



Yolo County Housing

Lisa A. Baker, Executive Director

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BOARD OF COMMISSIONERS

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DATE: January 14, 2010

TO: YCH Board of Commissioners

FROM: Lisa A. Baker, Executive Director

PREPARED BY: Janis R. Holt, Resource Administrator

SUBJECT: **Review and Approve Agreement for the Appointment of Real Estate Services Volunteer Tenant Liaison(s)**

RECOMMENDED ACTION

The Board of Commissioners approve the Agreement for the Appointment of a Volunteer Tenant Liaison at the Real Estate Services Low Income Public Housing Complexes located at Winters, West Sacramento, and Woodland.

BACKGROUND / DISCUSSION

The day-to-day management of the Low Income Public Housing Units is provided by the assigned Housing Specialist II under the direction of the Real Estate Services Program Supervisor. YCH staff manages the rent collection, tenant issues, and maintenance work orders during normal business hours of Monday through Thursday, from 8am to 5pm. Emergency maintenance orders after hours and on weekends are managed by the on-call Senior Maintenance staff.

The Volunteer Tenant Liaison will be responsible for any emergency situations that may arise during evenings and weekends as outlined in the Volunteer Tenant Liaison Service Agreement. The Volunteer Tenant Liaison will be instrumental in assuring that each LIPH complex located at Winters, West Sacramento, and Woodland receives tenant liaison services and assistance in response to emergency situations. Volunteer Tenant Liaisons will be provided training and tools necessary to respond to emergencies and make appropriate referrals. Each volunteer assignment and signed agreement will be for one year.

FISCAL IMPACT

The stipend of \$150 per month for each Volunteer Tenant Liaison was previously budgeted.

CONCLUSION

Staff recommends approval of the Agreement for the appointment of a Volunteer Tenant Liaison at West Sacramento, Winters, and Woodland AMP's.

Attachments: Volunteer Tenant Liaison Position Announcement and the Volunteer Tenant Liaison Agreement



Yolo County Housing

Real Estate Services Volunteer Tenant Liaison

Position Announcement

Yolo County Housing is seeking a resident of _____ development to serve as the Volunteer Tenant Liaison. This is a volunteer position that provides a monthly stipend of \$150.00. The number of monthly volunteer hours will vary with no set schedule. Volunteer hours will be covered by worker's compensation. Applications are available at the Yolo County Housing Administrative Office, 147 W. Main Street, Woodland, from the Housing Specialist II at the _____ development, or by calling the Administrative Office front desk at 530-669-2210. Yolo County Housing must receive applications from interested parties by _____ 2010 at 12:00 (noon).

Duties of Liaison

The duties of the Volunteer Tenant Liaison shall include, but are not necessarily limited to, the following:

- ❖ Respond to any and all emergencies and emergency calls which may come to the attention of the Volunteer Tenant Liaison during periods of service.
- ❖ Communicate concerns of residents regarding Yolo County Housing and the _____ Complex to the Program Supervisor.
- ❖ Report all resident incidents that should come to the attention of Yolo County Housing.
- ❖ Notify the Real Estate Services Program Supervisor or Housing Specialist II of an anticipated absence and ensure that Yolo County Housing has the opportunity to make alternative Volunteer Tenant Liaison arrangements in your absence.
- ❖ If there is a fire at the site, notify the fire department (dial 911) and Yolo County Housing as soon as possible.
- ❖ If tenants need medical or other emergency assistance, notify the fire department, paramedic, or ambulance, as desired by the tenant, or if the tenant is unable to respond, notify the appropriate authorities given the circumstances of the event
- ❖ Inform tenants of the proper way to contact Yolo County Housing if there are maintenance problems and make those referrals.

- ❖ Notify the appropriate law enforcement agency when suspected criminal activity is identified on site.
- ❖ Maintain records of each emergency call or other significant activities or problems to which the Volunteer Tenant Liaison responded.
- ❖ Enforce the house rules governing the premises and report any unusual tenant problems or behavior to the Real Estate Services Program Supervisor or Housing Specialist II with complete and accurate records.
- ❖ Maintain an answering machine in his/her apartment, connected to their personal phone. (Yolo County Housing will provide the resident with an answering machine if needed.)
- ❖ Listen to and respond to answering machine messages daily.
- ❖ Conduct themselves in a manner consistent with Yolo County Housing policies.



Yolo County Housing

VOLUNTEER AGREEMENT

We are pleased that you have decided to volunteer your services to Yolo County Housing (hereinafter referred to as YCH).

Please affirm your acceptance of the terms of this agreement, stated below, with your signature. Also, please accept our sincere thanks for your valuable contribution to YCH.

Terms of Agreement

1. I agree to participate as a volunteer for YCH in the position of tenant liaison at the complex known as _____ located at _____, CA under the management of YCH. As a YCH volunteer, I agree to perform the activities outlined in the YCH Description of Volunteer Services, which is attached hereto and incorporated herein by this reference. I am not an employee of YCH; I am donating my services to YCH.
2. I understand that I will receive a monthly stipend of \$ 150.00, payable on the last day of each month, during the period of my volunteer activities. I understand that before I can begin to volunteer with YCH, I must undergo a background check and I agree to do so.
3. I understand that YCH shall have the right to release me as a YCH volunteer without prior notice. I agree to provide YCH with thirty (30) days advance written notice should I need to terminate this agreement prior to the term expiration date.
4. While working on YCH property, I agree to abide by all rules, regulations, procedures, practices and instructions of YCH and use reasonable care in all that I do. I agree to keep strictly confidential any and all information provided to or obtained by me relating to YCH employee, tenant, client, affiliate, vendor, or contractor private information and agree to sign a confidentiality agreement.
5. I understand that as a YCH volunteer I am covered under the California Housing Worker's Compensation Authority (CHWCA) should I incur any injury or illness arising out of or in the course of my volunteer work. I understand that I am entitled to no other medical benefits, or benefits of any kind, as a result of my

YCH volunteer affiliation. I will immediately report any injury to _____.

6. I am aware of the terms and conditions of this agreement and am signing this agreement of my own free will. Further, by signing this agreement I attest to the fact that I am over eighteen years of age or older.
7. This agreement is valid for a one-year period beginning _____, 20__ and ending _____, 20__ and is effective upon the signature of the Volunteer and YCH's Executive Director.

Volunteer:

Signature
(Address)
(Phone Numbers)

Date

Yolo County Housing:

Lisa A. Baker, Executive Director
147 W. Main Street
Woodland, CA 95695

Date

YOLO COUNTY HOUSING DESCRIPTION OF VOLUNTEER SERVICES

Name of Volunteer: _____

Period of Volunteer Services: From: _____ To: _____

Responsibilities of Volunteer Tenant Liaison

The Volunteer Tenant Liaison shall be responsible for performing the following activities:

- ❖ Respond to any and all emergencies and emergency calls which may come to the attention of the Volunteer Tenant Liaison during periods of service.
- ❖ Communicate concerns of residents regarding Yolo County Housing and the _____ Complex to the Real Estate Services Program Supervisor.
- ❖ Report all resident incidents to _____ that should come to the attention of Yolo County Housing.
- ❖ Notify the Real Estate Services Program Supervisor or Housing Specialist II of an anticipated absence and ensure that Yolo County Housing has the opportunity to make alternative Volunteer Tenant Liaison arrangements in your absence.
- ❖ If there is a fire at the site, notify the fire department (dial 911) and Yolo County Housing as soon as possible.
- ❖ If tenants need medical or other emergency assistance, notify the fire department, paramedic, or ambulance, as desired by the tenant, or if the tenant is unable to respond, notify the appropriate authorities given the circumstances of the event
- ❖ Inform tenants of the proper way to contact Yolo County Housing if there are maintenance problems and make those referrals.
- ❖ Notify the appropriate law enforcement agency when suspected criminal activity is identified on site.
- ❖ Maintain records of each emergency call or other significant activities or problems to which the Volunteer Tenant Liaison responded.
- ❖ Enforce the house rules governing the premises and report any unusual tenant problems or behavior to the Real Estate Services Program Supervisor or Housing Specialist II with complete and accurate records.
- ❖ Maintain an answering machine in your apartment, connected to your personal phone. (Yolo County Housing will provide you with an answering machine if needed.)
- ❖ Listen to and respond to answering machine messages daily.
- ❖ Conduct yourself in a manner consistent with Yolo County Housing policies.

Volunteer Days/Hours

The Volunteer Tenant Liaison shall **not** provide services under this agreement from 8:00 a.m. to 5:00 p.m., Monday through Thursday unless the Volunteer Tenant Liaison has received prior approval from the Real Estate Services Program Supervisor, Executive Director or his/her designee. When the Volunteer Tenant Liaison intends to be absent from the property, she/he shall notify the Real Estate Services Program Supervisor or Housing Specialist II to make alternative arrangements. These alternative arrangements may be the use of an Alternate Volunteer Tenant Liaison.

Due to the nature of this volunteer position, it is understood that the hours volunteered by the Volunteer Tenant Liaison may vary from day to day. If the Volunteer Tenant Liaison will be absent from the site for more than one (1) day, his/her answering machine will provide the phone number of an alternate contact.

Location at which volunteer services will be provided: _____

YCH employee(s) to who Volunteer will report: _____
