



**Maricopa County**  
**Human Services Department**  
Housing and Community Development Division

**MCHIP CLIENT AGREEMENT FORM**

Thank you for your interest in the Maricopa County Home Improvement Program (MCHIP).

Once your household is determined eligible for one or more of our programs, there will be multiple parties that will be working together for the duration of the project, including: 1) Maricopa County Human Services staff; 2) Foundation for Senior Living (FSL) staff to perform testing, create the scope of work, and hire contractors to complete the work; 3) Specific trade contractors that will complete the measures outlined in the scope of work; and 4) Federal, state and utility funding partners that may request to see in-progress and/or the complete work on your home.

We want this to be a great experience for you, while being a safe and successful experience for all parties involved. To ensure that we can complete the work on your home in a timely manner and without incident, we ask that you agree to the following principles.

- Please allow all parties, listed above, scheduled access to your home during the term of the project to review, inspect, and capture photos of the work. We understand the inconvenience of having to block an entire day for a contractor and will strive to provide you with the most accurate window of time available. Please make yourself available and be assured that when our contractors arrive at your home, you will receive the same courtesy and considerations as those before you to get the job done efficiently and completely.
- The federal, state and local funding entities of this work require completion paperwork and photos of the completed work on your home. Please sign all final paperwork and allow the contractor(s) back into your home, after the work has been finished, so they can complete these items and fulfill our funder requirements. Also, please allow all parties, listed above, scheduled access to your home upon completion of the project (if requested).
- Our program requires open communication to thrive. We expect our contractors to be kind, respectful, patient, courteous, and informative. We also expect they be treated with the same courtesy. If any worker feels unsafe, threatened, disrespected, or unwelcome at your home, we will not be able to complete the job and this program will no longer be available to you.
- This program is not a remodel program. Work to be performed is not decided by the client, as the client does not and is not expected to know what is allowed in the MCHIP program. Funding is also based on availability. Clients may opt out of the program at any time if they are not satisfied with the scope of work being offered.
- Old appliances and systems that have been replaced will be removed and disposed of by the contractors. Clients will not have the option to keep them.
- None of the parties, listed above, will be held responsible for claims for any future damage to your home or future personal injury to you. Future issues with any work performed must follow the warranty process with the contractor.
- You have the right to file an appeal if your application is denied or if there are concerns regarding the work performed. The written appeal must be sent within 14 days of the denial letter or job completion. Written appeals must be sent to the MCHIP Supervisor, Housing & Community Development Division, 234 N. Central, Ste. 3000, Phoenix, AZ 85004.

Please sign and date below if you agree to the above principals and authorizations.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**Human Services Department ♦ 234 N. Central Avenue, 3<sup>rd</sup> Floor ♦ Phoenix, AZ 85004**

Revised 4/28/21