



CITY OF THE COLONY

THE VOLUNTEER ASSISTANCE PROGRAM FOR HOME EXTERIOR REHABILITATION

Through the Volunteer Assistance Program Community Image partners with local volunteer groups to help residents maintain their property. The purpose of the program is to unite owners who cannot properly maintain their property due to age, finance or disability with volunteer groups who wish to provide assistance. Community Image provides the expertise and experience needed during the planning, implementing and evaluating stages of each volunteer project.

Volunteer projects involve homes that are in need of repair, but whose owners lack the resources to abate them. The Community Outreach Officer will complete an assessment of the condition of the exterior of the home prior to assigning a project to a volunteer group. All projects are completed with materials at no cost to the resident.

ELIGIBILITY

The following requirements do not guarantee or eliminate anyone from receiving assistance; they are simply guidelines that are utilized to assist in determining necessity:

- Reside in City of The Colony
- Occupy home as homestead
- Demonstrate a hardship such as age, finance, or disability.
- Have no outstanding debts owed to the city

INTRODUCTORY MEETING

The Community Outreach Officer will meet with representatives from your volunteer group to discuss in detail the characteristics of a volunteer project prior to it being assigned.

The meeting will cover topics such as:

- Skills - What type of expertise and experience do volunteers possess?
- Interests - What type of work are volunteers interested in performing?
- Commitment - How willing are volunteers to make a serious commitment of time and energy?
- Dependability - How have volunteers performed in other volunteer work?
- Availability - When are volunteers able to work, and for how long?
- The Volunteer Release Form

SITE VISIT/FIELD INSPECTION

The Community Outreach Officer along with representatives of the volunteer group will determine a date and time for a site visit/field inspection of the property during the introductory meeting. During the field inspection, an agreement will be reached regarding the extent of work to be performed and a schedule with which to have it completed. Final assignment of the volunteer project will not be permitted until the site visit/field inspection is completed and both parties are in agreement.

OVERSIGHT AND REVIEW

The City of the Colony's Community Outreach Officer will be visiting the sight while the volunteer group is working on a project to ensure the group is progressing according to plan, to answer questions, address concerns, offer technical advice and counsel and to help with the project.

Once a volunteer group has completed their assignment, the Community Outreach Officer will contact its representatives to offer and request feedback about the overall project.

Questions will pertain to the manner in which the project was planned and implemented. The purpose of this review is to help both parties become more efficient and effective in future undertakings.

WORKING TOGETHER

Community Image expects all volunteer groups to:

- Perform work to the best of its ability.
- Report to the project as scheduled.
- Follow City and departmental guidelines.
- Provide staff with feedback.

Volunteer groups can expect Community Image to:

- Clearly define goals and tasks.
- Provide as much information as possible.
- Assign projects that are complementary to their talents, skills and interests.
- Provide oversight and review.
- Foster appreciation and recognition for its contributions.

ACKNOWLEDGEMENT AND RECOGNITION

Personal satisfaction is an important dimension of volunteer motivation. Community Image wants every volunteer to feel his or her participation was important and appreciated. While there is no predetermined manner in which it will do so, Community Image will formally acknowledge and recognize every volunteer group for its efforts.

NEVER VOLUNTEERED BEFORE?

Even if you have never volunteered before, do not be discouraged from participating in the Volunteer Assistance Program. Community Image assigns projects that are complementary to a group's talents, skills and interests and provides oversight and review throughout the process. Community Image staff works very hard to ensure that all volunteers have a positive experience by making certain they are assigned projects they have the expertise to successfully complete.

If you are interested in volunteering or know someone who would benefit from the program, please contact Danny Dill at ddill@thecolonytx.gov or phone 972-624-3159