

Rebuilding a Better, Bolder Detroit

Renew Detroit

Program Updates
Thursday, January 25, 2024



TAKE PART
Opportunity Rising



Topics

- Background
- Structure & Team
- Budget & Spend
- Data & Projections
- Opportunities & Challenges



Before



After

The background is a solid teal color with a faint, white, stylized map of New York City overlaid. The map shows the outlines of the five boroughs and their internal street grids. The word "BACKGROUND" is centered in white, bold, uppercase letters.

BACKGROUND

RENEW DETROIT: Origin

- ↗ In 2021, ARPA Dollars awarded to the City of Detroit
- ↗ Mayor Duggan conducted community meetings to determine how to spend the ARPA funds
- ↗ City Council approves \$30 million for a 2-phase home repair program
 - ↗ Phase 1: ~1,000 new roofs - \$20 million
 - ↗ Phase 2: ~500 repairs TBD - \$10 million

RENEW DETROIT: MSHDA

- ↗ In July 2022, MSHDA grants Renew Detroit an additional \$15 million for repairs

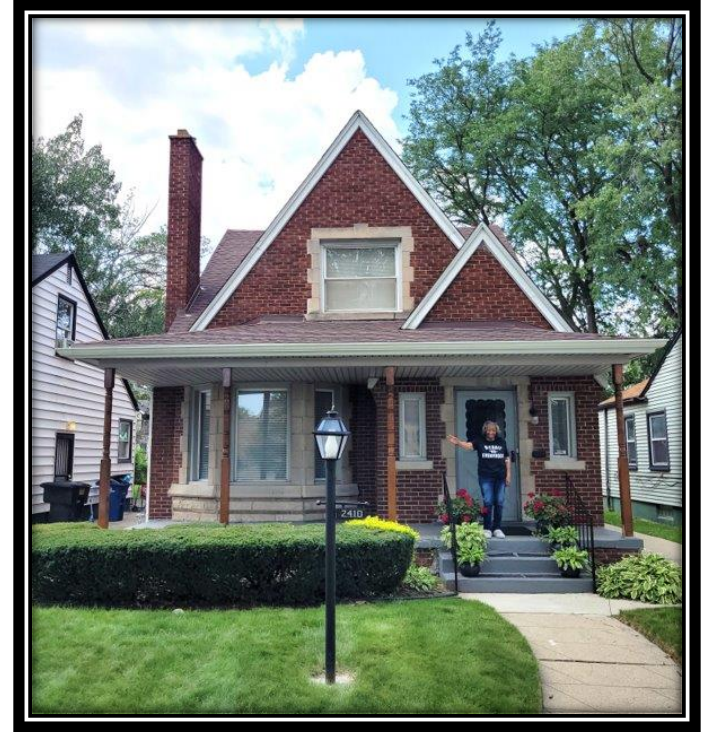
Renew Detroit Program

- ↗ Phase 1: ~1,000 new roofs - \$20 million
- ↗ Phase 2: ~1,000 new roofs or windows - \$25 million

Renew Detroit: Basics



- Major Home Repairs for elderly and/or disabled Detroit residents
- Program is Not an emergency program
 - Not “first come, first served”
- The Home Repair Score determines which eligible applicants are selected for participation in the program
 - Phase 1 & 2 application period is closed





STRUCTURE & TEAM

PROGRAM STRUCTURE

Program

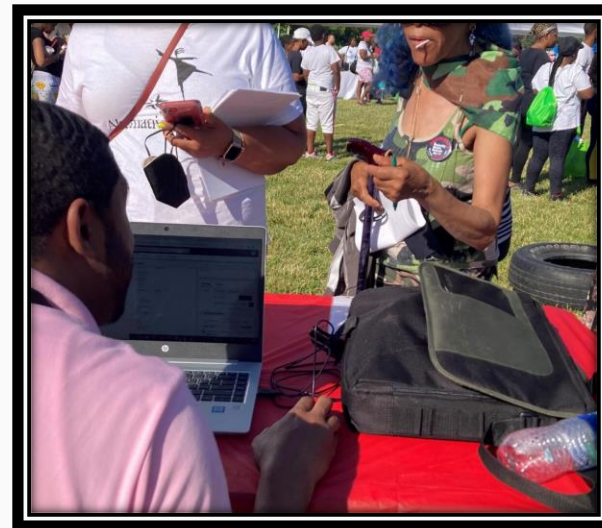
- Liaises with residents through onboarding to collect documents for construction readiness
- Answer questions via phone and email related to program criteria
- Act as advocates of the residents between the program and contractor
- Provide resource listings and updates on city offerings for residents
- Offer personalized support to program residents

Construction

- Work with contractors to complete construction work
- Review of construction documents such as bids, change orders, etc.
- Resolve escalations, serve as contractor point of contact
- Encompasses field team that conducts field visits, gathers resident signatures, and completes final walkthroughs after BSEED inspections

Operations

- Manage data records for properties including permit tracking and walkthroughs
- Develop mailings for residents with program updates
- Compile photo templates per property
- record property records by funding source including Wx pipeline and MSHDA reporting metrics
- Manage invoice preparation and contractor payment



RENEW DETROIT TEAM



- 18 staff members
- We reside in 6 out of 7 districts
 - *District 1 has most staff
- Skillset & Experience:

- General Contracting/Construction
- Real Estate
- Urban Planning
- Executive Management
- Operations
- Education
- Banking
- Military
- Finance
- Employment Services
- Information Technology
- Non-Profit/Public Service

- University of Michigan UROP Mentee





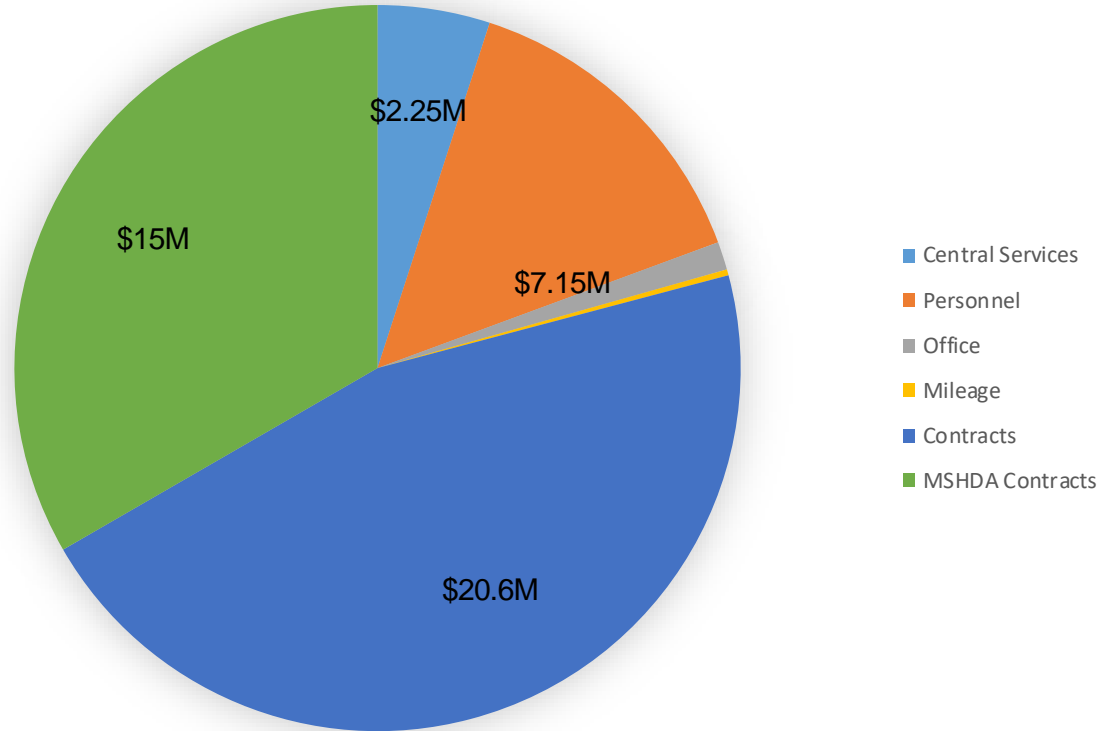
BUDGET & SPEND

Renew Detroit: Budget



Central Services	\$ 2,250,000
Personnel	\$ 6,467,075
Office	\$ 561,428
Mileage	\$ 120,000
Contracts	\$ 20,601,497
MSHDA Contracts	\$ 15,000,000
Total	\$ 45,000,000

As of 1/24/24



Renew Detroit: Spend to Date



As of 1/24/24	Budget	Unencumbered	in OCP Pipeline	Obligated	Spent	Unspent
Contracts/POs	\$ 21,282,925.00	\$7,041,061	\$1,376,000	\$12,865,864	\$4,627,535	\$16,655,390
MSHDA	\$ 15,000,000.00	\$ -	\$7,500,000	\$ 5,824,548	\$1,675,452	\$13,324,548
Personnel	\$6,467,075	N/A	N/A	\$6,467,075	\$1,568,438	\$4,898,637
TOTAL	\$42,750,000.00	\$ 7,041,061	\$ 8,876,000	\$25,157,487	\$7,871,425	\$34,878,575

Key Notes:

- Contracts/POs bucket includes supplies, tech, and reimbursable mileage
- Clean-up of completed/closed POs

Renew Detroit: Upcoming Council Items



Small-Sized Roofing Contracts:

15 Responses, Awarding 5 contracts

These will cover Phase 1 & Phase 2 participants

Amount \$500k

Contractors: Presidential (D), Professional Consulting (D), Custom Built, Fortune Builders, Hanson's

Historical Roof Contracts:

6 Responses, Awarding 3 contracts - pending OCP review

These will cover Phase 1 & Phase 2 participants in Local Historic Districts

Amount \$800K each

Contractors: August Design Build (D), Great Lakes, Ingram Roofing

**Presidential (D) was originally selected but did not acquire bond per OCP*

Renaissance/Sterling Contract Amendment: Contractor underwent court ordered name change. Working with Law/OCP for an amendment under the new company name.



DATA & PROJECTIONS

Renew Detroit: Active Construction



	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24*
Roofs Complete	140	157	185	242	311	405
Active Construction	0	24	105	88	112	73
Total	140	181	290	330	423	478



- Month over month ramp up is consistent with program targets
- Program Milestone: 500th roof projected for February 2024
- Thanks to City Council support, we onboarded contractors in December allowing us to take advantage of above average winter temperatures

Renew Detroit: Construction Projections



Year (CY)	Number of Roofs	Notes
2023	311	This number includes 176 from the pilot and 135 in Phase 1
2024	1,101	This number includes the remaining Phase 1 homes (689) and beginning of Phase 2 (412)
2025	588	This number includes the remaining Phase 2 homes
2026	0	The focus in 2026 will be invoicing, compliance and closeout
Totals	2,000	

- Note: As we move through the program, construction is dependent on contractor capacity & resident readiness, not application phase



OPPORTUNITIES & CHALLENGES

Opportunities

Contractor Engagement

- In Person Onboarding Best Practices
- Faster adaptation to RD processes, expectations
- Receptive to corrections, increased resident satisfaction
- Creation of tutorials for contractor learning
- Development of contractor policy and leveraging RD Program Specialists

High Volume Processes

- Improved Processes & Established Relationships within City Depts (BSEED, OCP, BOR)
- Created systems to track resident contacts, including logs of all contacts
- Established standardized templates, invoice packets, photo capture to streamline construction & payout

Training

- Improved resident interactions through customized trainings developed for RD staff including:
- Customer Service vs. Customer Experience
- Field Team 2-week training ramp up
- Overcoming Objections
- Scripting for consistent messaging
- Video Tutorial Repository



**Renew
Detroit**

Challenges

Costs

- Original RD projections
- Post pandemic inflation
- Increased construction labor and material costs

Staffing

- Restructuring staff to account for increased volume
- TASS classification requires additional considerations for engagement and retention





Before



After

Thank You!

313-224-3880

RenewDetroit@detroitmi.gov

www.detroitmi.gov/RenewDetroit



TAKE PART
Opportunity Rising

