



Non-Construction Opportunities

Contents

Resident Family Advocate	1
Key attributes of a Family Advocate	3
Helpful attributes include	3
Responsibilities	3
Nassau Habitat Family Advocate Checklist	4
HOMESTEAD EXEMPTION	5
Contact Log	6
Construction Family Partner team	7
Key attributes of a Family Partner	7
Helpful attributes include:	7
Responsibilities	7
November	8
Family Partners Understanding the process	8
January or February	8
Nassau Habitat Family Partner Checklist	9
Contact Log	11
The Hospitality Team	12
The Outreach Team	13
Outreach Team Checklist	14
Contact Log	15
Financial Education Team	16
Contact Log	17
Job Site Greeter Team	18
Maintenance team	19
Contact Log	20

Resident Family Advocate

This team should consist of a minimum of 4-8 individuals interested in mentoring and being supportive of the issues our homebuyers are dealing with daily.

The family advocate is approximately a 12-month commitment averaging 4 to 8 hours a month.

Key attributes of a Family Advocate

A successful family advocate offers friendship and support for the daily issues the families are facing. Help the family with budgeting if necessary or contact the affiliate manager to schedule additional financial education. The family advocate is the key contact between Habitat and the new homeowner.

Helpful attributes include

- Listening skills and relationship builders
- Be sensitive to issues common to those with limited incomes (lack of education, improper nutrition, lack of health and dental care, excessive debt, relationship strains, low self-esteem, anxiety, or frustration)

Responsibilities

- Attend Homeowner Selection Meetings
- The affiliate manager will introduce you to your family when signing the partnership agreement.
- You will be their support and need to stay in touch with the family at least once a week for the first month, then connect a couple of times a month for approximately 4-6 months, then once a month is fine if you see the family is doing ok.
- Once the closing has taken place and papers are mailed to the homeowner, remind them to **file their homestead exemption**. Do this as soon as possible. You may need to go with them.
- Help the homeowner with organization skills if needed.
- Gently offering housekeeping tips if needed.
- Yard and landscaping tips are always good.
- You may help with planting flowers or other landscaping ideas; you may help them if you like that kind of work, but do not do it for them.
- Your entire role is to guide and hopefully enrich their lives.
- Remind the homeowner of the importance of continuing to volunteer, even if it is only once a month. It is a great way to show them they can help others and show the regular volunteers that their work has made a difference in their life.
- Remind the family of the 1 -year warranty on appliances and to keep the papers. Keep a log of every contact and turn it in to the office.

Nassau Habitat Family Advocate Checklist

All contact must be documented on a separate sheet of paper! And turned into the office

Date	Step	Habitat Contact	Comments
	Family Advocate meets the buyer at office for lease signing	Affiliate Manager Family Advocate	Remind homeowners to put utilities in their name
	Schedule the First meeting with the homebuyer	Family Advocate	As soon as possible after moving, confirm utilities are in their name
	3 -weeks before the dedication If there is no pastor, contact the Hospitality team	Family Advocate Inform office	If Yes, ask them to contact their pastor for availability to officiate the dedication
	3 -weeks before the dedication	Family Advocate	Help homeowners with invitations. Bring to the office to be mailed
	2 -days before the dedication	Family Advocate	Help homeowners with a small speech about Habitat and what it means to them if they are comfortable talking.
	Day of dedication	Family Advocate	
	Within 2- weeks after the dedication	Family Advocate	Help homeowners write thank-you cards.
	3- weeks after the dedication	Family Advocate	Home visit check on family discuss unpacking and organization
	6- weeks after the dedication	Family Advocate	Home visit/ support
	2- weeks after closing	Family Advocate	See if closing papers have been received; if so, remind to file the homestead exemption
	4 -weeks after closing	Family Advocate	Remind to file homestead exemption; you may need to go with them
	Monthly Remind to volunteer at least once a month (as a thank you to the volunteers for helping them.)	Family Advocate	Keep in touch, and discuss finances, organization, landscaping, home maintenance, and any homeowner's needs.

Please Be aware of the privacy and confidentiality Policy!

Please be very careful so as not to discriminate!

If you do not have answers to questions the homebuyer asks, please check with the office

HOMESTEAD EXEMPTION

MUST APPLY BY MARCH 3. AND IN PERSON WITH THE FOLLOWING DOCUMENTS

1. Take a Copy of the deed that was sent to you by the closing agent.
2. Must be living in the house before January 1 for the year you will be paying taxes.
3. You Must change your address on your driver's license as soon as you move into your new house, or you can not file for an exemption.
4. Provide Florida vehicle License plate registration.
5. Provide Nassau County voter registration (if you have one)
6. Provide Social Security Card
7. Provide Date of Birth (Birth Certificate)
8. Provide two pieces of mail with your new address.

NASSAU COUNTY PROPERTY APPRAISER

Governmental Complex

96135 Nassau Place #4

Yulee Fl

OR

Historic Courthouse

416 Centre Street

Fernandina Beach Fl

Construction Family Partner team

This team should consist of a minimum of 4-8 individuals interested in mentoring and supporting the issues our homebuyers are dealing with daily as they help build their home.

The family partner is approximately an 8–10-month commitment averaging 4 to 8 hours a week.

Key attributes of a Family Partner

A successful family partner blends sweat equity support and friend roles. The family partner is the key contact between Habitat and the prospective homeowner.

Helpful attributes include:

- Listening skills and relationship builders
- Be sensitive to issues common to those with limited incomes (lack of education, improper nutrition, lack of health and dental care, excessive debt, relationship strains, low self-esteem, anxiety, or frustration)

Responsibilities

- Attend Homeowner Selection Meetings
- Attend the workshop for your potential partner
- Attend the Home visit for your potential partner
- You will be the homebuyer's support during the construction process.
- Schedule a home visit (at the time of the workshop) and find another member of the family selection team to go with you.
- Help the homebuyer keep track of Sweat Equity hours
- Remind the homebuyer to turn in their timesheet by the first Monday of each month to the office.
- Remind the homebuyer they are to list friends and family who have said they will help work on their home. The homebuyer must have completed this and turned it into the office before the first day of construction; no sweat equity hours will be counted (even the homebuyers) until this is done.
- Check with the homebuyer to confirm their friends and family are showing up to help with the sweat equity hours.
- Remind the homebuyer that they are ultimately responsible for the 300 hours and encourage them to ask others for help to get their hours.
- We encourage Family Partners to work on the site whenever possible their hours will be counted as a friend and family hours as long the homebuyer is also working that day.
- Introduce the homeowner to the construction crew.

November

Contact the affiliate manager to contact Financial Educator for financial education.

Family Partners Understanding the process

Once selected, new families are encouraged to start earning Sweat Equity, often on homes for other families, helping to reinforce the Habitat partnership and introducing them to other Habitat homebuyers and the construction crew. In addition, the homebuyer can become familiar with the building process and begin earning sweat equity hours.

Confirm that the homebuyer and all volunteers have signed a release waiver. Once a new friend/family member comes on the job, confirm the release waiver gets signed.

Provide sweat equity folders (from the office) that include blue timesheets for each homeowner; Only the Family Partners, friends, and family sign-in on the colored timesheets. Stress the importance of sweat equity.

It is crucial to have enough waivers and timesheets. If you need more, ask the office!

The family partner must work with the homebuyer at the job site at least once a week; to ensure you are available to the homebuyer and know the stage of the construction so you can answer any questions the homebuyer may have.

It is also the responsibility of the family partner to bring attention to the affiliate manager for any issues about the homebuyer's questions and concerns or lack of sweat equity hours. The affiliate manager will promptly get any unanswered questions back to you, so you can respond to the homebuyer, which will alleviate confusion and help the construction manager from being distracted from the importance of the building. Most of the questions from the homeowner will be minor.

- Encourage the homebuyer to continue to volunteer after the home is built
 - It is essential to encourage volunteering to thank all the volunteers for their work. Remind the homebuyers the volunteers are not being paid but are giving from their hearts to provide affordable housing in the community.
 - Giving Back to the community is important.

January or February

Discuss the colors they are thinking about for their home and provide this information to the affiliate manager for the Hospitality Team

The quilt guild presents the gift of a quilt to the families at the dedication. Please do not discuss this with the homebuyer.

Nassau Habitat Family Partner Checklist

You must document all contact with the homebuyer on a separate paper! And turned into the office

Date	Step	Habitat Contact	Comments
	Workshop Family Partner meets homeowner	Affiliate Manager Family Partner & committee member	Follow the workshop packet, Complete write-up and give to affiliate manager
	Discuss Sweat Equity Program	Family Partner	Follow Sweat Equity Guidelines
	Discuss all aspects of the Habitat program	Affiliate Manager	Follow workbook Packet, complete write up and give to affiliate manager
	Schedule Home Visit	Family Partner and Different committee member	Follow Home visit packet Assessment. Complete write- up and give to affiliate manager
	Attend Selection Meeting	All members	Vote and if approved by Board
	Schedule the First meeting with the homebuyer	Family Partner	
	Go over guidelines again on the sweat equity policy	Family Partner	Give a copy of the Sweat Equity Guidelines
	Explain how to record hours and when to turn in to the office	Family Partner	Give Homebuyer folder & timesheets by the 1 st Monday of each month
	Request a List of Friends and Family who will help with Sweat Equity Hours and provide a list to the affiliate manager	Family Partner	Before Starting Sweat Equity Hours
	The homeowner should start Sweat Equity hours ASAP	Family Partner	Introduce Homeowner to Volunteers
	Explain Liability Waiver	Family Partner	Everyone who is on the job site must sign one
	Help homebuyers understand the construction process	Family Partner	Long, slow, and overwhelming process
	Discuss the importance of giving back by continuing to volunteer after they close on their home	Family Partner	
	Discuss with homeowner this is not a custom home	Family Partner	There will be no changes to the home
	November, contact the affiliate manager to set up financial education classes	Family Partner to make an introduction	Attend 1 st meeting
	Sweat Equity Check #1	Family Partner	Suggested 100 hours, end of Framing; Update affiliate manager

	Discuss the importance of continuing to volunteer	Family Partner	As often as possible to work into the conversation
	Discuss taking time to thank the volunteers	Family Partner	As often as possible to work into the conversation
	Sweat Equity Check #2	Family Partner	Suggested 200 hours doors: trim, cabinets, floor, etc. Update affiliate manager
	March contact affiliate manager for maintenance classes	Family Partner	Introduce the homebuyer to the maintenance educator Attend first meeting
	Mention again the importance of continuing to give back to others	Family Partner	
	Remind how hard the volunteers work and thank them	Family Partner	
	Final Sweat Equity Check # 3	Family Partner	The home should be getting close to being finished
	Verify homeowner has set up utilities before move-in	Family Partner	Give Names and Numbers
	Follow Up after move-in	Family Partner	For any questions Discuss 1-year Warranties for construction-related issues and appliances
	Encourage to volunteer at least one time per month	Family Partner	
	Discuss Dedication Dates with the affiliate manager	Family Partner	Contact the Hospitality team member and introduce them to the homeowner
	Attend Dedication	Family Partner	

Please Be aware of the privacy and confidentially Policy!

Please be careful so as not to discriminate!

If you do not have answers to questions, the homeowner may ask, please check with the office.

Family partners must keep a log of all contact with the homebuyer and the reason for contact.

The Hospitality Team

This team is responsible for preparing and organizing the dedication. This team requires 2-4 individuals 3-4 times per year. The times needed may grow as the non-profit continues to expand.

The office will contact you for the date of the dedication.

Reserve Peck Center (if the dedication is not going to be at the home)

Contact Photographer

Mail special invitations to people (list in office) commissioners, mayor

Check with the homeowner for a minister for dedication:

- If not, find one and contact
- Contact groups that provide gifts to the homeowners
- Home Depot and Lowes ask the office to contact Cindy
- Make a program for the dedication and bring it to the office to print

Contact Barnes (Chair) or Cindy (Vice-Chair) to lead the dedication

Prepare for the dedication

Invite the newspaper to come to the dedication

Clean up after dedication

Organizing a homeowner picnic annually with the volunteer coordinator.

Set a date

Email homeowners

Order food

Provide supplies

Clean up

The Outreach Team

It should consist of 5 to 8 individuals interested in recruiting new homebuyer applicants.

The approximate time per month is 3-5 hours.

This team would be responsible for distributing informational flyers in the Nassau County area.

- Resale stores are an excellent place for flyers
- You should take flyers to the area of choice; see the suggestion next page
- Discuss our program with them and explain our goals and the type of homebuyers we are looking to serve. For example, individuals employed full-time and paying more than 30% of their gross income for housing fall within our income and other guidelines.
- Ask for suggestions on what we, Habitat, can do for them or another service they see lacking in the community. Then, check out their different programs and see how we can work together to avoid duplicate services.
- Work at different outreach booths that we may have from time to time. Help arrange for a booth once every couple of months at the farmers market, health fairs, county fairs, craft shows, etc. Help with the shrimp festival parade activities and the parade of lights at Christmas. Becoming more visible to the community is essential to help our nonprofit grow.
- Please get in touch with them if you know of a group that does crafts and would like to donate a part of the proceeds from craft fairs to our program.
- Keep an eye out for land available in Nassau County – off the main Old Nassauville Road.

Outreach Team Checklist

Date	Flyer Locations
	Barnabas Office
	Hope House
	Health Department
	Northeast FI Community Action Agency
	Pre-Schools
	Schools
	Council on aging
	Starting Point
	Other mental health facilities
	Hospital (Counseling services)
	Human Resources @ Omni, Plantation, Other hospitality employers
	Churches
	Resale Stores Second Chance, New to you, goodwill, Purple Dove, Hope House, Gracie's Kitchen, Cats Angles, and other resale stores
	Work at event booths
	Secure event booths

After each flyer distribution, please complete the next page with the location, date, program director's name, and comments.

Let the office know the event name, date, and comments on the event

Financial Education Team

This team requires 1 to 2 committee members

Approximately 20 hours per year

Discussing money is a sensitive issue for some, and you may find they are not open to learning or changing the way they do certain things. Some may need a lot of guidance, while others may need very little. Please make the office aware if you see they are unwilling to work with you after several sessions.

The team members should enjoy working with individuals and be comfortable discussing finances.

Help the homebuyer find a manageable budget to understand and are willing to use.

Most homebuyers are just trying to make it from paycheck to paycheck. They don't have savings for retirement unless their job offers a 401K, and most likely do not have a savings account and do not pre-plan for unexpected expenses. They most likely have not thought about the costs of being a homeowner.

Finding ways to save money is helpful, but much of the discussion must be about paying what is in the collection before Nassau Habitat can close on the home.

Please make sure they are current with monthly bills.

Understand the concept of paying on time.

Helping them understand the importance of credit, why you need it, and how it affects your daily life when you do not have good credit, from costing more for car and house insurance to paying much higher interest rates.

We report to a credit agency, which can be a great advantage to their score if they pay on time.

Accept each homebuyer where they are currently in their life and ways of working toward their goals.

Talking and teaching about a checking account is essential, as many use money orders, which costs them additional money.

We have a notebook with all the financial information you will need to discuss with them.

Please be very careful to discriminate!

With every contact, a Contact sheet with the date and what was discussed must be provided to the office

Job Site Greeter Team

This team should consist of 4 to 8 individuals interested in going to the job site at 8:00 am on the days we work. The individuals should work with the volunteer coordinator, so no one would need to go more than once or twice a month.

Help sign in the volunteers, making sure they sign in and out on the correct time sheet and the writing is legible.

Make sure all the volunteers sign the volunteer release forms.

Make coffee, and let the office know when the coffee and supplies are running low. If there is no food for the break, you may need to make a donut run; Habitat will pay for the donuts.

If you or a family member enjoy baking cookies, muffins, brownies, and cupcakes during your day to work, the volunteers enjoy homemade goodies instead of the purchased donuts. (This is not required)

Be at the job site until at least 12:00 to 12:30 to help the latecomers find someone to work with, introduce the new volunteers to the supervisor and the other volunteers and connect them with someone they can work with for that day.

After prayer in the morning, make sure everyone knows what they are going to work on for the day and they understand what is expected of them.

While at the job site, help keep the floors swept help to clean up boards and tools at the end of the day

Have a short discussion of safety: See below for ideas.

Ladder safety

Extension cord safety

Wear hard hats.

Safety with saws and electrical equipment

Maintenance team

The maintenance team requires 1 or 2 committee members

Approximately 4 hours per year

This team will go through the maintenance book and discuss with the homebuyer the maintenance their home will need from time to time.

Many of these items may appear to be common knowledge; please keep in mind this may be the first time the family has owned a home. So even the simple can be overwhelming.

Many of our homebuyers will not ask questions, so you must ascertain if they understand the reason for the maintenance and how it is performed.

We have a notebook of maintenance items, for you to discuss with the homebuyer in the office.

If you have suggestions of other ideas please bring it to the office, and we can put in the maintenance handbook

There is a Contact form, please write the homebuyers name at the top, every training you must enter the date of the class, what was discussed.

At the end of the class please have homebuyer sign and date acknowledgement of class. Please provide both the Contact form and the acknowledgement to the Affiliate Manager.

