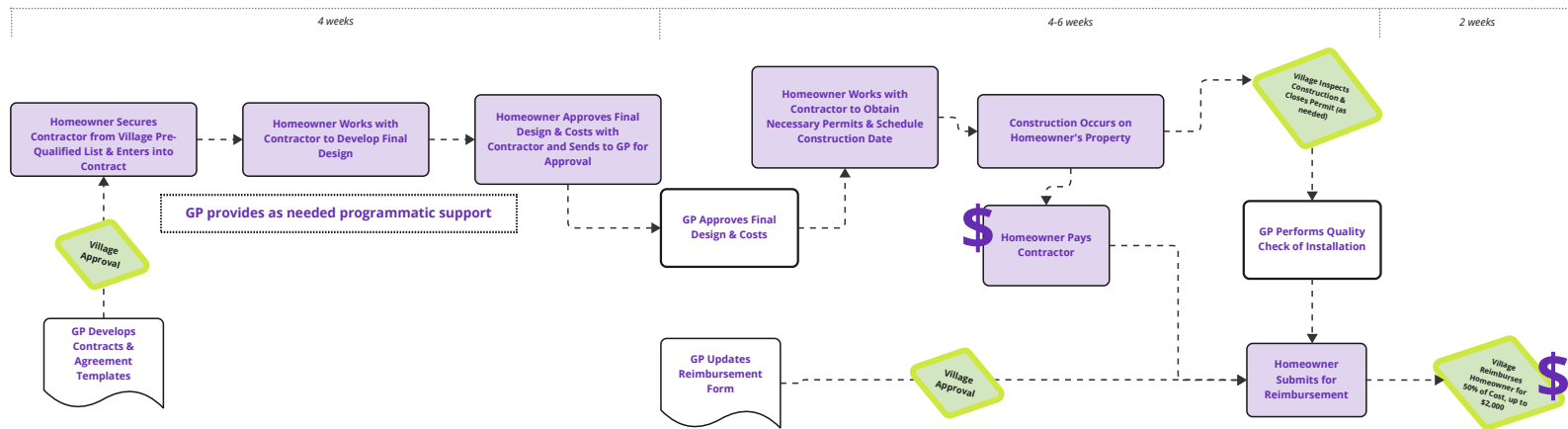
- Oak Park's previous RainReady program included a \$200 refundable deposit to cover the home assessment. This deposit was nearly always returned, even if a homeowner dropped out of the program. To improve program accessibility/equity and reduce administrative burden, the deposit requirement has been removed for all homeowners in the new program design
- Scofflaw review will occur during VOP project approval

## Resident Communications Notes

- If homeowners opt not to participate, follow up to determine reasons so we can continuously improve on our program design

# Design & Build: Non Income-Qualified Homeowner

Timeline: 10-12 Weeks



## Process Notes

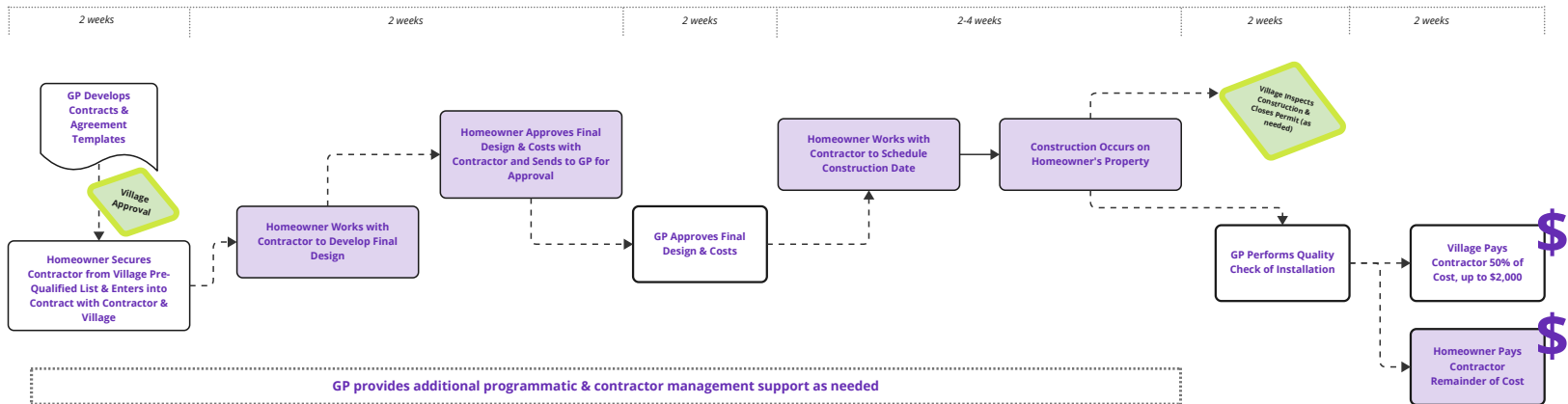
- Contractors are responsible for securing permits in accordance with VOP processes. Review of the permitting process will be included in contractor training
- Greenprint will perform a quality check for all installations to ensure that what was promised was delivered. If possible, we will conduct maintenance training at the same time
- Greenprint can approve cost deviations from the original quote as long as it is not more than the maximum allowable amount grant amount

## Resident Communications Notes

- Request that homeowner communicate final inspection/permit closure to VOP
- Greenprint will communicate required permits for relevant facility types

# Design & Build: Income-Qualified Homeowner

Timeline: 12-14 Weeks



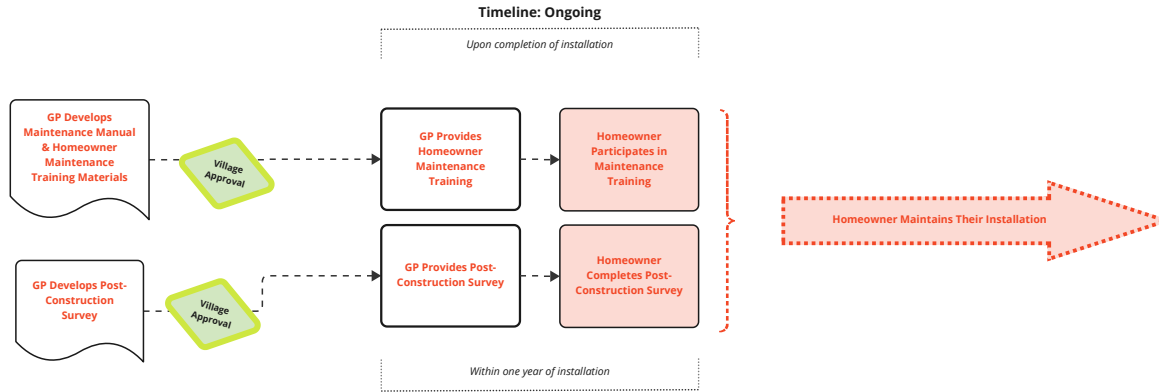
## Process Notes

- Contractors are responsible for securing permits in accordance with VOP processes. Review of the permitting process will be included in contractor training
- Greenprint will perform a quality check for all installations to ensure that what was promised was delivered
- Greenprint can approve cost deviations from the original quote as long as it is not more than the maximum allowable amount grant amount

## Resident Communications Notes

- Since Greenprint will be more involved in the construction process for non-income qualified homeowners, Greenprint can communicate final inspection/permit closure to VOP
- Greenprint will communicate required permits for relevant facility types

# Maintain



## Process Notes

- Survey should include questions on the process successes and areas for improvement so we can continue to evolve the program design

## Resident Communications Notes

- Provide maintenance training materials in Spanish & English