

Homeowner Support Committee Report

Meeting: Committee Meeting November 6, 2019

Attendees: Ann Davis, Marlee Chamberlin, Donna Davenport, Ken Merdinger, SR Jones (BOD liaison), Louise Carter (Homeowner Selection Committee Liaison), Lorraine Larson

Agenda Topic 1: Connecting Point and NCHFH

Lorraine has completed an MOU with Connecting Point to describe navigator services that can be made available to NCHFH homeowners. Cardwells are caught up on their payments and would be an excellent inaugural family to initiate navigator service. Lorraine and Donna will follow up.

Agenda Topic 2: Homeowner Partners for Park Place Homeowners

The committee is recruiting a homeowner partner for the third house in Park Place. Louise Carter suggests Marcia Accola. Ann Davis will follow up with Marcia to see if she is interested. Donna and Ann will do orientation with Marcia if she is willing to take on Homeowner Partner role.

Agenda Topic 3: Home Occupancy Statements

The number of homeowners who have not yet completed occupancy affidavits is decreasing. Neighborhood liaisons will follow up with outstanding homeowners with a goal of finishing this project in before the end of the year. Will work with staff to see if we can “catch” homeowners who come in to make payments. North Church Court is the biggest challenge as homeowners do not make payments to NCHFH. Marlee will follow up with North Church Court homeowners.

Agenda Topic 4: Upkeep and Status of Neighborhood Homes

Kris Vasser working on landscape plan for 993 Slate Creek. Ted Cohrt has agreed to conduct budgeting training with Sharon Reid, and Park Place homeowners will attend. Role of neighborhood liaisons has been formalized. Committee members who serve as neighborhood liaisons are monitoring home status. In general things are stable or improving. Lorraine connected with multiple affiliates at recent conference, and described how affiliates deal with homeowner support. Committee discussed the concept of “stewardship” as it relates to NCHFH homes and homeowners. Homeowner partner working with final homeowner in Heritage Oaks on finishing sweat equity hours prior to move in. Donna Davenport is spearheading list of repair persons homeowners may decide to engage. Ann Davis and Ann Shulse are drafting revisions to the Partnering Manual.

Agenda Topic 5: Homeowners Association – Heritage Oaks

Staff has communicated with the attorney who created the Heritage Oaks CC & Rs and discovered that bylaws for the HOA have been created. We need to communicate with homeowners on status and next steps prior to the end of the year. Ann Davis and Lorraine will work on this.

Agenda Topic 6: Ongoing Work of Committee

Committee members reviewed Mission Critical Actions for Homeowner Support created by Exec Lorraine Larson and information on Homeowner Support from Habitat international. All agreed that initiating ongoing interaction with all homeowners would be beneficial, and that improving educational options for homeowners is needed. In the past the committee has organized multiple workshops (budgeting, community resources, home maintenance) but not all homeowners attend. Lorraine will investigate and share some of the online resources prepared by other affiliates and share them with the committee. Some are very affiliate-specific, but would be good for the committee to review. Lorraine will follow up on getting these to the committee for review. Some of the committee’s next steps will depend on budgeting decisions made by the BOD.