



HANOVER COUNTY VOLUNTEER HOME REPAIR REFERRAL PROGRAM Q & A Form

What is the Hanover County Volunteer Home Repair Referral Program?

This countywide volunteer program has been in place since 2000 and is designed to assist those in need of minor home repair, including the building of wheelchair ramps and addressing other health and safety needs of elderly, low-income families or those with disabilities.

How is the program administered?

The program is administered through The Department of Community Resources. Once projects are accepted by an available group, the Department notifies the referring agency's caseworker who is then responsible for the communication and activities between the volunteers and the homeowner. ALL required building permit applications must be coordinated by volunteers, caseworker and family members. **No insurance coverage, guarantee of workmanship, screening of volunteers or validation of skills is provided by Hanover County or the Department of Community Resources.**

NOTE: The volunteer's personal contact information is never shared with the recipients of service. Volunteers are instructed to advise recipients to communicate through their caseworker to ensure the privacy of the volunteer.

Who benefits from the program?

The program has two major beneficiaries. First of all it helps the elderly, persons with disabilities and low-income families who are in need of housing repair to remain in their homes.

Secondly it helps churches, organizations, businesses and individuals reach out and help fellow citizens in need.

How are people selected for home repair?

Referrals come from human service caseworkers after assessing financial need and determining that other resources are not available to address the need.

What types of repair jobs are undertaken?

This can vary considerably from fairly minor jobs such as cleaning gutters or changing washers on faucets, to jobs such as building wheelchair ramps or patching roofs. All projects must address essential repairs that are related to health and safety issues. Cosmetic or major structural repairs are not within the scope of the program.

How do volunteers become part of the program?

The program is open to all. To become part of the program, individuals, churches, organizations, or businesses simply submit a completed registration form listing availability and skill sets.

How are projects assigned?

The projects are usually assigned to those who have registered and are geographically closest to the homeowner requiring assistance. In some cases where particular expertise is required and an

organization or church has an interest in this area (e.g. wheelchair ramps) these organizations are contacted first.

How would I know the size of a project and its details?

Small projects such as cleaning gutters etc. are sent out directly from the Program Coordinator. Larger projects are reviewed and appraised by a volunteer working with the program in order to document the level of work to be undertaken, level of expertise needed, resources required and potential cost range of the project.

How soon should work be done once the job is assigned?

Once the job is accepted by a volunteer/group it should be completed as soon as possible, and no longer than 30 days unless unforeseen circumstances arise.

Who pays for the materials?

Occasionally the individual client is able to pay for the some or all material cost or the caseworker involved will try to assist in obtaining additional resources. When possible, the volunteer group is asked to sponsor the project. The specifics for funding material costs are determined on a case by case basis by the case manager, household and volunteer group.

How is this program connected to the Winterization Program?

Each year, commencing in the fall, requests are accepted for home winterization assistance within the county. This program is designed to assist elderly, persons with disabilities and low-income families for whom the winter weather may cause pipes to freeze and homes to become drafty and cold. The Winterization Program helps to provide cost effective, temporary assistance to reduce household heat loss.

The program provides the materials to cover windows with plastic, weatherstrip doorframes and insulate pipes. Volunteer organizations provide the “People Power” to do the work necessary to help make the home more comfortable during the winter months. Winterization projects are suitable for youth groups with adult supervision, groups that have minimal home repair skills or are seeking a one-time or annual “hands-on” project.

Groups are “assigned” to conduct the work based upon the information provided in the group registration form.

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