



Human Service and Community Vitality Department: Procedure Manual

	SURPRISE DAY OF SERVICE
<u>Effective Date:</u>	<u>EPM Reference:</u>
<u>Date Last Amended:</u>	TBD
TBD	

I. PURPOSE

Surprise Day of Service provides homeowner assistance with a variety of property maintenance services to include but not limited to landscaping, painting and trash removal. The intent of the program is to assist low income City of Surprise residents who cannot afford to remedy the situation independently.

II. Surprise Day of Service

- Applicants must reside in the City of Surprise.
- Applicants must be the owner of the property or have received landlord permission.
- Applicant must reside in the property as their primary residence.
- Applicants must be present at the time services are being provided.
- Surprise Day of Service is a one-time service.
- Service is not guaranteed for every applicant. It is dependent upon availability, level of need and funding.
- Applicant must meet need guidelines.
- Projects will be taken on a first come first serve basis with priority given to projects that address health and safety issues.

III. PROCEDURE

- Applicants must submit an application along with a copy of their Photo I.D. including social security number, proof of income, and a current utility bill.
- The application will be processed within 7 calendar days of receipt.
- A detailed description of the work requested to be performed must be included on the application.



- If selected, applicants will be notified by telephone or email within seven (7) days of the processing of their application of the date and time of the assistance requested.
- Applicants must not rely on the service to remedy any city or HOA violations. There is no guarantee assistance will be provided. Applicants must make every effort to remedy the violation on their own.
- Failure to comply with any of the requirements of the program will result in a denial.

End of Service – After the requested services have been provided, the application will be filed with the City of Surprise for future review.