

Chemung County Department of Aging and Long Term Care

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HOME REPAIR, MODIFICATION & MAINTENANCE RESOURCES PACKET

11/6/2018

The Chemung County Department of Aging and Long Term Care provides information about private providers with the understanding that we make no claims as to the qualifications, fitness, or ability of these persons and organizations to perform the services you require. It is your responsibility to screen, interview and request references from anyone you consider hiring. All responsibility for employing individuals rests between you as employer and your employee. The Chemung County Department of Aging and Long Term Care does not make recommendations about private providers and cannot be responsible for their performance. Please contact us if you need additional information and assistance.

Contractor Tip Card from New York Attorney General (attached)

HomeFit Guide (aarp.org/homefit): suggests what you can do to make your home comfortable, safe and a great fit for you. Order or download a free copy.

City of Elmira Department of Community Development Active Contractor List (attached): The City of Elmira has given us permission to distribute the attached list of contractors that is provided to property owners who receive assistance through the City's home improvement assistance program.

Accessible Housing Services (800-284-8076, <http://accessiblehousingservices.com/>): Provides evaluations, designs, project management and real estate services for accessible living environments, as well as construction under the business name of "Jones Solutions". Construction includes modular ramps, sidewalks, ceiling lifts, bathroom remodels, and sale of unique accessibility equipment. An hourly rate is charged for consulting and market rate is charged for construction work. Staff certifications include Certified Aging in Place Specialist (CAPS), Licensed Occupational Therapist, Certified Environmental Access Consultant (CEAC), Assistive Technology Practitioner (ATP) and Senior Real Estate Specialist (SRES).

Forward Thinking Home Solutions: Transforming Homes into Safe Havens

(607-333-4313, <http://www.forwardthinkinghomesolutions.com/>): Sue Gruber, Universal Design and Certified Aging-in-Place Specialist, helps remodel existing homes and build new homes with universal design and aging-in-place in mind. Services include: Home Assessments, Creative Design Solutions, Client-Contractor Liaison, Product and Funding Research.

Aging Together with Independence, Opportunity and Dignity

Tru Blu Handyman Services (733-0510, services@trublughandyman.com, <http://www.trubluservices.com/>): Provides a broad range of home repair, maintenance and modification services, with a Certified Aging in Place Specialist (CAPS) on staff.

AIM TRAIT (Technology Assistance for Individuals with Disabilities) Project (7333718 x229, Video Phone Relay Service 936-9129, <http://www.aimcil.com/>): Provides assistive technology (AT) loans, typically for a 10-week period, to try out equipment (including ramps, wheelchairs, walkers, canes, low-vision and hearing loss devices) to decide what AT is best for an individual; information about funding and vendor sources for purchasing AT; and demonstrations in how to use AT devices. The state-wide **TRAIT-IN Program** (cqc.ny.gov/advocacy/assistive-technology/traid-in-equipmentexchange-program, 800-634-4143) connects individuals searching for affordable AT devices or equipment with people who have devices they wish to sell or donate.

Arbor Housing and Development (562-2477, <http://www.arbordevelopment.org/>): Provides reverse mortgage counseling to consider as an option to pay for needed repairs and/or modification.

Gerould's Home Healthcare (800-824-1419, info@geroulds.com, <http://www.geroulds.com/>): Provides assisted living devices, stair lifts for purchase, portable ramps for rent and purchase, and exterior wheelchair accessibility lifts for purchase

Saunders Medical Equipment (877-410-7213, info@saundersmedicalequipment.com, <http://www.saundersmedicalequipment.com/>): Provides assisted living devices, stair lifts for purchase and portable ramps for rent and purchase.

Seniors Helping Seniors (398-0188, <http://super-senior.com/>): Provides home maintenance, small repairs and yard work, including gutter cleaning, interior and exterior painting, installation of grab bars, modifications to improve accessibility, lawn mowing and gardening. Employees are screened, insured, bonded and background checked.

Youth Employment Service, Big Flats (562-8443 x307): Provides a free job referral service to link local residents with youth aged 14 to 21 who help with lawn care, domestic chores, painting, pet-sitting, snow removal, and other odd jobs for minimum wage.

Youth Employment Service, Horseheads Youth Bureau (739-3518): Provides a free job referral service to link local residents with youth aged 14 to 21 who help with shoveling, raking leaves, washing windows and other odd jobs for minimum wage.

FOR THOSE WITH LIMITED INCOMES AND RESOURCES:

Arbor Housing and Development (562-2477, <http://www.arbordevelopment.org/>): Provides home improvement assistance grants to eligible homeowners.

Bishop Sheen Housing (585-657-4114, <https://sheenhousing.org/>): Provides home improvement assistance through grants and loans to eligible homeowners. Local administrator for Access to Home, providing grants to make homes accessible for income-eligible homeowners who are elderly or disabled (includes wheelchair ramps and lifts; widening of doorways; bedroom, bathroom and kitchen modifications, etc.).

Chemung Volunteer Action Corps (<http://chemung.cce.cornell.edu/volunteer>, 7344453): Provides referrals to a volunteer ramp building program to help eligible older adults remain independently in their homes.

City of Elmira Community Development (737-5691, <http://www.cityofelmira.net/community-development>): Provides home improvement assistance through grants and loans to eligible City of Elmira residents.

Community Progress, Inc. (962-3506, <https://www.communityprogressinc.com/>): Provides home improvement assistance through grants and loans to eligible Chemung County residents, except for those living within the city of Elmira. Local administrator for the Manufactured Home Replacement Initiative, which replaces dilapidated mobile and manufactured homes with new ENERGY STAR Qualified manufactured homes.

EOP (734-0795, <https://www.cseop.org/>): Provides insulation, air sealing, heating system analysis, weather strip and caulking, health and safety measures, mobile home weatherization for income eligible home owners.

Chemung County Habitat for Humanity (<http://www.chemungcountyhabitat.org/>, 734-1361): A Home Repair Program utilizes volunteers to do exterior home painting, landscaping, repairs and modifications for low-income homeowners who need assistance to do necessary work and meet established criteria. Applicants pay a \$25 application fee once approved.

Near Westside Neighborhood Association, Inc. (<http://nwnainc.com>, 733-4924): Offers programs that provide a portion of the cost for rehabilitation of homes for eligible homeowners within the City of Elmira.

NYSERDA, NY Energy \$mart, EmPower and ENERGY STAR (1-877-NYSMART, <https://www.nyserda.ny.gov/Residents-and-Homeowners>): Provide a variety of programs to help lower electricity costs. EmPower New York provides cost-effective electric measures, such as lighting and refrigerator replacements, at no cost to those who are eligible.

Senior Information and Referral Service of Spencer-Van Etten (SIRS) (888-5897833): Provides a variety of services to the Spencer-Van Etten community, including light housework, minor home repairs and yard work, to help residents remain in their homes.

USDA Rural Development (776-7398, <https://www.rd.usda.gov/>): Provides home improvement assistance through grants and loans for eligible homeowners.

Work Camps: Week-long Christian mission camps for youth who provide home repairs, under supervision, to eligible home owners. Contact Chemung County Department of Aging and Long Term Care in the spring at 737-5520 to see if a work camp will be available this summer.



September 2018

CITY OF ELMIRA
DEPARTMENT OF COMMUNITY DEVELOPMENT
CONTRACTOR LIST

The Department of Community Development requires a minimum of 3 complete bids on your Work Write-Up. Please give one copy to selected contractors to fill out and mail back for a formal bid opening. These bids will remain sealed until at least two city officials perform that bid opening. You will be notified shortly afterwards of the winning bidder and what happens next. We will only finance the lowest responsible bid. However, if you prefer, you may choose a contractor that has a higher bid provided you are willing and able to pay the difference.

It is the policy of the City of Elmira not to recommend contractors to property owners who are obtaining assistance through our Home Repair Programs. However, property owners frequently inform us that they do not know any contractors. The following contractors have registered with the Department and maintain the required liability insurance coverage.

You do not have to select a contractor from this list. If you have other Lead Base Paint (LBP) Certified contractors you would like to have bid on your job, we encourage you to utilize them. If within the scope of your Work Write-Up, there are repairs listed having LBP present, then LBP Certified contractor will be required.

We recommend you talk to your neighbors, relatives or friends who have had work done to check references on all contractors you invite to bid on the job. Again, the final decision is up to you . . . make sure you are confident of the contractors you select . . . you will be living with the finished product for many years to come.

GENERAL CONTRACTORS

Ben Miller Contracting 346-6481	Chaffee Contracting (Scott Chaffee) 589-4028	ABQ Home Improvements 734-1440 (Frank Kramarik)
Cullen McCann Contracting 733-2020	Snell Contracting (Toby Snell) 346-1635	Pat Callahan 734-6962
Rudy Stoltzfus (R-K Enterprise) 607-329-0855	Burdick's All Seasons Roofing, 607-426-1255 (Jody Burdick)	Mark VanGalder Contracting 738-1260
Mike Kennis Contracting 607-368-3087	Chemung Heating & Building 734-7254	Hopgart Construction (Peter Sedlak) 767-6242

PAVING CONTRACTORS

Armstrong Contracting – (Rich Voorhees) 731-0117	Loveless Blacktop – (Matt Stuart) 733-3160
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TREE REMOVAL CONTRACTORS

Boyce's Tree Service 732-1474 (Blair Boyce)	Twin Tier Tree Service 734-9356 (Gene Voorhees)	Renko's Tree Service 737-0273 (Steve Renko)
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Your Home Improvement Project

Never pay the full price up front – Establish a payment schedule and adhere to it. Withhold final payment until the entire project is completed to your satisfaction and all required inspections and certificates of occupancy are finalized.

Get everything in writing – State law requires a contractor to provide a written contract for home improvement work. The contract should include a time line for work to be completed, a payment schedule and specifics about the project – such as types or brands of materials. On larger projects, architect or engineer plans should specify virtually every detail. Remember, any verbal changes to the project must be added to the written contract. The contractor is only bound by what is in the contract. Keep copies for your records.

Know where your payments are going – Contractors are required to deposit progress payments in an escrow account. The payments are to be used solely for your project, any withdrawal must bear a “reasonable relationship” to the work completed. The contractor can otherwise obtain bond insurance to protect your money. Know which option your contractor will use.

Never do business with a contractor who is unwilling to abide by any of these conditions. Even if the contractor seems reputable, it simply is not worth the risk.

If you are working with a home improvement contractor and having problems or have complaints:

1. First, speak with your contractor. Let the contractor know your concerns with the project and try to reach a resolution. The goal is to have the work finished to your satisfaction.
2. If a resolution is not possible, file a complaint with the Office of the Attorney General. Forms can be downloaded at www.ag.ny.gov/consumer-frauds/Filing-a-Consumer-Complaint
3. Once you have completed the form, compile all relevant documents, i.e., contract, receipts, cancelled checks, photographs of the work site, etc. You should make copies of these documents for your records.

Fax or mail all documents along with your original complaint form to your local regional office.



For more information, including how to find the Attorney General's local Regional Office call 800-771-7755 or visit www.ag.ny.gov

Office of the Attorney General
Eric T. Schneiderman



Do Your Homework Before Hiring a Home Improvement Contractor

Identify the full home improvement project

Prepare a comprehensive list of all work to be completed. Be specific. Set a reasonable budget for your project.

Shop around – Interview multiple contractors. Contact at least three contractors and get written estimates for your project. Insist upon specific time lines detailing start and completion dates.

Know what permits are needed – Even though a qualified contractor should be aware of the necessary permits and inspections, you should know them as well. Check with your local building department before beginning a project. Also check the New York State Department of State building code website: www.dos.ny.gov.

Get references and check them – Ask friends and neighbors for names of contractors. Examine the completed project, ask if they are satisfied with the results. Get references from the contractor and speak directly to former customers. Check the contractor's accreditation with the **Better Business Bureau** by visiting <http://welcome.bbb.org>

Get proof of insurance – If a worker is injured, or damage is caused on your property, you could be held liable if your contractor does not have the required insurance.

Check licenses where necessary – In New York State, home improvement contractors must be licensed in New York City, Suffolk, Nassau, Westchester, Putnam, and Rockland counties.

