

# ***New Hope Community Development Corp.***

**Lisa A. Baker, Executive Director**

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WOODLAND, CA 95695

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BOARD OF DIRECTORS

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**DATE:** March 5, 2009

**TO:** New Hope Board of Directors

**FROM:** Lisa A. Baker, Executive Director 

**PREPARED BY:** Janis R. Holt, Resource Administrator

**SUBJECT:** **Review and Approve Appointment of a Cottonwood Meadows Apartments Volunteer Tenant Liaison**

## **RECOMMENDED ACTION:**

That the Board of New Hope Community Development Corporation Approve the Agreement for the Appointment of a Volunteer Tenant Liaison at Cottonwood Meadows Apartments.

## **BACKGROUND / DISCUSSION**

Due to the budgetary crisis and lack of funds in the operations of the Cottonwood Meadows Apartments, the Executive Director of New Hope Community Development Corporation was required to identify an alternative to existing staffing for property management of the complex. After review of applicable State law governing apartment complexes of more than 16 units and the proposed budget, staff proposes that the day-to-day management of the facility will be provided by a team of YCH Property Management staff and the addition of a Volunteer Tenant Liaison.

State law requires that property, which is not owned by a Housing Authority, must provide some on-site resident services. This can be done through an on-site property manager or through a volunteer tenant liaison who must reside on the property. Staff proposes that property management functions be handled by professional property management staff through Yolo County Housing, while New Hope will provide on-site services through the Volunteer Tenant Liaison position.

YCH staff would manage the rent collection, tenant issues, and maintenance work orders during normal business hours of Monday through Thursday, from 8am to 5pm. After hours work orders and emergency work orders would be handled through the YCH after hours and emergency work order phone numbers. In addition, residents would have access to a Volunteer Tenant Liaison who would be responsible for other emergency situations that might arise during evening and weekends, such as lockouts.

The Volunteer Tenant Liaison position would be instrumental in assuring that Cottonwood Meadows Apartments continue to receive the same quality management services as before and the volunteer would be provided with training and tools necessary to respond to emergencies and make appropriate referrals.

### **FISCAL IMPACT**

Proposed staff changes, in conjunction with other operating budget reductions, will help in balancing the Cottonwood Meadows budget. In the mid-year budget reallocation, staff proposes a line item budget amount of up to \$150 per month for the Volunteer Tenant Liaison which would be offset by other budget reductions in staff and operating costs.

### **CONCLUSION**

Staff recommends approval of the Agreement for the appointment of a Volunteer Tenant Liaison at Cottonwood Meadows Apartments.

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

## **New Hope Community Development Corporation**

### **Volunteer Tenant Liaison**

#### **Position Announcement**

New Hope Community Development Corporation is seeking a resident of the Cottonwood Meadows Apartments to serve as a Volunteer Tenant Liaison. This is a volunteer position that provides a monthly stipend of \$150.00. The number of monthly volunteer hours will vary. Applications are available at the YCH Administrative Office, 147 W. Main Street, Woodland or by calling the Resource Administrator, Janis Holt at 530-669-2211. New Hope Community Development Corporation must receive applications by Wednesday, March, 11, 2009 at 4:00pm.

#### **Duties of Liaison**

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

- ❖ Respond to emergencies and emergency calls which may come to the attention of the Volunteer Tenant Liaison during periods of service.
- ❖ Communicate the concerns of residents regarding New Hope Community Development and the Cottonwood Meadows Complex to the Property Management Administrator.
- ❖ Report all resident incidents that should come to the attention of New Hope Community Development.
- ❖ Notify the Property Management Administrator of an anticipated absence and ensure that New Hope Community Development 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) immediately and New Hope Community Development 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 New Hope Community Development Corporation 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.
- ❖ Report any unusual tenant problems or behavior to the Property Management Administrator with complete and accurate records.

- ❖ Maintain an answering machine in his/her apartment, connected to their personal phone. (New Hope Community Development Corporation will provide the resident with an answering machine if needed.)
- ❖ Listen to and respond to answering machine messages.
- ❖ Conduct themselves in a manner consistent with New Hope Community Development Corporation and Yolo County Housing policies.

**New Hope Community Development Corporation  
Agreement for Services  
Volunteer Tenant Liaison**

\_\_\_\_\_, herein after referred to as “volunteer tenant liaison” hereby accepts the volunteer position of tenant liaison of the complex known as Cottonwood Meadows Apartments located at 120 N. Cottonwood, Woodland, CA under the management of New Hope Community Development.

**Stipend**

The Volunteer Tenant Liaison, so long as s/he satisfactorily performs the duties set forth herein, will receive a monthly stipend of \$ 150.00, payable on the last day of each month. Volunteer Tenant Liaison must comply with background check requirements and will be covered as a volunteer under the California Housing Worker’s Compensation Authority.

**Terms of Agreement**

This agreement is effective on \_\_\_\_\_ and will continue so long as the Volunteer Tenant Liaison continues to satisfactorily perform her/his duties set forth in this agreement. This agreement may be terminated by either party with a thirty (30) day written notice.

**Duties of Liaison**

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

- ❖ Respond to emergencies and emergency calls which may come to the attention of the Volunteer Tenant Liaison during periods of service.
- ❖ Communicate concerns of residents regarding New Hope Community Development and the Cottonwood Meadows Complex to the Property Management Administrator.
- ❖ Report all resident incidents that should come to the attention of New Hope Community Development.
- ❖ Notify the Property Management Administrator of an anticipated absence and ensure that New Hope Community Development 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) immediately and New Hope Community Development 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 New Hope Community Development Corporation 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.
- ❖ Report any unusual tenant problems or behavior to the Property Management Administrator with complete and accurate records.
- ❖ Maintain an answering machine in his/her apartment, connected to their personal phone. (New Hope Community Development Corporation 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 New Hope Community Development Corporation and 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 Public Housing Manager, Executive Director or his/her designee. When the Volunteer Tenant Liaison intends to be absent from the property, s/he shall notify the Property Management Administrator to make alternative arrangements. These alternative arrangements may include 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, their answering machine will provide the phone number of an alternate contact.

### **Termination**

This agreement may be terminated at any time by either party with a thirty (30) day written notice to the other party, personally delivered or mailed to the appropriate address indicated below under notices.

Termination shall be effective upon the date specified in the notice of termination. The Volunteer Tenant Liaison shall be entitled to their stipend (prorated calculation) up to the date of the termination.

This agreement is effective on \_\_\_\_\_, 200\_\_\_\_, and may be terminated by either party with a thirty (30) day written notice.

Volunteer Tenant Liaison:

\_\_\_\_\_  
Signature - (Name)  
(Address)  
(Phone Number)

\_\_\_\_\_  
Date

New Hope Community Development:

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

\_\_\_\_\_  
Date