

# KNOX COUNTY HOME REHABILITATION PROGRAM

## Application Status Descriptions

### Application in Progress

- The application is still being filled out and has not been submitted. Please make sure to submit all documentation so that your application can be processed in a quicker timeframe. Application will not be assigned until it has been submitted.

### Application Submitted

- The application has been submitted and will be reviewed by KCHR staff. Applications are usually reviewed within 45 days of submission.

### Pending Applicant Information

- KCHR needs additional information, photos, or documentation for your application to move forward. Your application will remain in this status until we receive the requested documentation. Please make sure to check your email for these requests.

### Application Reviewed – Low Repairs

- Your application has been reviewed and your repair needs are deemed Low. Your requested repairs may be eligible for a Minor Home Repair Loan, but not Emergency Home Repair financial assistance. Your application will remain in this status until KCHR has addressed cases that are Severe, at which point you may be asked to provide updated income documentation.

### Application Reviewed – Moderate Repairs

- Your application has been reviewed and your repair needs are deemed Moderate. Your requested repairs may be eligible for Emergency Home Repair financial assistance or a Minor Home Repair Loan. Your application will remain in this status until KCHR has addressed cases that are Severe, at which point you may be asked to provide updated income documentation.

### Application Reviewed – Severe Repairs

- Your application has been reviewed and your repair needs are deemed Severe. Repairs are addressed in order of severity; however, we anticipate wait times of nine months or more.

Application Reviewed – Severe Priority Repairs

•Your application has been reviewed and your repair needs are deemed Severe Priority. Repairs are addressed in order of severity; however, we anticipate wait times of six months or more.

Application Withdrawn

•You have withdrawn your application from the Program. If you feel this is an error, please contact our KCHR staff at (865) 215-3983.

Application Denied

•We have reviewed your application and deemed you to not be eligible for the program. Example reasons for denial: your household is over 80% AMI (Area Median Income), you rent your home, etc. If you have additional questions, you can email: [knoxhousingassistance@knoxcounty.org](mailto:knoxhousingassistance@knoxcounty.org).

Home Inspection

•KCHR staff will communicate with you by phone to schedule an on-site inspection of your home.

Construction In Progress

•Inspection is complete and home repairs are beginning soon. Your application will remain in this status until construction is complete.

Construction Complete

•Repairs in your home have been completed and your application has been closed.

Knox County Grants and Community Development  
Knox County Home Rehabilitation Program  
865-215-3983  
[KnoxHousingAssistance@knoxcounty.org](mailto:KnoxHousingAssistance@knoxcounty.org)  
[www.KnoxHousingAssistance.org](http://www.KnoxHousingAssistance.org)

