Dear Volunteer(s):

Thank you for your interest in volunteering! NOAHH is very excited that you have decided to dedicate time to helping us fulfill our mission of:

To build houses in partnership with sponsors, volunteers, communities, and homeowner families, whereby families are empowered to transform their own lives

To eliminate poverty housing in the New Orleans area while serving as a catalyst to make decent shelter a matter of conscience and action.

I hope that you find this guide informative as you plan your volunteer day(s) with us. If you have any further questions please do not hesitate to contact me. I am here to ensure you have a phenomenal volunteer experience!

Sincerely,

Avery Strada, Director of Volunteer Services

New Orleans Area Habitat for Humanity (NOAHH)
volunteer@habitat-nola.org
www.habitat-nola.org
504-861-4121
# Table of Contents

<table>
<thead>
<tr>
<th>Name</th>
<th>Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. FAQ</td>
<td>4-7</td>
</tr>
<tr>
<td>4. NOAHH Homeownership Program Information</td>
<td>10-12</td>
</tr>
<tr>
<td>5. Age Restriction Revised</td>
<td>13</td>
</tr>
</tbody>
</table>
Q. What type of volunteer opportunity is available?
A. NOAHH ReStore promotes good stewardship of resources by keeping materials from the landfill. The NOAHH ReStore sells donated building materials, furniture and appliances at a discounted price which provides the greater New Orleans area with an affordable source of home repair and maintenance supplies; which in turn provides a self-sustaining source of funding for the affiliate. The ReStore helps Habitat build homes! Volunteering at the ReStore is a dynamic experience and consists of many different activities ranging from: assisting with donations pickups, assisting with unloading, processing, and coordinating donations, and helping on the sales floor with customers and merchandising, and being a “handy person” fixing up donations.

Construction consists of working to help build or rehab homes in the greater New Orleans area. Volunteers are involved in all phases of construction. Currently we are building and working in areas all over New Orleans. You do NOT need experience. Our site managers and AmeriCorps volunteers will teach you everything you need to know--from hammering a nail to framing a house! There is always something for everyone on a work site.

Q. When can I volunteer? How long do I need to volunteer?
A. We ask that our volunteers work for one or more full days. You must be on-site by the time provided.

<table>
<thead>
<tr>
<th>Volunteer Opportunity</th>
<th>Days</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Habitat Home Build</td>
<td>Tuesday – Saturday</td>
<td>7:45am – 4:00pm</td>
</tr>
<tr>
<td>ReStore Assistance</td>
<td>Tuesday – Saturday</td>
<td>8:30am – 5:00pm</td>
</tr>
</tbody>
</table>
Q. How old do I have to be to volunteer?
A. As of April 16th, 2008, it is the policy of Habitat for Humanity that children under the age of 16 are not allowed to volunteer or be present on the worksite while there is any construction in progress. Minors 16 and 17 years of age are allowed to participate in general construction; however, activities such as the use of power tools, excavation, demolition, and working at heights above 12 feet are not permitted. It is further the policy of Habitat for Humanity that every minor must be accompanied by a responsible adult of 21 years of age or more. Please see “Age Restrictions for Minors” for more details. All volunteers under the age of 18 must have the “Individual Waiver” signed by a parent.

Q. Do I need experience?
A. No. Volunteers with all levels of experience are invited to volunteer with us. If you have construction experience, please let our Construction staff know when you arrive on site.

Q. May I work even though I have some physical limitations? What if I have allergies/asthma?
A. Yes. There are a number of tasks, both in the Restore and on construction sites, that do not involve strenuous labor. Please advise the Habitat staff you are working with of your limitations. You should take into account the humidity, heat and abundance of plant life as we build our homes outdoors. Bring your medication with you and be sure to take breaks when necessary.

Q. Where do I report to in the morning?
A. You will receive an email three weeks prior to your work date to reconfirm your date and your total volunteer number. You must respond to this email, confirming that you will volunteer on the specific date. You will be emailed your meeting site address one week prior to your volunteer date if you are volunteering on a construction site. All Restore volunteers will meet at 2900 Elysian Fields Ave.
Q. If I volunteer with a group, will we all be able to work together?
A. You may have a group of any size. To ensure a quality experience for our volunteers on construction sites, we will assign no more than 30 volunteers to a specific house. Groups with more than 30 members should anticipate working on multiple houses and/or sites. The Restore can accommodate up to 20 volunteers per day.

Q. Is it safe?
A. People should use their best judgment and use their instincts. Please keep valuable items at home and lock your car when you are on site or in the Restore.

Q. Does New Orleans Area Habitat for Humanity provide transportation, food, and lodging?
A. No. It is the responsibility of the volunteer to arrange their own travel, food, and housing accommodations. Check the Volunteer Page on our website for links to hotels, rental car discounts, local hostels, RV parks, charter bus services, and tax deduction information.

Q. Where should I stay?
A. The French Quarter and Central Business district are convenient, central locations for visitors. In addition, the Quarter is home to numerous restaurants and hotels where you can experience New Orleans culture. A list of hotels and other housing options can be found here on the Volunteer Page of our website.

Q. What do I wear?
A. Footwear needs to be a sturdy, closed-toe, and closed-heel shoe. Boots or sneakers are both considered appropriate footwear. For construction, please prepare for the weather by checking the forecast before you arrive at the work site. If it is sunny, please bring a hat, sunscreen, and sunglasses. If it is raining, please bring a jacket, raincoat, and/or rain boots. For construction and Restore, please ensure that your clothing is modest. T-shirts and shorts are acceptable but please insure that they are not too tight and/or too short.
Q. Do I have to go to an orientation/training?
A. No. You will receive a short 15 minute orientation and safety talk once you arrive on the work site or in the Restore. In addition, you will receive on-site training/tutorials on tasks that you are assigned to for the day. Your assigned meeting place for the construction safety briefing may not be your worksite location, although it will be in the same neighborhood as the worksite. Please be prepared to drive to your worksite after the briefing.

Q. Is there any paperwork?
A. Yes. All volunteers will need to sign a waiver, which can be found here, and bring it with you when you volunteer. If there is anyone under 18, parents/guardians must sign the waiver as well.

Q. What if I need to cancel my work dates?
A. Contact the Volunteer Services Department via email at volunteer@habitat-nola.org

Q. What if I have trouble registering on the website or additional questions?
A. Please call our Volunteer Services Office at (504) 861-4121 and we will assist you.
Homeownership Program Overview

Information for Volunteers

New Orleans Area Habitat for Humanity is a non-profit organization dedicated to eliminating sub-standard poverty housing. Habitat is a long-term housing solution that provides the opportunity to buy simple, decent, and affordable housing to lower-income families in our community. Habitat finances a loan, builds the home and sells the home to qualified applicants in partnership with supporters and volunteers. Habitat sells homes at NO PROFIT and we provide our partner families with the benefit of NO DOWN PAYMENT and a 0% INTEREST RATE for the entire term of their mortgage.

Every partner that goes through NOAHH’s First Time Homebuyer’s Program will be sold a home at a total sales price equal to the appraisal value of that house. The sales price will be composed of two mortgages; the first mortgage is that which the partner will be paying each month, the second mortgage is a forgivable loan used as a subsidy to allow partner families to purchase a home who otherwise may not be able to afford a purchase price based on the full value of the home. The amount of both the first mortgage and the second mortgage will vary from buyer to buyer depending on their ability to pay and the income bracket in which they fall. Monthly payments on the first mortgage include taxes, insurance and termite contract and are no more than 30% of a purchaser’s gross monthly income. The second mortgage is “soft” because it is forgivable over the life of the loan. The partner family only begins to pay on this second mortgage if, at any point during the life of the loan, the home is no longer their primary residence.
If accepted to our program, partner families are required to:

- Complete 350 hours of “sweat equity” (volunteer hours worked on Habitat homes which takes the place of a down payment)—up to 3 people can help partner families complete their hours, but they have to be friends/family/colleagues that they bring with them out to the work site.

- Save $2,700 for an escrow deposit before moving into their home (covers cost of first year of flood insurance and homeowners insurance).

- Attend 4 homeowner education classes.

**Program Qualifications**

To qualify for Habitat’s program, it must be determined that applicants demonstrate:

- Income within our guidelines ~ between 30–80% of median income

- Ability to repay a home loan—applicants must have good or no credit and debt to income ratios within our guidelines

- Need for shelter

- Willingness to partner with our program

- Current residency in the New Orleans area

**Application Process**

Habitat is a long-term housing solution. The application process can take as little as a few weeks. If selected to our program, it takes an average of 1 year before a family moves into their new home. We have a three-step partner selection process: a credit check and intake, a partnership application and a home visit. These assess our three criteria: ability to pay, willingness to partner and need for shelter.
Overview of “Sweat Equity”

When you are out on the work-site or in the ReStore, you will likely see Habitat partner families completing their sweat equity hours and working alongside you to rebuild our community. Our partner families often wear green Habitat shirts.

Sweat equity is the term we use for the volunteering hours that partner families complete before purchasing their Habitat home. Sweat equity is a cornerstone of the partnership between families and Habitat. Since our partner families do not pay a down payment on their home, sweat equity is an alternate form of down payment. Sweat equity serves the dual purpose of education and empowerment. Three goals of sweat equity are:

- **Partnership**—with other Habitat families, volunteers, sponsors, and staff as we strive towards decent, affordable housing for all
- **Pride in homeownership**—families can take pleasure in knowing that their house was built by their own two hands!
- **Skills and knowledge**—families’ work on the site will enable them to maintain and repair their home, and the workshops will prepare them for homeownership

**Sweat Equity Requirements**

Partner families commit to work a total of 350 sweat equity hours on our construction sites before they move into their home. The first 100 hours are completed in the ReStore. Another 250 are completed on the construction site with a requirement of 100 of those hours on their own home. After a family has worked approximately 50 hours, they are eligible to select a lot. Once they select a lot of their own, families complete the final 100 hours of sweat equity on their own home with the expectation that they will come out and work at least once a week.
Can Habitat Volunteers Donate Hours to Partner Families?

No, volunteers who have signed up to work through Habitat’s Volunteer Services department cannot donate hours to our partner families. While we are excited when volunteers and partner families get to know each other on the work site (we hope this happens!), the requirements that our families commit to fulfill need to be completed by people in their own network.

Families can recruit their own volunteers ages 14 and older to help them complete their hours. Each day, they can have up to 3 people help them with their hours. These volunteers MUST be people with whom they already have a relationship (family, friends, colleagues, church members, etc.), and these volunteers must come to the work site with them and leave with them.

Age Restrictions for Minors

It is the policy of Habitat that children under the age of 16 are not allowed on a Habitat worksite while there is any construction in progress. It is further the policy of Habitat that while children between the ages of 16 and 17 may be allowed to participate in construction work, activities such as using power tools, excavation, demolition or working on rooftops is not permitted by anyone under the age of 18.

Those volunteers between the ages of 16 and 17 can do general construction but cannot do excavation, demolition, use power tools or work at heights above 12 feet. They can do general carpentry. All volunteers under the age of 18 must have their waiver of liability signed by a parent.

Volunteers between the ages of 16 and 17 must be accompanied by an adult who is at least 21 years old. Groups of 16 and 17 year olds must be accompanied by adults 21 and older at a ratio of 1:5.

Anyone over the age of 18 can do any of the various construction jobs on the site.