

Housing New Mexico

## 2026 NCSHA Award Submission

ENTRY CATEGORY:

*Homeownership*

ENTRY SUBCATEGORY:

*Home Improvement and  
Rehabilitation*

ENTRY NAME:

*Home Improvement Program*



### **Housing New Mexico's Vision and Mission**

Housing New Mexico | MFA's vision is for all New Mexicans to have quality, affordable housing opportunities. As the state's leader in affordable housing, Housing New Mexico provides innovative products, education, and services that strengthen families and communities.

The Home Improvement Program (HIP) directly supports this vision by preserving aging homes for low-income homeowners who lack the resources for critical repairs. The program provides financing and support to complete essential repairs that improve safety, accessibility, and longevity to the home. By investing in home preservation, HIP allows families to remain safe in their homes while strengthening neighborhoods and protecting one of the state's most important sources of affordable housing—existing owner-occupied homes.

### **The Home Improvement Program is Innovative**

HIP represents a major shift in how rehabilitation services are delivered by Housing New Mexico. Historically, rehabilitation relied almost entirely on local subrecipients, leaving service gaps in counties without a service provider.

HIP, modeled after the HOME Investment Partnerships Program funded homeowner rehabilitation program, is Housing New Mexico's first direct-service rehabilitation program, providing statewide coverage and delivering services in counties where no local provider previously existed, while maintaining compliance and program standards. This direct approach ensures that homeowners statewide, including those in previously underserved counties, have access to essential rehabilitation assistance.

Direct administration increases HIP's efficiency. By managing projects internally, HIP reduces delays that can occur when coordinating between a participating jurisdiction and subrecipients, allowing projects to move quickly from application to construction while maintaining high compliance standards.

Operating the program directly provides valuable operational insight. By overseeing projects firsthand, Housing New Mexico has gained a clearer understanding of challenges subrecipients face, enabling the agency to identify barriers, refine policies, and improve procedures that strengthen program delivery statewide.

HIP can also implement regulatory or policy changes immediately, unlike subrecipient-administered programs that require additional time for training and process adoption.

Finally, HIP introduced a pre-qualified contractor pool under 2 CFR (Code of Federal Regulations) Part 200, allowing approved contractors to bid on individual projects. This approach builds relationships with responsible contractors, improves quality oversight, reduces delays, and maintains competitive pricing.

Together, these innovations—direct program administration, statewide service coverage, operational learning, rapid policy implementation, and streamlined procurement—create a responsive and efficient model for delivering housing rehabilitation assistance.

### **The Home Improvement Program is Replicable**

HIP provides a practical, replicable model for other housing finance agencies. Standardized policies, eligibility criteria, and federally compliant procurement procedures make the program adaptable to other jurisdictions. The contractor pool structure reduces administrative costs while maintaining competitive bidding. HIP demonstrates how a statewide program can overcome service gaps and deliver rehabilitation assistance to underserved communities, in both urban and rural areas.

### **The Home Improvement Program Responds to an Important State Housing Need**

New Mexico faces significant housing preservation challenges due to aging housing stock, high poverty rates, and limited access to financing for home repairs. Many homeowners, especially in rural areas, live in homes requiring substantial repairs, but they cannot access traditional funding. Without assistance, homes deteriorate, endangering residents and reducing affordable housing supply.

HIP directly addresses rehab needs by providing financing for critical repairs that improve safety, accessibility, and housing stability. Since its launch in February 2024, HIP has assisted nine homeowners across six rural communities where rehabilitation services were previously unavailable. In FY2025, HIP completed six rehabilitation projects, while the other six service providers collectively completed two projects during the same period.

### **The Home Improvement Program Uses Data, Research and Analysis to Demonstrate Measurable Benefits to Housing New Mexico's Targeted Customers and Underserved Markets**

Housing New Mexico tracks program data to ensure HIP serves households with the greatest need:

- Nine homes rehabilitated
- 100% of households located in rural communities
- 66.67% of participating households headed by seniors or people with disabilities
- 33.33% of participating households had families with children
- An average of \$153,340.90 invested per home
- Eight counties served (of 33 counties statewide)

These investments improve housing safety, extend the life of existing homes, and preserve affordable housing opportunities for generations to come.

### **The Home Improvement Program Has a Proven Track Record of Success in the Marketplace**

HIP has demonstrated strong demand and consistent performance since its launch. Projects address critical health and safety issues, including roof failures, electrical hazards, plumbing deficiencies, and accessibility barriers, allowing homeowners to remain safely in their homes while preserving affordable housing units.

In FY2025, HIP completed six projects, while all six of the HOME rehabilitation subrecipients combined completed only two projects. This demonstrates how the direct-service model can accelerate project delivery while complementing the work of local partners.

Eva Ortiz, HIP's first recipient, moved into a safe new home after her 1967 mobile home became unsafe, with a collapsing ceiling, fire hazards, mold, deteriorating subfloor, broken appliances, and no air conditioning. HIP allowed her to remain safely housed and enjoy time with her daughter

and granddaughter. Eva's story reflects how housing rehabilitation and replacement programs preserve stability and dramatically improve quality of life. More on Eva's story can be found online: <https://vimeo.com/1109123250>.

### **The Home Improvement Program Provides Benefits that Outweigh Costs**

Preserving homes through HIP is far more cost-effective than replacing housing lost to deterioration. Addressing repairs early prevents costly structural damage while maintaining affordable housing opportunities for low-income homeowners. These repairs often allow residents, particularly seniors and people with disabilities, to remain safely in their homes rather than facing relocation due to unsafe living conditions, moving in with family members because their home is no longer habitable, or entering assisted living facilities prematurely.

HIP also demonstrates cost efficiency in program administration. The program's streamlined direct-service structure reduces administrative layers, allowing projects to move quickly from application to construction. Project delivery costs average approximately \$6,000 to \$7,000 per project, compared to an average of approximately \$15,000 per project for subrecipient administered models. This efficiency allows Housing New Mexico to direct a greater share of program funding toward construction and rehabilitation activities that directly benefit homeowners.

### **The Home Improvement Program Demonstrates an Effective Use of Resources**

HIP maximizes resources through efficient program administration and strategic procurement practices. This model eliminates delays associated with coordinating between multiple program administrators and allows the program to implement policy or regulatory updates quickly. The program's pre-qualified contractor pool, established through a Request for Qualifications (RFQ) process, reduces repetitive public advertising while maintaining competitive bidding and ensuring high-quality, cost-effective work. Housing New Mexico keeps an open RFQ posted on its website and promoted through social media, allowing new contractors to join the pool at any time.

### **The Home Improvement Program Effectively Employs Partnerships**

HIP works closely with contractors, housing professionals, and community partners statewide. By engaging contractors from multiple regions of New Mexico, the program supports local economic activity. Community partners also play an important role in connecting eligible homeowners with the program and helping expand access to rehabilitation assistance.

### **The Home Improvement Program Achieves Strategic Objectives**

HIP supports Housing New Mexico's benchmark to preserve 1,000 rental and homeownership units through weatherization, rehabilitation, and housing innovation programs. By repairing owner-occupied homes, HIP protects affordable housing and prevents loss due to deterioration.

The program also advances the New Mexico Housing Strategy goal to preserve and improve existing affordable housing, ensuring safe, stable homes remain available to low- and moderate-income households.

## Home Exterior

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*Before*



*After*

## Kitchen

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*Before*



*After*

## HVAC Unit Upgrade

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*Before*



*After*

## Window Replacements

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*Before*



*After*

## Bathroom Remodel

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*Before*



*After*