

**Department of Economic  
Development and Planning**  
Brian McGrain, Director



Andy Schor, Mayor

**Development Office**  
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December 15, 2021

Keith E. Hernandez, AICP, PMP  
Director  
Office of Community Planning and Development  
U.S. Dept. of Housing and Urban Development  
Patrick V. McNamara Federal Building  
477 Michigan Ave., Ste. 1600  
Detroit, MI 48826

Dear Keith,

This letter serves as the response to the Findings provided in your letter dated November 12, 2021.

Finding #1: Rehabilitation written policies and procedures.

Response: The required corrective actions have been completed. Development Office has written and adopted the following policies and procedures:

- Unforeseen Circumstances
- Annual Staff Training
- Contractor Training
- Sub Recipient Training
- Frequency of Solicitation for Pre-Qualifying Contractors
- Contractor Complaint Policy including procedures for tracking complaints.

Finding #2: Failure to Monitor Rental Projects.

Response: The required corrective action is completed. The Development Office has completed monitoring and certified tenants in all but three of its 165 rental units. The 3 units that are uncomplied have been sent finding letters. If they remain uncomplied further action will be taken. The rental monitoring worksheet is attached to this correspondence.

Finding #3: Failure to follow dispute resolution procedures.

Response: The Development Office has updated its Dispute Resolution Policy, Procedure and Practice to include an “Informal Complaint Procedure”, a “Formal Complaint Procedure” and the current Development Office Organizational Chart. This updated document will be provided to current clients via mail, and to future clients, at the loan closing.

The Development Office has also written and adopted a contractor complaint policy and procedure that clearly outlines the roles of the contractor, rehab specialist and homeowner, and reiterates the contract requirements. Both documents will be provided to pre-qualified contractors at a mandatory Contractor Meeting scheduled for Friday, December 17, 2021, and are also included in the updated Contractor Handbook, which each newly approved contractor receives upon approval.

Finding #4: Bids not solicited from an adequate number of qualified sources.

Response: The required corrective action is planned and will take place in January of 2022. The Development Office has developed and adopted a Policy and Procedure that outlines a yearly contractor solicitation plan. This plan includes yearly requests for applications from qualified contractors via printed media including publications aimed at minority populations, as well as social media and City TV as well as written request letters sent to MSHDA's Minority Business Enterprises and Women Owned Business Enterprises, to take place in January of each year.

Additionally, this year the Development Office plans radio advertisements requesting applications from qualified contractors as well.

Please contact us to request additional information. We look forward to continuing to serve Lansing's residents.

Sincerely,



Brian McGrain, Director  
Economic Development & Planning

Cc: Portia McGoy  
Ellen Chung  
Barbara Kimmel

Enclosure: Rental Monitoring Worksheet

**Policy and Procedure**  
**Solicitation of Contractors**  
**for Housing Rehabilitation and Lead Safe Lansing**

The Development Manager shall solicit contractors to apply for pre-approval to bid on Housing Rehabilitation and Lead Safe Lansing jobs. This solicitation shall take place at least once yearly, in January.

Solicitation shall include print advertisement and shall appear in one mainstream newspaper and also in a minimum of two publications aimed at minority populations. Solicitation shall also appear on the City of Lansing's social media accounts, and on City TV.

Solicitation shall also include written letters including program brochures and contractor applications mailed to each business listed on MSHDA's Minority Owned Business Directory and Women Owned Business Directory, found at this link: [MSHDA - MSHDA Housing Grantee Tools \(michigan.gov\)](https://www.michigan.gov/mshda/0,4570,7-323_7-324_7-325_7-326_7-327_7-328_7-329_7-330_7-331_7-332_7-333_7-334_7-335_7-336_7-337_7-338_7-339_7-340_7-341_7-342_7-343_7-344_7-345_7-346_7-347_7-348_7-349_7-350_7-351_7-352_7-353_7-354_7-355_7-356_7-357_7-358_7-359_7-360_7-361_7-362_7-363_7-364_7-365_7-366_7-367_7-368_7-369_7-370_7-371_7-372_7-373_7-374_7-375_7-376_7-377_7-378_7-379_7-380_7-381_7-382_7-383_7-384_7-385_7-386_7-387_7-388_7-389_7-390_7-391_7-392_7-393_7-394_7-395_7-396_7-397_7-398_7-399_7-400_7-401_7-402_7-403_7-404_7-405_7-406_7-407_7-408_7-409_7-410_7-411_7-412_7-413_7-414_7-415_7-416_7-417_7-418_7-419_7-420_7-421_7-422_7-423_7-424_7-425_7-426_7-427_7-428_7-429_7-430_7-431_7-432_7-433_7-434_7-435_7-436_7-437_7-438_7-439_7-440_7-441_7-442_7-443_7-444_7-445_7-446_7-447_7-448_7-449_7-450_7-451_7-452_7-453_7-454_7-455_7-456_7-457_7-458_7-459_7-460_7-461_7-462_7-463_7-464_7-465_7-466_7-467_7-468_7-469_7-470_7-471_7-472_7-473_7-474_7-475_7-476_7-477_7-478_7-479_7-480_7-481_7-482_7-483_7-484_7-485_7-486_7-487_7-488_7-489_7-490_7-491_7-492_7-493_7-494_7-495_7-496_7-497_7-498_7-499_7-500_7-501_7-502_7-503_7-504_7-505_7-506_7-507_7-508_7-509_7-510_7-511_7-512_7-513_7-514_7-515_7-516_7-517_7-518_7-519_7-520_7-521_7-522_7-523_7-524_7-525_7-526_7-527_7-528_7-529_7-530_7-531_7-532_7-533_7-534_7-535_7-536_7-537_7-538_7-539_7-540_7-541_7-542_7-543_7-544_7-545_7-546_7-547_7-548_7-549_7-550_7-551_7-552_7-553_7-554_7-555_7-556_7-557_7-558_7-559_7-560_7-561_7-562_7-563_7-564_7-565_7-566_7-567_7-568_7-569_7-570_7-571_7-572_7-573_7-574_7-575_7-576_7-577_7-578_7-579_7-580_7-581_7-582_7-583_7-584_7-585_7-586_7-587_7-588_7-589_7-590_7-591_7-592_7-593_7-594_7-595_7-596_7-597_7-598_7-599_7-600_7-601_7-602_7-603_7-604_7-605_7-606_7-607_7-608_7-609_7-610_7-611_7-612_7-613_7-614_7-615_7-616_7-617_7-618_7-619_7-620_7-621_7-622_7-623_7-624_7-625_7-626_7-627_7-628_7-629_7-630_7-631_7-632_7-633_7-634_7-635_7-636_7-637_7-638_7-639_7-640_7-641_7-642_7-643_7-644_7-645_7-646_7-647_7-648_7-649_7-650_7-651_7-652_7-653_7-654_7-655_7-656_7-657_7-658_7-659_7-660_7-661_7-662_7-663_7-664_7-665_7-666_7-667_7-668_7-669_7-670_7-671_7-672_7-673_7-674_7-675_7-676_7-677_7-678_7-679_7-680_7-681_7-682_7-683_7-684_7-685_7-686_7-687_7-688_7-689_7-690_7-691_7-692_7-693_7-694_7-695_7-696_7-697_7-698_7-699_7-700_7-701_7-702_7-703_7-704_7-705_7-706_7-707_7-708_7-709_7-710_7-711_7-712_7-713_7-714_7-715_7-716_7-717_7-718_7-719_7-720_7-721_7-722_7-723_7-724_7-725_7-726_7-727_7-728_7-729_7-730_7-731_7-732_7-733_7-734_7-735_7-736_7-737_7-738_7-739_7-740_7-741_7-742_7-743_7-744_7-745_7-746_7-747_7-748_7-749_7-750_7-751_7-752_7-753_7-754_7-755_7-756_7-757_7-758_7-759_7-760_7-761_7-762_7-763_7-764_7-765_7-766_7-767_7-768_7-769_7-770_7-771_7-772_7-773_7-774_7-775_7-776_7-777_7-778_7-779_7-780_7-781_7-782_7-783_7-784_7-785_7-786_7-787_7-788_7-789_7-790_7-791_7-792_7-793_7-794_7-795_7-796_7-797_7-798_7-799_7-800_7-801_7-802_7-803_7-804_7-805_7-806_7-807_7-808_7-809_7-810_7-811_7-812_7-813_7-814_7-815_7-816_7-817_7-818_7-819_7-820_7-821_7-822_7-823_7-824_7-825_7-826_7-827_7-828_7-829_7-830_7-831_7-832_7-833_7-834_7-835_7-836_7-837_7-838_7-839_7-840_7-841_7-842_7-843_7-844_7-845_7-846_7-847_7-848_7-849_7-850_7-851_7-852_7-853_7-854_7-855_7-856_7-857_7-858_7-859_7-860_7-861_7-862_7-863_7-864_7-865_7-866_7-867_7-868_7-869_7-870_7-871_7-872_7-873_7-874_7-875_7-876_7-877_7-878_7-879_7-880_7-881_7-882_7-883_7-884_7-885_7-886_7-887_7-888_7-889_7-890_7-891_7-892_7-893_7-894_7-895_7-896_7-897_7-898_7-899_7-900_7-901_7-902_7-903_7-904_7-905_7-906_7-907_7-908_7-909_7-910_7-911_7-912_7-913_7-914_7-915_7-916_7-917_7-918_7-919_7-920_7-921_7-922_7-923_7-924_7-925_7-926_7-927_7-928_7-929_7-930_7-931_7-932_7-933_7-934_7-935_7-936_7-937_7-938_7-939_7-940_7-941_7-942_7-943_7-944_7-945_7-946_7-947_7-948_7-949_7-950_7-951_7-952_7-953_7-954_7-955_7-956_7-957_7-958_7-959_7-960_7-961_7-962_7-963_7-964_7-965_7-966_7-967_7-968_7-969_7-970_7-971_7-972_7-973_7-974_7-975_7-976_7-977_7-978_7-979_7-980_7-981_7-982_7-983_7-984_7-985_7-986_7-987_7-988_7-989_7-990_7-991_7-992_7-993_7-994_7-995_7-996_7-997_7-998_7-999_8000)

Solicitations and advertisements shall information about the programs such as:

- Year round work opportunities
- 30-50 jobs per year with varied project scopes and sizes
- A written scope of work makes bidding easy
- Free Lead Abatement Supervisor Training and Certification offered
- Quick payment turnarounds
- Link to the website where the contractor application is located

If the above solicitations do not result in applications from at least 5 skilled and financially stable contractors (General, plumbing, electrical, mechanical) within 30 days of the end date of the solicitations, the Development Office will broaden the search. This may include ordering solicitations through other media outlets, including radio advertisements and additional print advertisements.