



Critical Home Repair Fact Sheet

About us:

The West Virginia Homeowners Rescue Program is funded by the American Rescue Plan and operates within guidelines established by the U.S. Department of the Treasury. We help eligible homeowners with a pandemic-related hardship catch up on their housing costs, such as delinquent mortgages, utility payments, real property taxes, and other associated costs.

March 2022-August 2023



5,017
claims paid



\$20.7 million
in housing assistance



55
counties served

Repairs may include:



Roofing



HVAC



Plumbing/Septic



Electrical



Environmental



Structural



Accessibility Modifications



Other Repairs as Needed

Repairs must address issues that affect the home's safety and livability or would result in the involuntary displacement of the household if not corrected.

Frequently Asked Questions:

Q. Is this program legitimate?

A. Yes. The program is federally funded and administered by the West Virginia Housing Development Fund. This is a short-term program to make homes safe and livable. Homeowners must meet program requirements to be eligible for critical home repair funding.

Q. How do I participate?

A. Submit your Certificate of Existence, license, proof of insurance, and a W-9 tax form to homerepair@wvhdf.com. Provide a cost estimate of the work to the homeowner, who will submit it to the program for review. **The homeowner and contractor MUST be notified of program approval before work can begin.**

Q. How do I get paid?

A. Contractors will receive 25% of the total cost upfront and the remaining 75% when work is complete. WVHR will process payment and mail a check directly to the contractor.

Q. When will I get paid?

A. Once we receive evidence of satisfactory completion of the work, we will begin processing payment. You can generally expect to receive a check in the mail within 10-14 business days.

Q. How do I notify the program that work is complete?

A. Fill out the EHR Completion of Work Form and submit it to us, along with photos of the finished job. Homeowners must also attest they are satisfied with the work. Contractors will not get paid until we receive the completed forms and photos.

Q. Who do I contact with questions?

A. Email homerepair@wvhdf.com or call 844-542-0035 to speak with a call center agent based in our Charleston office.