

TEAM HOMEBUILDING

3331 Broadway #10 Everett, WA 98201

Phone: 425.322.3723 ext 230 Fax: 425.405.3117

For Official Use	Only
Date Received:	
Date Reviewed:	
Loan Coordinator:File#:	
Any Fees Charged: \$	No:

Homeownership Program Application

Homeownership Program Application						
PLEASE PRINT CLEARLY						
In order to process the application please include a check or money order made out to Housing Hope						
\$34 per each single in						
☐ You MUST complete all pages of t			And the latest the same of the latest terms.			
☐ You must include with your application	The latter made and the second street, the second s					
You must include with your application						
 □ You must include with your application <u>copies</u> of your most CURRENT Pay Stubs for all sources of income. □ The Team HomeBuilding Program is on a First Come-First Serve basis, <u>only complete applications will be considered</u>. 						
How did you hear about our Homeowne	ership Program or Coun			cifically who referred you ir	ncluding their address.	
Referral Name:		Referral Add	ress:			
Family	Friend			Agency		
☐ Class/Seminar	☐ Team HomeBuildin	ng Family Other				
APPLICANT INFORM	ATION			PPLICANT INFORM	IATION	
Full Legal Last Name:		Full Legal La			9	
Full Legal First Name:		Full Legal Fi				
Social Security Number: -	-	Social Seci	urity Numb	ber:		
Birthdate: / /	1	Birthdate: / /				
Contact Information:	Preferred Contact	Contact Inf	ormation:		Preferred Contact	
Home Phone: () -		Home Phor		-		
Work Phone: () -		Work Phor	ne: ()	-		
Cell Phone: () -		Cell Pho	ne: () -		
E-mail:		E-mail:				
Street Address:		Street Addı	ess:			
City: State:		City:		State:		
Zip: County:		Zip:		County:		
Do you rent? ☐ Yes ☐ No D				☐ Yes ☐ No		
Landlord Name		Landlord Na				
Landlord Address	Landlord Address					
Do you have a mortgage?	☐ Yes ☐ No	Do you have a mortgage? ☐ Yes ☐ No			☐ Yes ☐ No	
Do you have some other living situation?	☐ Yes ☐ No	Do you have some other living situation?				
, ,			How long have you lived at your current address?			
Years: Months: Monthly Payment: Years: Months: Monthly Payment:						
		ing in your h		, any children and senior		
NAME AGE	NAME		AGE	NAME	AGE	
				,		
*Team HomeBuilding Program NOTE TO API	PLICANT: IF ANY INFOR	MATION ON TI	IIS APPLIC	ATION IS FOUND TO BE FR	RAUDULENT. FALSE OR	
INCOMPLETE, SUCH FINDING, IN ADDITION TO POSSIBLE LIABILITY UNDER CIVIL AND CRIMINAL STATUS, MAY BE GROUNDS FOR DENIAL						
FOR THE REQUESTED CREDIT AND MAY BE A BASIS FOR DEBARMENT FROM PARTICIPATION IN ALL FEDERAL PROGRAMS UNDER 7 C.F.R. PART 3017.						
TAIL OUT	For (Official Use On	lv			
9902: RTB >90 >180		Janeiai Osc OI		redit Score		
9902: RTB >90 >180 HOC MID Credit Score Adults Dependents Yearly Gross Income: AMI%						

Page 2

Marrital Status: Married Separated Divorced Married Separated Divorced Unmarried I Choose Not To Answer Unmarried I Choose Not To Answer Unmarried I Choose Not To Answer Unmarried I Choose Not To Answer U.S. Citizenship/Residency Status: U.S. Citizenship/Residency Status: U.S. Citizenship/Residency Status: U.S. Citizenship/Residency Status: U.S. Citizenship/Residency Status: Permanent Resident Alien Refugee Other Refugee Other Highest Level of Education Completed Highest Grade: Highest Level of Education Completed: Highest Grade: High School Diploma GED Vocational Certificate Octational Certificate Octatio						
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Are you a first time home buyer?						
Have you owned a home, land or any						
other real estate (recreation, etc.) in the past 3 years? Are you the Head of Household?						
Are you the Head of Household?						
Female Head of Household?						
Single Head of Household?						
Are you a Veteran?						
Household lives in a:						
DEMOGRAPHICS Ethnicity Type: Hispanic or Latino? Yes No Ethnicity Type: Hispanic or Latino? Yes No Race: American Indian or Alaskan Native Race: American Indian or Alaskan Native Black or African American Indian or Alaskan Native Black or African American Indian or Pacific Islander Native Hawaiian or Pacific Islander Native Hawaiian or Pacific Islander Native Hawaiian or Pacific Islander Male						
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Household English Proficient: Yes No Household English Proficient: Yes No						
☐ Farm Worker ☐ Colonias Resident ☐ Farm Worker ☐ Colonias Resident						
The demographic information above has been requested by the Federal Government in order to monitor Housing Hope's program compliance with Federal laws prohibiting discrimination against applicants on the basis of race, national origin, religion or gender. You are not required to furnish this information and it will not be used in any manner in evaluating your application. Housing Hope however, may use this information to help promote Housing Hope programs.						
REQUIRED USDA-RD SELF HELP Team HomeBuilding SWEAT EQUITY LABOR CONTRIBUTION						
The Team HomeBuilding program is a SWEAT EQUITY HOMEOWNERSHIP PROGRAM and requires each participating Applicant and Co-Applicant to be in a team Owner/Builder group. Each participating family MUST contribute a mandatory minimum of 32 productive construction labor hours per week at their building site. Those required hours go towards the construction of all homes in their building group. Construction generally takes approximately 15-18 months to complete and move-in. No time off is allowed during the construction and you are expected to be on site every week. NOTE- NO LESS than 16 of the minimum 32 labor hours worked per week MUST be performed by the Head of Household. No one is allowed on site during construction hours that is not 18 years of age or older. Volunteers, (friends or family) who have been recruited by YOU the Applicant or Co-Applicant, may contribute to the 32-hour weekly minimum requirement. Accommodations may be made for those with disabilities.						
Please ESTIMATE WEEKLY number of labor hours YOU, YOUR HOUSEHOLD & YOUR VOLUNTEERS will contribute.						
Applicant: Number of Labor Hours (16 hours per week, 2 days min): Co-Applicant: Number of Labor Hours: Volunteers: Number of Labor Hours:						
hours per week, 2 days min): Co-Applicant: Number of Labor Hours: Volunteers: Number of Labor Hours: *Are Applicant and Co-Applicant able to perform the following construction tasks?						
Hammering, lifting heavy objects up to 50lbs, cutting lumber, climbing ladders, shoveling, painting,						
- Caroning and to John House, the same grown, and a same grown, an						
Can you provide consistent childcare for your children while construction is in progress?						
Can your family realistically contribute the mandatory minimum of 32 hours every week? Are you able to be on site 15-18 months with no time off until all the homes are complete? Yes No						
bo you have remained a unioper taken a state and the state						
The state of the s						
Bankruptcy Date / / Brief Explanation:						

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YOU must	t list all current ind	come for all adults	in household. Plea	se include 2	2 years of	work history.
(Adults are considere	ed anyone over 18 year	rs of age) Income include	les, but is not limited to:	Employment, U	nemployme	nt,
Business for Self. Sc	cial Security, Disability	any Bonuses, Child Su	upport, DSHS and/or TAI	NF, Public Assis	stance, Food	d Stamps, etc. NOTE:
records.	moome does not count	TOWARDS HOMEOWING ST	np amede Lario permane	con cripio)		
			NCOME			
Applicant Name Employer Name,			Employment		Monthly Gross Income/	
Applicant Name (Name of Who Is	Phone Number &		ry 2 Year History Per	2 Year History Per If less than 2 years		Current and Previous 2
Earning Income)	Job Title,	App	licant			Years
	or Source of Income	☐ Haurly Maga				
		☐ Hourly Wage☐ Monthly Salary	\$	Start D	oale .	
		Hours Per Week:	<u> </u>	. 1 1		\$
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		☐ Monthly Salary	\$			
		Hours Per Week:		N/a m4h	/ ly Amount	\$
	umented Child Support				al Amount:	
		eparate sheet of paper.		Yes		\$
Bo you expect Air Totale income in the next 12 months that you have not necessary.						
Total Monthly Gross Income (before taxes)			-			
WHAT IS THE TOTAL AMOUNT OF CASH OR SAVINGS YOU HAVE? Total Amount: \$					\$	
MONTHLY BUDGET EXPENSES COMPLETELY FILLED OUT or						
	you	ır application wil	I be considered in	complete.		
	Please complete Mo	nthly Budget. This wi	II be helpful in determi	ning your finar	ncial readin	ess.
	HOUSEHOLD			TRANSPO	RTATION	
Rent/Mortgage \$			Ca	r Payment		
	ic, gas, trash, water)		Insurance			
	e/Satellite & Internet			Gasoline		
Tele	phone & Cell Phone			Maintenance & Repair Other		
	Groceries			TOTAL		
	Childcare			TOTAL		Ψ
Other L	Pets		MISCELLANEOUS			
Other Household Expenses \$ MISCELLANEOUS TOTAL \$ Credit Cards			\$			
	Education including deferred payments					
	HEALTHCARE TOTAL					
	Doctor/Dentist	\$				
	Prescriptions		CL	OTHING & PE		
	Medical Insurance		Clothing \$			
Other F	lealthcare Expenses		Personal Care \$			
	TOTAL	\$			TOTAL	. \$
	ENTERTAINMEN	T		INC		
Movies-Rent	als/Games/Concerts				thly Gross	
	Hobbies/Gifts				ner Income	
	Travel	\$		TOTAL AL		
ſ	TOTAL	\$		OTAL ALL EX		
			What's Left?	ncome Less	Expenses	\$
Leave blank, for E	Budget Analysis:					



Disclosure Form and Housing Counseling Release and Authorization Form

It is the policy of the United States to provious the Fair Housing Act (42 U.S.C. 3600, et see of brokerage and appraisal services, becaudisability, sexual orientation and gender ide 3604(c), as amended, makes it unlawful to advertisement, with respect to the sale or recolor, national origin, religion/creed, sex/ge status, and military/veteran status or an interegarding familial status do not apply with respect to the sale or recolor.	eq.) make it unlawful to dise of race, color, national set of race, color, national settity, marital status, and make, print, or publish, cental of a dwelling, that ir nder, because of the presention to make any such espect to housing for old	iscriminate in al origin, religi military/veter or cause to be ndicates any p sence of chilo preference, li er persons, a	the sale, rental, on/creed, sex/ge an status. Section made, printed, preference, limits alren, disability, simitation, or disciss defined in section.	and financing of housing, ender, because of the preson 804(c) of the Fair Housor published, any notice, setion, or discrimination becaual orientation and generimination. However, the pion 807(b) of the act.	and in the provision sence of children, sing Act, 42 U.S.C. statement, or cause of to race, der identity, marital prohibitions of the act
Are you or your co-applicant disabled?	Yes 🗌 No 🗌 💮 Do y	ou need spe	cial accommod	ations with any of the fo	ollowing?
Mobility impairment 🗌 Visual im	pairment 🗌 🛮 Hear	ing impairm	ent 🗌	Any other disability	
I/WE HEREBY authorize Housing Hope Financial Readiness, Loan Eligibility and ordered. I/we understand that there may DF ANY CHANGES IN ADDRESS, TELEMPLICATION eligibility for any program HomeBuilding Self Help Housing program account, and I/We am unable to secure the reasonably fulfill. I/We certify that the state belief and are made in good faith to obtain	Fri-Merge credit report be additional costs relate LEPHONE NUMBER, January I/We have applied for, ar Waiting List. I/We veriful credit necessary for the ments made by me(us)	is required. ed to my applition STATUS and in not doin fy, I/We are under this purpose f	I will be notification. I/WE AGS, OR OTHER or may result unable to provide rom other source.	ied by mail when a cre- REE TO KEEP HOUSING CONDITIONS WHICH I in removal of this applice the housing loan I/We es upon terms and condi	dit report has been G HOPE INFORMED MAY AFFECT THIS cation from the Team need on my/our own tions which I/We can
I authorize Housing Hope Team HomeBui and other information including any comp financial readiness and viable financial op discuss the options for which I may be a agencies permission to release information notifying Housing Hope Team HomeBuildir	utations and assessmen otions. The mortgage le eligible. In connection wi n and authorize their coong in writing.	nts produced. Inders and apoint ith such evaluation with	This information opraisers may count on the latest may count on the latest may be determined by the latest makes and the latest makes and the latest makes are latest makes.	n will be used to assist montact. Housing Hope Te authorize the credit repo I understand that I may re	ne in establishing my eam HomeBuilding to orting and/or financial evoke my consent by
The services, lending products, affordable h subsidiaries, affiliates, directors, officers, emplo services from Housing Hope. Housing Hope ha Union Bank of California. Opus Bank, JP Morga In accordance with Federal law and U.S. Depa origin, religion, sex, age or disability. (Not all p	oyees, agents or partners n as financial affiliation with F an Chase Bank, Heritage B rtment of Agriculture policy,	nay also be off HUD, USDA Ru ank and Snoho , Housing Hope	ered by other prov Iral Development, Imish County who	riders and that you are unde the State of Washington, Co are industry partners.	er no obligation to utilize ommunity Frameworks,
I have received the US Department of H (12/03) "For Your Protection: Get a Home 002 Lead_Based Paint with my Homeowne	Inspection" and "Ten In	elopment (HI mportant Que	JD) Federal Ho stions to Ask Yo	using Administration Fori our Home Inspector" and	m # HUD-92564-CN Form EPA-747-F-96-
Applicant Name:		Co-Applic	cant Name:		
Social Security No:		Social S	ecurity No:		
Date of Birth:		. Da	ate of Birth:		
Address:		•	Address:		
Applicant Signature		Co-Applicar	t Signature		
Date			Date		
To file a complaint of discrimination please call:	(800) 795-3272 (202) 720-5946 (TDD)	or write:	USDA Director - 1400 Independer Washington, D.0		

"This institution is an equal opportunity provider and employer."

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

U.S. Department of Housing and Urban Development Federal Housing Administration (FHA)



OMB Approval No: 2502-0538 (exp. 06/30/2021)

For Your Protection: Get a Home Inspection

You must make a choice on getting a Home Inspection. It is not done automatically.

You have the right to examine carefully your potential new home with a professional home inspector. But a home inspection is not required by law, and will occur only if you ask for one and make the arrangements. You may schedule the inspection for before or after signing your contract. You may be able to negotiate with the seller to make the contract contingent on the results of the inspection. For this reason, it is usually in your best interest to conduct your home inspection as soon as possible if you want one. In a home inspection, a professional home inspector takes an in-depth, unbiased look at your potential new home to:

- Evaluate the physical condition: structure, construction, and mechanical systems;
- √ Identify items that need to be repaired and
- Estimate the remaining useful life of the major systems, equipment, structure, and finishes.

The Appraisal is NOT a Home Inspection and does not replace an inspection.

An appraisal estimates the market value of the home to protect the lender. An appraisal does not examine or evaluate the condition of the home to protect the homebuyer. An appraisal only makes sure that that the home meets FHA and/or your lender's minimum property standards. A home inspection provides much more detail.

FHA and Lenders may not Guarantee the Condition of your Potential New Home

If you find problems with your new home after closing, neither FHA nor your lender may give or lend you money for repairs. Additionally, neither FHA nor your lender may buy the home back from you. Ask a qualified home inspector to inspect your potential new home and give you the information you need to make a wise decision.

Your Home Inspector may test for Radon, Health/Safety, and Energy Efficiency

EPA, HUD and DOE recommend that houses be tested and inspected for radon, health and safety, and energy efficiency, respectively. Specific tests are available to you. You may ask about tests with your home inspector, in addition to the structural and mechanical systems inspection. For more information: Radon -- call 1-800-SOS-Radon; Health and Safety – see the HUD Healthy Homes Program at www.HUD.gov; Energy Efficiency -- see the DOE EnergyStar Program at www.energystar.gov.

Selecting a Trained Professional Home Inspector

Seek referrals from friends, neighbors, other buyers, realtors, as well as local listings from licensing authorities and local advertisements. In addition, consult the American Society of Home Inspectors (ASHI) on the web at: www.ashi.org or by telephone at: 1-800-743-2744.

possible. The appraisal is not a hon	ne inspection. I/we will mak ask for one and schedule it.	if I/we wish to get a home inspection, it is best on the avoluntary choice whether to get a home inspection and safety tests can be included in the home inspection.	pection. A home n and neither FHA nor
	1 1		
(Signed) Homebuyer	Date	(Signed) Homebuyer	Date

Public reporting burden for this collection is estimated at an average of 30 minutes to review the instructions, find the information, and complete this form. This agency cannot conduct or sponsor a collection of information unless a valid OMB number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB numbers can be located on the OMB Internet page at http://www.whitehouse.gov/library/omb/OMBINVC.html - HUD If desired you can call 1-800-827-1000 to get information on where to send comments or suggestions about this form.





FACT SHEET

EPA and HUD Move to Protect Children from Lead-Based Paint Poisoning; Disclosure of Lead-Based Paint Hazards in Housing

SUMMARY

The Environmental Protection Agency (EPA) and the Department of Housing and Urban Development (HUD) are announcing efforts to ensure that the public receives the information necessary to prevent lead poisoning in homes that may contain lead-based paint hazards. Beginning this fall, most home buyers and renters will receive known information on lead-based paint and lead-based paint hazards during sales and rentals of housing built before 1978. Buyers and renters will receive specific information on lead-based paint in the housing as well as a Federal pamphlet with practical, low-cost tips on identifying and controlling lead-based paint hazards. Sellers, landlords, and their agents will be responsible for providing this information to the buyer or renter before sale or lease.

LEAD-BASED PAINT IN HOUSING

Approximately three-quarters of the nation's housing stock built before 1978 (approximately 64 million dwellings) contains some lead-based paint. When properly maintained and managed, this paint poses little risk. However, 1.7 million children have bloodlead levels above safe limits, mostly due to exposure to lead-based paint hazards.

EFFECTS OF LEAD POISONING

Lead poisoning can cause permanent damage to the brain and many other organs and causes reduced intelligence and behavioral problems. Lead can also cause abnormal fetal development in pregnant women.

BACKGROUND

To protect families from exposure to lead from paint, dust, and soil, Congress passed the Residential Lead-Based Paint Hazard Reduction Act of 1992, also

known as Title X. Section 1018 of this law directed HUD and EPA to require the disclosure of known information on lead-based paint and lead-based paint hazards before the sale or lease of most housing built before 1978.

WHAT IS REQUIRED

Before ratification of a contract for housing sale or lease:

- Sellers and landlords must disclose known leadbased paint and lead-based paint hazards and provide available reports to buyers or renters.
- Sellers and landlords must give buyers and renters the pamphlet, developed by EPA, HUD, and the Consumer Product Safety Commission (CPSC), titled Protect Your Family from Lead in Your Home.



- Home buyers will get a 10-day period to conduct a lead-based paint inspection or risk assessment at their own expense. The rule gives the two parties flexibility to negotiate key terms of the evaluation.
- Sales contracts and leasing agreements must include certain notification and disclosure language.
- Sellers, lessors, and real estate agents share responsibility for ensuring compliance.

WHAT IS NOT REQUIRED

- This rule does not require any testing or removal of lead-based paint by sellers or landlords.
- This rule does not invalidate leasing and sales contracts.

TYPE OF HOUSING COVERED

Most private housing, public housing, Federally owned housing, and housing receiving Federal assistance are affected by this rule.

TYPE OF HOUSING NOT COVERED

- Housing built after 1977 (Congress chose not to cover post-1977 housing because the CPSC banned the use of lead-based paint for residential use in 1978).
- Zero-bedroom units, such as efficiencies, lofts, and dormitories.
- Leases for less than 100 days, such as vacation houses or short-term rentals.
- Housing for the elderly (unless children live there).
- Housing for the handicapped (unless children live there).

- Rental housing that has been inspected by a certified inspector and found to be free of lead-based paint.
- Foreclosure sales.

EFFECTIVE DATES

- For owners of more than 4 dwelling units, the effective date is September 6, 1996.
- For owners of 4 or fewer dwelling units, the effective date is December 6, 1996.

THOSE AFFECTED

The rule will help inform about 9 million renters and 3 million home buyers each year. The estimated cost associated with learning about the requirements, obtaining the pamphlet and other materials, and conducting disclosure activities is about \$6 per transaction.

EFFECT ON STATES AND LOCAL GOVERNMENTS

This rule should not impose additional burdens on states since it is a Federally administered and enforced requirement. Some state laws and regulations require the disclosure of lead hazards in housing. The Federal regulations will act as a complement to existing state requirements.

FOR MORE INFORMATION

- For a copy of *Protect Your Family from Lead in Your Home* (in English or Spanish), the sample disclosure forms, or the rule, call the National Lead Information Clearinghouse (NLIC) at (800) 424–LEAD, or TDD (800) 526–5456 for the hearing impaired. You may also send your request by fax to (202) 659–1192 or by Internet E-mail to ehc@cais.com. Visit the NLIC on the Internet at http://www.nsc.org/nsc/ehc/ehc.html.
- Bulk copies of the pamphlet are available from the Government Printing Office (GPO) at (202) 512–1800. Refer to the complete title or GPO stock number 055–000–00507–9. The price is \$26.00 for a pack of 50 copies. Alternatively, persons may reproduce the pamphlet, for use or distribution, if the text and graphics are reproduced in full. Camera-ready copies of the pamphlet are available from the National Lead Information Clearinghouse.
- For specific questions about lead-based paint and lead-based paint hazards, call the National Lead Information Clearinghouse at (800) 424–LEAD, or TDD (800) 526–5456 for the hearing impaired.
- The EPA pamphlet and rule are available electronically and may be accessed through the Internet.

Electronic Access:

Gopher: gopher.epa.gov:70/11/Offices/PestPreventToxic/Toxic/lead_pm

www: http://www.epa.gov/opptintr/lead/index.html

http://www.hud.gov

Dial up: (919) 558–0335

FTP: ftp.epa.gov (To login, type "anonymous." Your password is your Internet E-mail address.)

Ten Important Questions to Ask Your Home Inspector

1. What does your inspection cover?

The inspector should ensure that their inspection and inspection report will meet all applicable requirements in your state if applicable and will comply with a well-recognized standard of practice and code of ethics. You should be able to request and see a copy of these items ahead of time and ask any questions you may have. If there are any areas you want to make sure are inspected, be sure to identify them upfront.

2. How long have you been practicing in the home inspection profession and how many inspections have you completed?

The inspector should be able to provide his or her history in the profession and perhaps even a few names as referrals. Newer inspectors can be very qualified, and many work with a partner or have access to more experienced inspectors to assist them in the inspection.

3. Are you specifically experienced in residential inspection?

Related experience in construction or engineering is helpful, but is no substitute for training and experience in the unique discipline of home inspection. If the inspection is for a commercial property, then this should be asked about as well.

4. Do you offer to do repairs or improvements based on the inspection?

Some inspector associations and state regulations allow the inspector to perform repair work on problems uncovered in the inspection. Other associations and regulations strictly forbid this as a conflict of interest.

5. How long will the inspection take?

The average on-site inspection time for a single inspector is two to three hours for a typical single-family house; anything significantly less may not be enough time to perform a thorough inspection. Additional inspectors may be brought in for very large properties and buildings.

6. How much will it cost?

Costs vary dramatically, depending on the region, size and age of the house, scope of services and other factors. A typical range might be \$300-\$500, but consider the value of the home inspection in terms of the investment being made. Cost does not necessarily reflect quality. HUD Does not regulate home inspection fees.

7. What type of inspection report do you provide and how long will it take to receive the report?

Ask to see samples and determine whether or not you can understand the inspector's reporting style and if the time parameters fulfill your needs. Most inspectors provide their full report within 24 hours of the inspection.

8. Will I be able to attend the inspection?

This is a valuable educational opportunity, and an inspector's refusal to allow this should raise a red flag. Never pass up this opportunity to see your prospective home through the eyes of an expert.

9. Do you maintain membership in a professional home inspector association?

There are many state and national associations for home inspectors. Request to see their membership ID, and perform whatever due diligence you deem appropriate.

10. Do you participate in continuing education programs to keep your expertise up to date?

One can never know it all, and the inspector's commitment to continuing education is a good measure of his or her professionalism and service to the consumer. This is especially important in cases where the home is much older or includes unique elements requiring additional or updated training.