

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

RESIDENTIAL LENDING AND REHABILITATION SERVICES

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SAFER HOUSING FOR OAKLAND PROGRAM (SHOP)

Owner Instructions

This document contains instructions for owners who have been selected to participate in the Safer Housing for Oakland Program (SHOP), which provides reimbursement of **up to 75%** of the cost to seismically retrofit certain multi-family buildings. If you have received a Notice to Proceed with Design Development from SHOP, these instructions cover the broad steps to complete the three Phases of your retrofit project and receive reimbursement of your eligible design and construction costs.

Program guidelines and other forms referenced in these instructions are available at the SHOP website:

<https://www.oaklandca.gov/resources/safer-housing-for-oakland-program-shop>

You may contact the SHOP office at ResidentialLending@oaklandca.gov or 510-238-3598.

Summary

The steps necessary to complete the three Phases of your SHOP retrofit are summarized here and explained in detail on the following pages:

Phase I: Design Development

- SHOP-1 Review the [SHOP Design, Construction, and Reimbursement Guidelines](#) and complete and return the Intent to Proceed form.
- SHOP-2 Obtain and submit at least two bids for design services and submit them for approval to SHOP.
- SHOP-3 Hire your chosen design professional and have the design completed according to the [SHOP Engineering Requirements](#) and SHOP Annotated CEBC Chapter A4.

Phase II: Project Submission and Review

- SHOP-4 Work with your design professional to submit the project to SHOP for Design Review.
- SHOP-5 Obtain at least two construction bids for remaining services and submit them to SHOP for approval and determination of the maximum reimbursable amount. Hire your contractor and forward the agreement to SHOP. *This may be delayed until after plan check if preferred.*
- SHOP-6 Allow 4-6 weeks for required approvals and permit issuance.

Phase III: Construction and Reimbursement

- SHOP-7 Begin and complete the permitted construction.
- SHOP-8 Submit the Request for Reimbursement form and schedule and complete the SHOP close-out inspection.

Phase I: Design Development

SHOP-1

Date complete _____

Review the SHOP Guidelines and complete and return the Intent to Proceed form.

Deadline: Two weeks after receiving a Notice to Proceed with Design Development from the SHOP office.

Read through the provided [SHOP Guidelines](#) to ensure that you understand requirements for reimbursement. Then return the Intent to Proceed with the required documentation to confirm your eligibility for SHOP. Once approved, the SHOP office will return an approved copy to you.

The form will ask you to confirm and document:

- Your understanding of basic program requirements and intent to comply,
- Status for Oakland Business Tax, property tax and mortgage payments,
- Evidence of relevant property risk/hazard insurance, and
- Availability of funds for up-front design and construction costs.

SHOP-2

Date complete _____

Solicit at least two bids for design services, submit them to SHOP using the [Documentation of Design or Construction Bids](#) form, and hire your chosen professional.

Deadline: 45 days after approval of your Intent to Proceed.

Intent to Proceed approval date: _____

Deadline for reporting design bids: _____

For SHOP projects, qualified design professionals include only California-licensed architects, civil engineers, or structural engineers. The following checklist might be helpful.

Locate as-built plans, if possible.

Bids will be more accurate and less likely to require a site visit if you can provide bidders with as-built plans to reference. A site visit is preferred, however.

Find interested design professionals.

The City cannot recommend design professionals but there are many experienced firms in the region. You are encouraged to use internet searches and industry referral lists to research interested engineers in a wide geographic radius (i.e. <https://www.seaonc.org/page/referrallist>). You may also use a design-build contractor with in-house design professionals and a “design-build” agreement, however unless both bids are of this type, the design and construction portions of the bids must be submitted separately.

Solicit and receive at least 2 bids for Design.

Instruct each potential bidder that they must:

- Comply fully with the [SHOP Engineering Requirements](#) and [SHOP Annotated CEBC Chapter A4](#), which reference and modify Chapter A4 of the current *California Existing Building Code* (CEBC). Both documents are available at the [SHOP website](#).

- Complete the [SHOP Design Bid Form](#) to return with their itemized bid.
- Include in their design bid the cost of all services necessary to submit the permit application as well as structural observation during the construction phase. The costs of any additional optional services should be separate line items, such as design of optional reimbursable or non-reimbursable work, construction bid coordination, special inspections required for the permit, and other aspects of construction management
- Understand the approval process for this program, including possible waiting periods of 3-6 weeks for design approvals by SHOP and FEMA. You may refer potential bidders to the [SHOP Guidelines](#) for a description of the process.
- Understand that completed work visible from the exterior of the building will cause delays for FEMA review and is therefore discouraged.
- Confirm their active license to practice in California and their proper insurance.

Check references and licenses.

- Checking references from similar projects is highly recommended, but not required by SHOP.
- An engineer’s license may be confirmed at https://www.bpelsg.ca.gov/consumers/lic_lookup.shtml

Submit the bids to SHOP with a completed [Documentation of Design or Construction Bids form](#).

- Summarize bids from at least 2 design professionals on the form and indicate your choice.
- Include the itemized bids or describe attempts to obtain them.
- Use the proper Bid Type on the form:
 - If you solicit bids *only* from design-build companies, indicate both “Design” and “Construction” bid types on the form.
 - Otherwise, use the “Design” bid type. If more than one bid type is provided, design-build contractors must separate the design cost from the construction cost to allow you to report them separately, as described in the [SHOP Guidelines](#).

SHOP-3

Date complete

Retain a design professional and have the design completed and plans prepared.

Once the selected design bid is approved, hire your design professional, submit the signed agreement to SHOP, and have the design prepared including building-specific calculations that show compliance with [SHOP Engineering Requirements](#) and [SHOP Annotated CEBC Chapter A4](#).

- Plans must clearly distinguish required reimbursable activities from any optional reimbursable work and from any optional non-reimbursable work.
- The seismic scope of work should be intended for a single permit application, which must not include any non-reimbursable activities. Any concurrent non-seismic or otherwise non-reimbursable activities are discouraged and if planned, must be conducted under a separate permit and clearly described for FEMA review.
- Visible changes to the exterior should be avoided to allow expedited FEMA review.

Phase II: Project Submission and Review

SHOP-4

Date complete

Work with your design professional to submit the project to SHOP for Design Review.

Deadline: 90 days after approval of your Intent to Proceed received in step 2.

Intent to Proceed approval date: _____

Deadline for submitting Design Review Package: _____

The Design Review Package must include all the items in the following checklist.

Project Description

To be completed by your design professional, the Project Description will indicate:

- The main elements of the seismic retrofit design as needed to comply with CEBC Chapter A4.
- What optional reimbursable seismic work is intended as part of the project.
- Any optional non-reimbursable work you intend to do as part of the project under a separate permit application.
- Confirmation that none of the intended work, when complete, will result in a change visible from the exterior of the building. Or, a complete description of any such visible change, including photographs of the existing condition. **Visible exterior changes are likely to delay approvals and are therefore discouraged.**

Building Permit Application

Your design professional completes the standard [permit application](#) available from the Bureau of Building and the SHOP website.

- All work needed to comply with CEBC Chapter A4, as referenced and modified by the [SHOP Engineering Requirements](#), must be under a single permit application.
- Optional reimbursable seismic work may be included on the same permit or included under a separate permit.
- Optional non-reimbursable work must be under a separate permit.
- The project's permit valuation must eventually match the amount shown on the construction bid.

Completed seismic retrofit plans: digital PDF file and 3 paper sets

- Paper sets may be photocopies of the original plans.
- The digital set must be a PDF file of the original plans and should be emailed to ResidentialLending@oaklandca.gov as an attachment or link or delivered on memory stick if the file size is large.

Calculations and supporting materials (as needed): digital PDF file and 2 paper sets

Your design professional must include calculations showing compliance with the [SHOP Engineering Requirements](#), any applicable codes and regulations, and other materials as requested by the building official. All materials are to be prepared in accordance with normal Bureau of Building requirements.

SHOP-5

Date complete _____

Obtain at least two construction bids for remaining services, submit them to SHOP, and hire your selected contractor.

Provide contractors with the completed design to request bids for construction services and submit them for SHOP approval. **This step must be conducted before SHOP can determine and guarantee the reimbursable amount for construction.**

If you are willing to proceed without confirmation at this point, this step may be delayed until after plan check. Confer with your design professional regarding their standard practice.

Find interested and experienced contractors.

The City cannot recommend contractors but there are many experienced firms in the region. Your design professional may refer you or help coordinate this step. You are encouraged to use internet searches and industry referral lists to research companies in a wide geographic area. You may find useful information at <http://resilience.abag.ca.gov/retrofitprof/> and <https://www.earthquakebracebolt.com/ContractorListing>.

Obtain at least 2 bids for Construction.

Instruct each potential bidder that they must:

- Include in their bid all costs of securing permits and approvals, as well as the cost of special inspection, if needed. For this program, you may not act as your own general contractor, and you may not pull your own permit.
- Understand the approval process for this program, including possible 3-6 week waiting periods for design approvals by SHOP and FEMA. You may refer potential bidders to the [SHOP Guidelines](#) for a description of the process.
- Confirm their active license to practice in California and their proper insurance.

Check references and licenses.

- Checking references from similar projects is highly recommended, but not required by SHOP.
- A contractor's license may be confirmed at <http://www.cslb.ca.gov>

Submit the completed [Documentation of Design or Construction Bids](#) form to SHOP.

Include the itemized bids from at least 2 contractors. Once approved, SHOP will notify you and confirm the maximum reimbursable amount for construction.

Select and retain a contractor.

Submit the contract/agreement to SHOP once signed by both parties.

SHOP-6

Date complete _____

Allow 4-6 weeks for required approvals and permit issuance.

When the preliminary SHOP review is complete:

- The SHOP office will forward the permit application internally to the Bureau of Building for their review and concurrently to FEMA for the required EHP Review.
- Permit staff will contact the contractor with any questions required during plan check and for payment of applicable fees. If plan check prescribes special inspection(s), the inspector must be hired before the permit can be issued. You are responsible for keeping copies of invoices and proof of payment for any associated costs.
- Once the FEMA review is complete and the selected construction bid has been approved, the SHOP office will issue a Notice of FEMA Design Approval to the owner confirming eligible activities and reimbursable costs and setting a deadline for project completion.
- A copy of this notice will be provided to the Bureau of Building, authorizing them to issue the permit once their review is complete.
- Once all permit application requirements have been met, the permit may be issued and construction can begin.

Phase III: Construction and Reimbursement

SHOP-7

Date complete _____

Begin and complete the permitted construction.

Deadline: 120 days or as indicated in the Notice of FEMA Design Approval

Deadline for completion of construction: _____

Your design professional is responsible for:

- Submission of the initial permit application.
- Performing structural observation as needed during construction.
- Documenting and substantiating any necessary changes to the approved plans.
- Providing any other services per your agreement (e.g. construction management).

Your contractor is responsible for complying with all Bureau of Building requirements, including:

- Scheduling inspections with the Bureau of Building.
- Coordinating with your special inspector.
- Identifying any necessary changes to the approved plans, coordinating the changes with your design professional, and obtaining approvals for them.
- Completing the project and obtaining passing final inspections.

You are responsible for notifying SHOP of any project delays, paying all design, construction, and permit fees, and for retaining copies of invoices and proof of payment.

SHOP-8

Date complete _____

Schedule and complete the SHOP close-out inspection and submit the Request for Reimbursement form.

Deadline: 3 weeks from the passing Final permit inspection.

The process of project close-out and reimbursement involves the following steps.

_____ **Register with iSupplier**

iSupplier is the City's payment system. Application instructions are available here:

<https://www.oaklandca.gov/services/register-with-isupplier>.

_____ **Coordinate and complete the close-out inspection**

SHOP staff will conduct an inspection to ensure that all activities were completed as approved by FEMA and no additional work was performed without approval.

_____ **Complete and submit the Request for Reimbursement form with invoices and proof of payment.**

The form requires evidence of the completed permit and an outline of all invoices and proof of payments for eligible expenses. If the claimed costs exceed the valuation shown on the permit application, the valuation must be updated and additional permit fees, if any, must be paid.

When the submittal and the inspection are complete, the SHOP office will initiate the reimbursement and disburse funds to you with a Project Close-Out Notification. This final step is expected to take 30 to 60 days.