

# Neighbor Helping Neighbor Program Policies and Procedures

(Draft)

## I. Name and Establishment

The name of this initiative shall be the Neighbor Helping Neighbor Program

## II. Purpose, Mission Statement

The purpose of this program is to offer community-based, non-profit, volunteer organization driven, remediation to individual property owners for debris removal and home maintenance in order to arrest the deterioration of homes into serious health and safety violations.

It is the mission of the Neighbor Helping Neighbor Program to:

- (A) Connect participants to volunteer services groups capable of completing home maintenance work.
- (B) Combat property dilapidation in a culturally sensitive manner.
- (C) Develop capacity for vulnerable citizens to stay and maintain homes whereby residents have safe and healthy living conditions which increase the county's quality of place.
- (D) Proactively offer preventative maintenance work to mitigate deterioration of homes into major health or safety concerns.

## III. Project Application

**Section 1:** Prospective applicants may submit an *Application for Outreach Services* on the Brown County Redevelopment Commission (BCRDC, RDC) website. Community stakeholders and other interested parties may nominate a property using the *Outreach Nomination Form* on the RDC website.

**Section 2:** Upon receiving an application or nomination, an RDC member will make an initial observational needs assessment of the property to

gauge its fitness for the program. If the residence is appropriate for outreach, the RDC President or their appointee will make contact with the applicant to discuss the project scope, goals, and work to be completed. The applicant and the RDC representative will create an itemized project plan and detailed project invoice. At the next RDC regular meeting, the members will discuss and approve or reject the application and plan. In the case of a nomination, the President or their appointee will make contact with the property owner to offer information about how to apply to the program.

**Section 3:** Upon approval, the RDC President or their appointee will make contact with an appropriate service organization partner and share the contact information of the resident, the application for the program, project scope and cost, and any relevant information gathered in the application process.

(A) If rejected, the RDC will reach out to the applicant, discuss the reasons for rejection and work with the applicant to resubmit a successful application.

#### **IV. Service Organization Partners**

**Section 1:** Interested service groups, community organizations, Corporate outreach members, or others interested in offering their services may complete the *Volunteer Organization Application* on the RDC website.

**Section 2:** Upon receiving an application, the RDC President or their appointee will contact the organization to interview and explain the program. If the organization is an appropriate fit for the program, at the next regular meeting of the RDC, the RDC will discuss and approve or reject the organization

**Section 3:** The RDC will maintain a list of participating organization partners. The first organization on the list will be offered the next project. If the organization accepts or passes on the project, they will be placed at the end of the list. The list will thus rotate through all participating partners

## V. Project Completion

**Section 1:** Once the Organization Partner has made contact with the resident, they will make arrangements to complete the project, including Dates and times of work. Depending on the nature of the work, the project may need to schedule for the future depending on climate, weather needs, etc. When the work is scheduled, the Organization Partner will inform the RDC so that a Commission member may visit the project.

**Section 2:** An RDC member will visit the site as work is being completed to assess its progress, build rapport, and take pictures for documentation

**Section 3:** It is expected that the resident is on-site at all times while work is being completed and expected to contribute to the work being completed, if physically able to do so. It is highly encouraged that the resident brings family and friends to contribute to the work if possible. There is no charge for labor used on the project since all workers are volunteers. The only exception is when specialized labor (i.e: plumbers, electricians) is hired in rare instances. Such labor would only be hired with the approval of the resident and paid for by one of the following: (a) the resident, (b) the service organization, (c) the pro bono service of the person doing the work.

**Section 4:** In reference to the previous Section, all labor is provided free of charge. Partners may not ask for or receive compensation for their labor. A detailed description of any material costs will be created prior to any work being completed an additional twenty (20%) percent of the project added to the quote for unseen costs. The resident is expected to pay for the costs of materials minus any grants or charitable contributions that can be applied to the project. The RDC will offer a no-interest material loan that will be paid back monthly.

**Section 5:** In the case of a question of what items are to be disposed of, what plants are added or removed, where and how items are organized, the resident has the final decision-making authority.

**Section 6:** Types of projects that are ideal for the Neighbor Helping Neighbor Program may include but are not limited to: mowing/trimming/mulching/brush removal/property beautification, Home Maintenance (exterior painting/staining, interior painting, cleaning, home organization, structural repair), building of handicap accessibility, Debris/Trash Removal, Removal of dilapidated non-residential structures. While on-site, the leader or responsible contact from the organizational partner needs to make observations about possible future remediation projects to follow up with in the future

(A) The Neighbor to Neighbor Program is intended to rehabilitate homes with numerous and overwhelming home maintenance issues. It is not intended to provide free, ongoing, normal home maintenance. Applicants are only eligible to apply once per calendar year, excluding follow up work identified at the time of the project. The RDC maintains its authority to accept or reject a project based on what it believes in its sole discretion, fits the intent of the program.

## **VI. Post Project Completion**

**Section One:** After work is completed, the resident and the organization contact person will fill out their respective post-project completion form on the RDC Website. This form will assess future needs, satisfaction of work completed, and projects that were completed.

## **VII. Financial Considerations**

**Section One:** The RDC will accept grants and donations into a dedicated line item in its budget to assist in project costs.

**Section Two:** Program Participants may apply for financial assistance for all or a portion of the project. The application for a Maintenance Grant will be available on the RDC website. The RDC shall review and accept, reject, or accept in-part applications on a case-by-case basis at its regular meeting

**Section Three:** Program Participants are expected to pay for all material costs associated with work completed as outlined in Section 2 of this document. Participants may apply for an interest free material loan on the

RDC website to be repaid in monthly installments. The RDC shall consider and accept or reject loan applications at their discretion during regular monthly meetings

## **VIII. Insurance**

**Section One:** All work completed must be age appropriate to the organization. Minors under the age of Twelve (12) may not handle motorized or powered cutting tools of any kind. They may handle motorized blowers with adult supervision. Minors over the age of fourteen may use weed trimmers and push mowers with adult supervision. Minors over the age of sixteen (16) may operate riding mowers.

**Section Two:** The organization partner and the homeowner must carry adequate insurance to cover any injuries sustained on the work project

**Section Three:** The RDC can not be held responsible or culpable for injuries sustained on the project

**Section Four:**

## **IX. Tools and Project Materials**

**Section One:** Organization partners and the resident shall be responsible for providing all necessary tools and equipment for project completion.

**Section Two:** The Neighbor Helping Neighbor program may accept donations of tools and equipment that may be used in completing projects. A complete inventory of tools and equipment shall be maintained by RDC and items made available to partners on an as-needed basis.

Section Three:

## **X.**

### **Questions and Needs:**

1. Is there a way to set this up to be financially secure? (Seed Money to start)

- a. Painting, Gasoline, trash removal, etc. Getting participants to help pay
25. Can we get a representative of Habitat, NazFarm, etc. to talk about how insurance for workers is covered?

**Next Steps:**

1. Create Documents, Create Presentation, Present to Commissioners/Council
2. Start approaching group to identify interest
  - a. Community Foundation
  - b. Keep Brown County Beautiful
  - c. Interfaith Council
  - d. School Groups
  - e. Boy Scouts/ Cub Scouts
  - f. Girls Scouts
  - g. Habitat for Humanity
  - h. Church Youth Group
  - i. Peaceful Valley Heritage