

# Homeowner Support Committee Report

Meeting: Committee Meetings: November 6, 2019, January 8, 2020

Committee Members: Ann Davis, Mike Vasser, Kris Vasser, Marlee Chamberlin, Donna Davenport, Ken Merdinger, Ann Shulse, SR Jones (BOD liaison). Committee meetings include liaison from Homeowner Selection Committee. Staff: Lorraine Larson

## Agenda Topic 1: Connecting Point and NCHFH

Lorraine 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. Short article describing navigator services will be included in inaugural homeowner newsletter. (See #4 below)

## Agenda Topic 2: Homeowner Partners

The committee is recruiting a homeowner partner for the third house in Park Place. Donna and Ann Davis will do orientation with partner. Committee will host a dinner meeting for homeowner partners/mentors on April 6, 2020 to facilitate conversation and sharing of ideas and strategies between homeowner partners. Committee plans to host homeowner partner events spring and fall yearly.

## 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. Ann Davis and Marlee will work on a strategy for North Church Court. These homeowners do not pay their mortgages to NCHFH, but rather to a 3<sup>rd</sup> party mortgage servicer, so they are more difficult to engage.

## Agenda Topic 4: Upkeep and Status of Neighborhood Homes

Landscape plan for Sharon Reid home in Slate Creek has been completed and approved by Lorraine. Ann Davis and Kris Vasser will take the next step of meeting with Sharon to review. 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. Donna Davenport has completed a list of repair persons homeowners may decide to engage. Committee members have researched YouTube videos on common home repair topics that are appropriate for NCHFH Homeowners. Ann Davis will work with staff to have these posted on Homeowner section of NCHFH Website ([www.nchabitat.org/homeowner-resources](http://www.nchabitat.org/homeowner-resources).) Will request review by Construction Staff and Construction volunteer. Committee will initiate quarterly newsletter, leading with a good news story and directing homeowners to homeowner resource section of the Website and other community resources available to homeowners. Ann Davis and Ann Shulse are drafting revisions to the Partnering Manual. Committee assisted in trouble shooting issue with heater in Heritage Oaks and prepared a brief backgrounder on how to handle potential rate increases or cancellation of homeowner insurance due to fire concerns.

## 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. SR Jones and Lorraine Larson are pursuing next steps on preparation of bylaws. Progress on HOA communicated to HOA steering committee members by phone and by letter to all Heritage Oaks homeowners.