

Contractor Confirmation and Reimbursement Guide

My Safe Florida Home Program

July 1, 2023



Introduction

This document will explain how Matching Grant recipients request Reimbursement from the My Safe Florida Home (MSFH) Program. It will also explain how Low-Income applicants ensure their chosen contractor receives payment smoothly. While primarily intended for applicants, contractors may find this information to be a useful compliment to the Contractor's Manual. It is intended to explain steps in the process after an applicant has received an Initial Inspection and applied for a grant.

Specific Procedure

Contractor Confirmation and Requesting a Final Inspection

After receiving an Initial Inspection Report from an MSFH program-assigned inspector, a grant application will open in the Applicant portal. You can access the applicant portal via <https://mysafehome.com/> at any time. After the grant application is submitted, reviewed, and approved, you will receive an approval email with instructions on how to move forward.

After receiving an approval email for a Matching or Low-Income grant, you are free to request quotes from up to three (3) approved contractors. The approved MSFH contractor list will be available in the grant approval email.

When you receive grant approval, grant money is set aside for you. Please keep in mind that the final inspection (the step to initiate the Reimbursement process) must be completed within one (1) year of your approval date OR before July 1st, 2024 (whichever is sooner). After one (1) year, you may apply for an extension of time, but funding is limited and the MSFH Program cannot guarantee future approvals. Each homeowner may receive only one grant.

Please review your initial inspection report carefully. The only work that is authorized is listed in the Authorized Improvements Guide and must be supported by a recommendation in your initial inspection report. If you have any questions about what is recommended in your report, please contact your WCE (inspection company) using the contact information in your Inspection Approval email.

Important Notice: Work performed that is NOT recommended on your initial inspection report WILL NOT be reimbursed.

Once you have selected a contractor, you will need to assign that contractor to your case through the Applicant Portal. **All applicants, both Low-Income (LI) and Matching grant applicants, must do this prior to beginning work.** If this step was **not available**

to you at the time of approval and you have already begun work, please add your contractor as soon as possible.

You will need to enter **all** requested information in the Contractor Confirmation step. Please ensure you enter your contractor's information as it appears in the approved MSFH contractor list. The contractor's ID number is the three- to four-digit code next to their name.

Important Notice: While both types of Applicants will need to complete the step, only Low-Income applicants' cases will appear in their contractor's portal.

After you have clicked "Complete and Submit", your status will change to "Contractor Confirmation Submitted." You will not need to perform any other actions in the Applicant Portal until after the work on your home is complete. If you selected a contractor that was not on the list, you will receive an email notification that you will need to select a different contractor.

Important Notice: The MSFH Program will not make any grant payments if you fail to use an approved contractor to perform approved work.

Prior to beginning work, you must ensure the contractor receives all applicable building permits from the local building inspector's office. At the end of construction, you must ensure the permits are closed out and the local building inspector's office has completed all required inspections. Afterwards, you must request the Final Inspection from the MSFH Program.

Important Notice: Do not request a Final Inspection until all work on your home has been completed. You have only one opportunity to request a final inspection.

When work on your home is complete, you must initiate the Reimbursement/Disbursement process for either type of grant by having your home inspected again. By participating in the program, you agreed to make your home available for a final inspection.

Important Notice: There is no other way to initiate the Reimbursement/Disbursement process without requesting a Final Inspection from the My Safe Florida Home program via the Applicant Portal.

After you have requested your Final Inspection, a case manager will alert your WCE (your inspection company) and will send a notification similar to the Initial Inspection Approval email. Even though WCEs will prioritize Final Inspection requests over initial and Quality Control (QC) inspection requests, they will schedule inspections based on a queue.

Once your Final Inspection has been completed, the WCE will submit the Final Inspection Report to the MSFH portal. After your status has changed to "Pending

Reimbursement Request”, if you are a Matching Grant recipient, you are ready to provide additional information through the Applicant Portal for Reimbursement.

If you are a Low-Income Grant recipient, you will need to return to the portal to upload an email, letter, or new quote from your insurance agent that outlines what, if any, discount is available, but it is the contractor’s responsibility to request payment from the Program portal and provide all relevant documents.

Below is a list of the documents required for a Reimbursement Draw Request. Contractors should refer to the Contractor Manual for information on completing a draw request for Low-Income cases. To receive the insurance proof of premium discount documentation, you will need to send your Final Inspection Report to your insurance agent.

Documents Required for Draw Reimbursement Request

Reimbursement Documentation	Homeowner – Matching \$10,000	Contractor – Low Income \$10,000.00
Invoice Cover Sheet	Yes	Yes
Original Contractor Invoice(s)	Yes	Yes
Proof of Payment (Cancelled check, receipts, paid invoice)	Yes	N/A
Insurance proof of premium discounts (email, letter, new quote from insurance agent that outlines what, if any, discount is available)	Yes	Yes – the homeowner will be responsible for uploading this information.

**Initial and final inspection reports are already stored in the grants portal and are not the applicant’s responsibility to provide.

***If the applicant chose to replace a solid door without a recommendation in an inspection report, this document must be provided for Reimbursement. An email, letter, or quote from an insurance agency or company requesting upgrade to change the rating to A.1 as required in Form 1802 to obtain an insurance discount. This requirement is applicable to all counties except Broward & Dade Counties which will be exempt. Contractors must request this information from LI applicants for payment disbursement.

Draw Request Quick Tips

If there is an issue with your Reimbursement Draw Request, the request will be returned to you. Please look for emails from no-reply@mysafeflhome.com and check your spam folder.

The following things will speed up the processing of your Draw Request.

- Submitting all required documents (including proof of premium discounts)
- Labelling the documents

- Ensuring the Matching Grant Cover Sheet and Original Contractor Invoices have corresponding costs
- Submitting .pdf, .jpg, or .png files

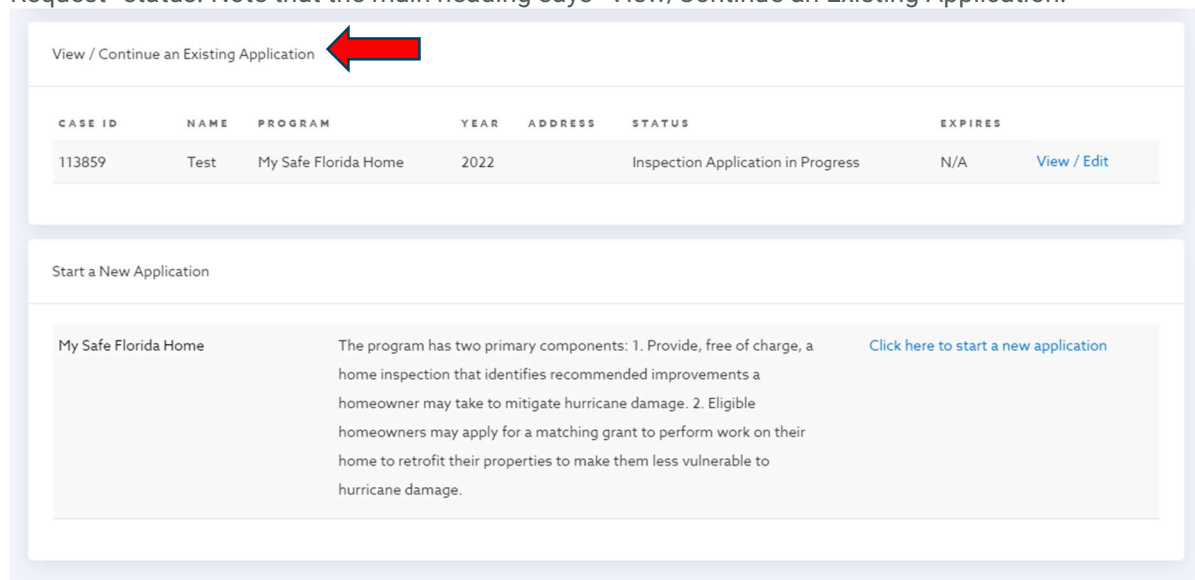
The following things may slow down the processing of your Draw Request.

- Submitting more documents than are required
- Submitting duplicate documents
- Submitting files that cannot be opened

Requesting Reimbursement

Once an application is moved to the “Final Insp Complete – Pending Reimbursement Request” status, the application will move into the “Grants” section of your portal’s home screen.

Caption: View within the Applicant Portal prior to “Final Inspection Complete – Pending Reimbursement Request” status. Note that the main heading says “View/Continue an Existing Application.”



View / Continue an Existing Application

CASE ID	NAME	PROGRAM	YEAR	ADDRESS	STATUS	EXPIRES
113859	Test	My Safe Florida Home	2022		Inspection Application in Progress	N/A View / Edit


Start a New Application

My Safe Florida Home

The program has two primary components: 1. Provide, free of charge, a home inspection that identifies recommended improvements a homeowner may take to mitigate hurricane damage. 2. Eligible homeowners may apply for a matching grant to perform work on their home to retrofit their properties to make them less vulnerable to hurricane damage.

[Click here to start a new application](#)

Caption: View within the Applicant Portal after the case is moved to the “Final inspection Complete – Pending Reimbursement Request” status. Note that the main heading says “Grants”.

Grants 

ID	NAME	PROGRAM	YEAR	ADDRESS	APPROVED	DISBURSED	REMAINING
113859	Test	My Safe Florida Home	2022		\$10.00	\$0.00	\$10.00 View

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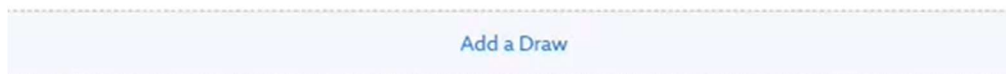
All the documents listed within the Documents Required for Draw Reimbursement Request table will be provided in a Draw Request in the system. Click the “Draw Requests” tab within your case, then select “Add a Draw”.

Important notice: Low-Income applicants will not need to take this step as it is the contractor’s responsibility.

Caption: The Draw Requests tab

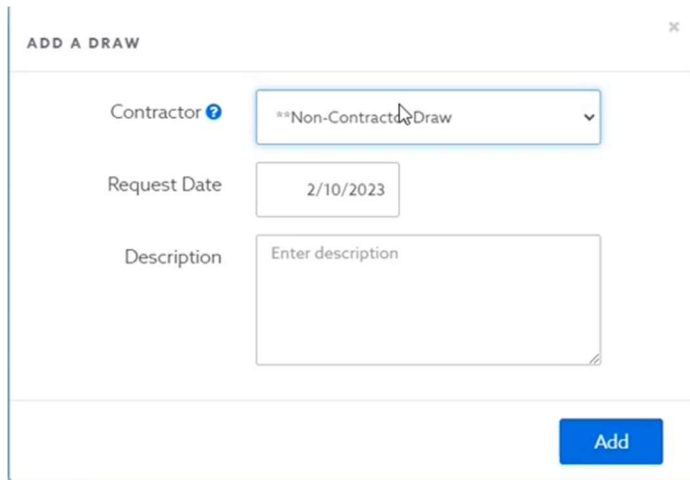


Caption: The “Add a Draw” button



You will first be required to enter a name, date, and description of your request. You will be required to enter a description. Please add “Reimbursement Request” to this field. Select “Add.”

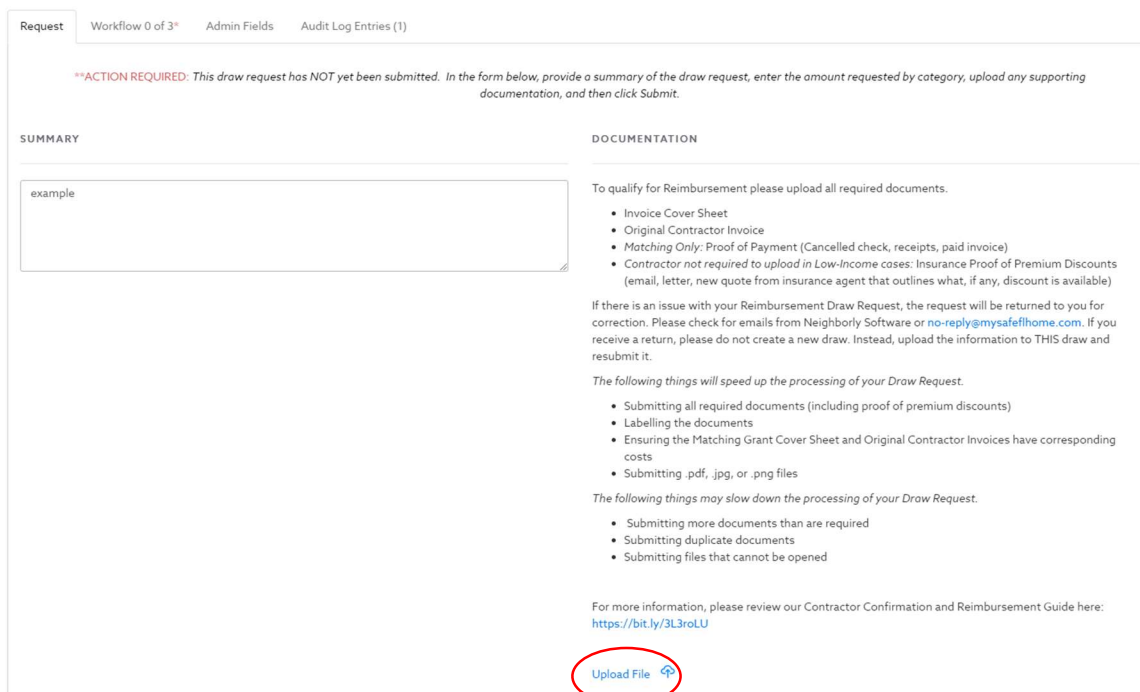
Caption: The “Add a Draw” initial screen



In this part of the screen, you may upload your required documents using the blue “Upload File” button pictured under the “Documentation” header and list.

You will also need to add the amount you are requesting to the box with the white background in the bottom righthand corner.

Caption: The Reimbursement Request screen. Note the blue “Upload File” button and the box with the white background in the lower righthand corner.



Request Workflow 0 of 3* Admin Fields Audit Log Entries (1)

****ACTION REQUIRED:** This draw request has NOT yet been submitted. In the form below, provide a summary of the draw request, enter the amount requested by category, upload any supporting documentation, and then click Submit.

SUMMARY

example

DOCUMENTATION

To qualify for Reimbursement please upload all required documents.

- Invoice Cover Sheet
- Original Contractor Invoice
- Matching Only: Proof of Payment (Cancelled check, receipts, paid invoice)
- Contractor not required to upload in Low-Income cases: Insurance Proof of Premium Discounts (email, letter, new quote from insurance agent that outlines what, if any, discount is available)

If there is an issue with your Reimbursement Draw Request, the request will be returned to you for correction. Please check for emails from Neighborly Software or no-reply@mysafeflhome.com. If you receive a return, please do not create a new draw. Instead, upload the information to THIS draw and resubmit it.

The following things will speed up the processing of your Draw Request.

- Submitting all required documents (including proof of premium discounts)
- Labelling the documents
- Ensuring the Matching Grant Cover Sheet and Original Contractor Invoices have corresponding costs
- Submitting .pdf, .jpg, or .png files

The following things may slow down the processing of your Draw Request.

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For more information, please review our Contractor Confirmation and Reimbursement Guide here: <https://bit.ly/3L3roLU>

Upload File

DETAILS

CATEGORY	ORIGINAL AMOUNT	- OTHER DISBURSEMENTS	= AVAILABLE BALANCE	AMOUNT REQUESTED
Matching Grant 7404-\$10,000 MSFH 2023	\$ 10.00	\$ 0.00	\$ 10.00	\$ 0.00
Totals	\$ 10.00	\$ 0.00	\$ 10.00	\$ 0.00

Please remember that for a Matching grant, according to section 215.5586(2)(b), F.S., “All grants must be matched on the basis of \$1 provided by the applicant for \$2 provided by the state up to a maximum state contribution of \$10,000 toward the actual cost of the mitigation project.” In other words, Matching grant recipients must contribute funds equal to 1/3 of the cost of the project toward the project to be Reimbursed for the remaining 2/3s up to a maximum state contribution of \$10,000.

For example, if an applicant were to pay \$15,000 for new impact-rated windows, their required contribution would be \$5,000, and the state’s contribution would be equal to the maximum grant amount of \$10,000. If the windows cost \$9,000, the applicant would pay \$3,000 and would receive a state matched Reimbursement of \$6,000. If the windows cost more than \$15,000, the applicant would still only receive \$10,000, as that is the maximum Reimbursement amount.

After you have entered all the required information, you will be able to submit your request. If approved, you will receive an email notification from Neighborly Software and a check will arrive in the mail in the following weeks. If there is a problem with your Reimbursement request, you will receive an email notification with details as to why; and you will have opportunities to correct the information and resubmit. Please look for emails from no-reply@mysafehome.com and check your spam folder regularly.