



Frequently Asked Questions (FAQ)

What do I need to do to be ready for my appointment?

To help ensure your appointment goes smoothly:

- **Pets:** Please secure pets so workers are not bothered or endangered.
 - **Respect:** Workers must be treated respectfully while on your property.
 - **Access:** Ensure there is adequate space for workers to complete their tasks. Please remove any barriers, furniture, or obstructions before their arrival.
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Will the crew assigned to my project be here every day?

The crew will determine how long the project will take. Many factors can influence their decision, such as materials and time needed for installation or repair. Vacation time, treaty rights, and cultural events may impact service availability.

Please note that the Building Department responds to and prioritizes emergency repairs for Elders. When required, our crews may need to halt a remodel or other services, for an emergency.

They will communicate the expected project duration and coordinate with you to schedule workdays that are convenient for both parties and to communicate any delays that may occur.

I missed my appointment. Now what?

If you missed your appointment, workers should have left a **door hanger** notifying you that they stopped by.

To reschedule, please contact:

 **Jessie at 360-456-5221 ext. 1322**

Please note that workers have a tight schedule, and missed appointments may need to be rescheduled for the next available time slot. This could increase the waiting time for your project to begin or for project completion.

I have additional work that needs to be done. What should I do?

Any **change orders or additional work** must first be approved by the **Building Department**. Do **NOT** authorize or approve extra work directly with the contractor without prior approval.

Once a contract is executed, it becomes a **binding legal document** between the contractor and the Tribe. The Tribe is only responsible for payment of work specifically listed in that contract.

If you approve extra work without the Building Department's consent, you may be personally responsible for payment of those unapproved services.

I haven't heard from anyone regarding the status of my project. What should I do?

Please contact:

 **Jessie at 360-456-5221 ext. 1322**

The Building Department will review your project status and help resolve any delays or communication issues.

Please ensure that your contact information is legible on your application, as this is the way we will contact you for anything involving your project. Please make sure that the phone number you provide is a number that we can reach you at.

Why is it taking so long for work to begin on my project?

Several factors can affect when your project begins, including:

- Time constraints and scheduling
 - Availability of workers and materials
 - Funding timelines and project prioritization
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What is the difference between hiring a contractor and having the Building Department complete my project or repairs?

When having the Building Department complete your project and/or repairs, there are a few things to keep in mind:

- **Cost:** The Building Department is generally less expensive than hiring a private contractor because you are not paying for labor.
 - **Timeline:** Projects completed by the Building Department may take longer to finish due to the nature of the department's operations.
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• **Training Environment:** The Building Department functions as a training department. Apprentices work under journeymen in their chosen trades—such as carpentry, plumbing, painting, labor, and electrical—where they gain skills and hands-on experience by working on real projects. As a result, work may progress at a slower pace to allow for proper learning and supervision.

Why does my project require a contract and why does it need a PO in place?

If your project is over a certain amount, it requires a **contract between the Tribe and the contractor** performing the work.

This contract ensures that both parties are **legally protected**.

The Tribe (and by extension, you) are guaranteed that all work will be **completed with quality and in a timely manner**.

The contractor receives a **guarantee of payment** that once the work has been satisfactorily completed to the specifications set forth in the contract they will be compensated per the terms of the contract.

Contracts take time to complete. Here's how the process works:

1. An inspection is completed by the Tribe's Building Inspector.
2. A quote is obtained from eligible contractors.
3. A contractor is selected.
4. A contract is written, submitted to Finance, proofed, and then turned over to the contractor for signature.
5. Once signed by the contractor, and returned to the Finance Department, a **Purchase Order (PO)** is issued.
6. Work can then begin.

Even without a contract, a PO must be in place before work can begin, as this means that payment terms have been verified and guaranteed.

Funding also plays a significant role, as it determines how many people we can serve in one calendar year.

Many of our programs are funded through **charitable grants**, which can vary from year to year.

Why is there less funding available this year?

Many variables go into funding programs for the Tribe. The Building Department's **DEESP Program** and **Beautification Program** are funded through charitable grants.

The amount received each year can vary based on the pool of money available to fund all tribal charitable programs. The number of tribal members that the Building Department can assist through these programs is determined by the amount granted.

The Building Department works hard to help as many tribal members as possible, on a **first-come, first served** basis. However, this may mean that there is less money available than in previous years.

To reiterate, the Building Department does **not** control the amount of funding received for each program.

As you can see, there are many steps involved in completing each project. Please rest assured that the **Building Department cares about you and your project!** We work diligently to ensure that everyone's work is completed as efficiently as possible.

If you have any questions or concerns, please contact:

 **Jessie at 360-456-5221 ext. 1322**

We will work hard to answer your questions and assist you every step of the way.