



United Way
of the Tri-Valley Area

Don't Despair Car Repair Policy

Don't Despair Car Repair Program

The purpose of *The Don't Despair Car Repair Program* is to provide assistance for individuals in need of car repairs in Greater Franklin County, Livermore, and Livermore Falls.

Assistance through *The Don't Despair Car Repair Program*, an internal program at United Way of the Tri-Valley Area (UWTVA), is determined by an application process which is available on the United Way website (uwtva.org), at our partnering garages and at the United Way office, 218 Fairbanks Rd., Farmington.

- If approved, assistance will be provided up to \$1,000 per applicant.
- There can be only one applicant per household and an applicant may be funded only one time.
- If repair exceeds \$1,000, the payment of the customer portion must be paid to the garage prior to UWTVA sending payment. A receipt of payment must be provided to UWTVA by the garage.
- Applicants must be residents of Franklin County, Livermore, or Livermore Falls.
- By submitting an application, the applicant understands that a committee of community members will be reviewing the application and the selected garage may be contacted for additional information.
- The garage completes page two of the form, which includes an itemization of work to be done. It must be included with the application.
- Payment for the cost of the repair is sent directly to the garage, not the applicant.
- The United Way of the Tri-Valley Area is providing funding only and is not responsible for any future maintenance issues, damages, or unfinished work.
- A review committee made up of five community members will review applications.
- At least three voting members must be present to vote on applications.
- Reviewers must have access to email, familiarity with Google Docs and be available to review applications within 2 business days of notification that there is an application.
- Applications and the garage's itemized estimate are submitted to a designated United Way representative. The documents will then be reviewed for completeness and accuracy and uploaded to a Google Drive. The United Way representative will then let the review committee know a decision needs to be made. Applications will then be reviewed within a 48-hour turnaround time.
- There will be no limit to the number of garages that can participate, however, United Way will determine participating garages.
- If the garage knows a potential applicant would not be a suitable candidate, the garage may choose not to refer the individual for assistance.
- Participating garages will receive public recognition for their participation if they choose.
- United Way will promote the program, to gain recognition and leverage additional contributions after an initial soft launch – as appropriate.