

HAFI – Frequently Asked Questions

1. What kind of modifications/adaptations will be covered by this program?

Eligible adaptations must directly be directly related to and address the household's disability or loss of ability. These could include items such as handrails in hallways or stairways, ramps for ease of access, easy to reach work and storage areas in the kitchen, lever handles on doors, walk-in showers with grab bars, or bath-tub grab bars and seats.

All adaptations must be permanent and fixed to the home. Supportive care, portable aids such as walkers, and household appliances, are not eligible. Emergency repairs or maintenance are not eligible. For more detail please review the list of eligible adaptations.

2. Is the assistance repayable?

Any funding provided after April 1, 2019, is in the form of a grant with a maximum total lifetime grant amount of \$17,500.

Funding provided before April 1, 2019 may have been in the form of a forgivable loan and the terms and conditions of those loans continue to apply.

3. Why is there a lifetime maximum?

In the past, the HAFI program budget was fully utilized resulting in the program closing. By introducing a lifetime maximum more households will be able to access the program.

Applicants are encouraged to consider the lifetime maximum when selecting adaptations to include on the application.

4. I received funding from HAFI in the past, can I re-apply?

Yes you can. While the terms of your previous grant or loan still apply, amounts received before April 1, 2019 do not count towards the lifetime maximum.

5. What if the final costs of adaptations is more than the original estimate approved by HAFI?

The applicant is responsible for the cost of work that exceeds the approved amount and for any work that is not eligible.

If an application has been approved for an amount less than the maximum of \$17,500, contact BC Housing to determine if a change of scope can be approved.

6. As a landlord how much can I raise the rent?

A condition of the grant is that the rent for the adapted units will not be increased because of the adaptations. Any increases to rent must be within the maximum allowable rent increase percentage as published by the [Residential Tenancy Branch](#).

7. Are common areas for multi-unit buildings eligible for assistance?

No. As of April 1, 2019, eligible adaptations no longer include common areas.

8. Can HAFI representatives help applicants find a qualified contractor?

No. BC Housing has no affiliation with contractors. Applicants are responsible for selecting someone to complete the work and for making sure the work is completed in accordance with applicable legislation, by-laws and codes. Please see Tips on Choosing a Contractor ([link](#))

9. If an application is rejected, can someone appeal?

You will have 30 days from the date of a rejection to submit in writing your reasons for appeal. Only appeals with all supporting documents will be reviewed, regardless of the reasons for rejection. If you are a tenant, your landlord must submit the appeal.

10. What if work completed by the contractor is unsatisfactory?

The Declaration of Work Completed should not be signed until work is done to your satisfaction. It is your responsibility to work with your contractor to resolve any issues with the work and HAFI staff at BC Housing are unable to intervene in the applicant/contractor relationship.

11. Can HAFI pay the grant directly to a contractor?

No, HAFI's relationship is with the HAFI applicant requesting the adaptations and the payment will be made out to them.

12. Can a contractor promote HAFI on their website?

Yes, the program realizes that contractors are our best form of advertising. However, we ask that contractors be clear that HAFI is a BC Housing program. Please do not host detailed program information or forms on your website, instead you can provide links BC Housing's website to ensure that clients have access to the most up to date information and forms.

BC Housing has no affiliation with contractors and applicants are responsible for selecting their contractor, therefore it is important that in promoting the program contractors do not misrepresent an association or affiliation with HAFI or BC Housing where an association does not exist.

13. As a Contractor, what do I do if a HAFI client refuses to pay me?

BC Housing will not intervene in your relationship with a client. You must follow the same process as you would with any client.

14. As a Contractor, can I or one of my employees sign as the witness on the Declaration of Work Completed?

No, the witness must be an independent third party who can verify that the work has been completed.

Other questions? Call 604-433-2218 or 1-800-257-7756.