

Quail Run Homeowners Association
Neighbors Supporting Neighbors Program
Including Person to Person Program
A Voluntary Program for the 107 Quail Run Homeowners and Renters
Managed by Your Neighbors

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1.0 Introduction

This is a Program where QRHA residents support their neighbors by loaning or gifting various household items stored, but infrequently used in their homes, by loaning or gifting an item they save the neighbor the cost of buying something small or large that they may use infrequently or probably never need again, as well as the time to search stores to locate and buy the needed item.

The other feature is the " Person to Person" program where a resident volunteers help other neighbors with, transportation, assistance for repairs, or other tasks they may need help with.

Disclaimer

This is a program managed by volunteer homeowners & renters for the benefit of the Quail Run Community. The QRHA Board has reviewed the program and has acknowledged the benefits of the program for residents. QRHA is neither a sponsor, endorser, and has no legal liability for any issues.

Since this is a volunteer managed Program, no resident is liable for any issues by participating in the program. All issues between the lender/gifted and borrowers are to be resolved in good faith, solely by both parties.

All involved understand and acknowledge by participating in the Program they agree to follow the process and responsibilities listed in this document.

The Program will continue as long as there is community interest and Program Managers/Assistant Program Volunteers to manage the Program.

2.0- Quail Run Neighbors Supporting Neighbors Program

As homeowners or renters we accumulate items over the years that we store and use infrequently. This program assumes that in our community of 107 homes, some owners and renters are willing to loan or gift an item or items to support their neighbors. They will use Form A to list those items. This is a volunteer program for participating owners and renters that choose to add their Form A items to a Program Master List, Form C, managed by the Program Manager. All forms referenced in this document, except Form C, are available on the QRHA web site. The web site will also have this main document and examples of each of the 6 categories in the Form A format to aid others in selecting and filling out the Form A.

The initial list of categories is:

1-Medical Aids with loans from 1 -4 months,

2-Gardening Tools with loans from 2-4 days

3- Home Repair Tools with loans from 2-4 days

4-Kitchen/Cooking items with loans from 2-4 days

5-Entertainment Support with loans from 2-4 days

6-Other Miscellaneous items with number of loans days to be negotiated

As previously noted, the Form C Program Master List is filled out as Form A's are received and maintained by the Program Manager and is not available to download from the web site.

.2.1-Residents Lending or Gifting items:

Residents will use Form A to list each item they choose to lend or gift in a specific category. The Program Manager will enter the information on a Master Category List Form C. The residents agree to take calls or e-mails (preferred) from potential QR borrowers referred by the Program Manager for the items they offered for the Program Master List. Calls and e-mails from borrowers should be answered within the hours of 9:00 AM and 5:00 PM, so borrowers can complete their Form B with items they have agreed on.

The period of the loan will be negotiated with the understanding that it may be extended if circumstances justify the extension and it is up to the person loaning to agree to the extension

At the sole discretion of the lender they may agree the status of item may change to gifted

Any item or items offered to loan/gifted on a Form A may be withdrawn at any time by e-mail or phone call to the Program Manager.

Caution: *Items that are easily broken, high value, jewelry or are heirlooms should not be loaned.*

2-2-Resident Loaned or Gifted an Item:

Any resident can request a loan of an item by e-mail, which is the preferred method, to the Program Manager. A telephone call can be made to the Program Manager, as an exception for only those not using e-mails. The phone message information should include the category, specific item of interest, when needed, and telephone number.

The Program Manager will research the current Master List Form C. Once an item is found the Program Manager will e-mail Form B or ask the form be download from the QRHA web site. The form is to be filled out by the borrower in consultation with the person loaning or gifting the item. The borrower will send the completed form to the Program Manager and a copy to the lender/gifted person.

If an item requested is not available, the Program Manager will send an e-mail that a search has started following the process summarized in Paragraph 2.3

The borrower will negotiate a time to pick up the item and a return dates. When a loaned item is returned, the barrower will e-mail the Program Manager to close out this transaction.

The person requesting an item agrees it is for their personal use in their QR residence and will not be loaned to any other family or friends not residing with in in their residence

The person lending or gifting may at any time end the loan or gift discussion at his/her sole discretion.

The Borrower is obligated to return the item on or before the date negotiated. They may request an extension of the loan and it is the lender's sole decision to extend or not extend the loan. The person requesting the agreed upon extension must send an e-mail copy of the extension to the lender and Program Manager.

Before returning an item, the lender is to be notified of a date and time when the item will be returned, and at a time convenient to the lender.

The items returned are in an, "as is", condition. The expectation is the item will be returned in a like condition with the exception of wear or some accidental event that may not return it in the condition it was loaned. If a repair is necessary and practical or needs replacement, it will be at the request of the person loaning it and will be at the expense of the borrower.

2.3-Program Manager cannot find an Item on the Form C Master List

If the Program Manager cannot find an item or items on the Master List, they will inform the borrower by e-mail that it is not available and place an item-needed ad in the next QRHA monthly newsletter. If it is an immediate or an emergency the Program Manager may request the QRHA office Manager to send an e-mail to all residents, asking if anyone has the item they are willing to lend and respond by e-mail or phone. This process has been approved by the QRHA Board. The number of this type of a request will be limited. Once the Program Manager has one or more responses they will respond within 24 hours to the person making the request. The person borrowing the item will fill out a copy of Form B and follow the process outlined in paragraph 2.2.

3.- Person to Person Program

3.1-Introduction:

This section matches up volunteers who sign up to help others in the community for transportation, help with minor repairs, and to help anyone unable to do a task for themselves. No personal health issues are included in this Program.

There may be times when a resident doesn't have transportation or may be ill, or just not able or skilled to do a task or tasks required in their home and need help from a neighbor. The Person to Person Program fills this need by having volunteers in the neighborhood helping their neighbors when needed.

Neighbors willing to help can sign up with the Program Manager using Form D and e-mailing it or dropping it off to the Program Manager. Person to Person Volunteers can specify the type of service and details of what and when they are willing to provide help.

3.2-Terms for both the person requesting help and the volunteer providing the help:

A resident may request help once a month for one task from any one person. Other tasks requested need to be coordinated and communicated to the Program Manager. That person may request help more than once a month in consultation with the Program Manager and the volunteer selected to provide the help and requires each of their individual approvals before proceeding.

The person providing the help may extend their services beyond their set limits at their sole discretion. The volunteer will notify the Program Manager of any extended services.

Once an agreement is reached the person requesting help will notify the Program Manager of the agreement reached.

Other Considerations

This is a volunteer program and therefore there be will no liability/court action by either party at any time.

If at any time the person helping feels the task is not suitable for them to handle they may choose to terminate their help and notify the Program Manager.

The communications at all times will be cordial.

The date, time and length of service will be by mutual agreement of each party.

No action will be taken by either the giver or receiver if either have any type of illness that may put the other at risk.

This Program is no substitute for 911 emergencies.

4.0-Program Management

4.1 Program Manager & Assistant Program Manager

The initial Program Manager will be volunteer Bob Kline, for a period not exceeding 2 years. The Program Manager is responsible for the overall operations including; supporting residence requests, promoting the Program, keeping records updated, keeping files current, and making improvements necessary to maintain a viable Program.

Program Managers will be responsible to find at least one volunteer Assistant Program Manager that is willing to manage some of the tasks required to maintain and sustain the Program, manage the Program in the absence of the Program Manager, and be willing to take over for 2 or more years after the previous Program Manager's term has expired, and take over if the Program Manager is unable to continue managing the Program. The initial volunteer Assistant Program Manager will be Liesl Johnson.

The Program Manager will provide a portable file organized as follows:

- 1) Lenders/gift Form A
- 2) Loan requests Form B
- 3) Master List of Lender/Gift offers Form C
- 4) Person to Person Volunteers Form D

4.2-Forms to Manage the Program

The Program is based upon a system of computer generated spreadsheets.

The Program Manager will be responsible for maintaining updates to the Master Listing Spreadsheet (Form C) of all items offered by resident by category and the addition of future categories of loans/gifts. If needed make changes to the "People to People" section. All initial loan/gifted items and volunteer Master Lists will be updated by the Sunday of each week.

Loan/Gift Items requested, Form B and Person to Person, Form D will be processed within 48 Hours.

4.3 QRHA Web Site Use

The Program Manager will work with the QRHA Office Manager to place the appropriate Program materials on the QRHA web site and add future changes or improvements. The process and cost of adding the contents, amending, or improving the Program must be discussed and approved by the QRHA Board.

4.4-Forms Available

The A, B, and D forms can be downloaded from the QRHA website or can be sent by the Program Manager, on request. They should be filled out, then e-mailed to the Program Manager. Forms completed by hand are acceptable and should be delivered to the Program Manager.

- 1) Form A: Homeowners/Renters Loan or Gift Offers- Use one form for each of the 6 categories. Program Manager will add each item from the Form A's to the Form C in the appropriate 6 categories and filed by address.
- 2) Form B: Homeowners/Renters Borrowers Loan or Gift Request. Once the Program Manager has researched the Form C-Categories and found an item requested the information will be sent to the borrowers. This form is filled out by the borrower in coordination with the lender/gifted, with copies sent to the Program Manager and lender/gifted. Program Manager will file the forms by address.
- 3) Form C: Master List Homeowners/Renters Loan or Gift Items-Program Manager will enter all items received from Form A's into the six categories no later than the each following Sunday. The Program Manager will research requests from borrowers and inform the borrower by e-mail the results, document the results and file the information. The Borrower will fill in the Form B and send it back to the Program Manager to add the additional information to form C. When the item has been returned it will be noted in Form C. The Program Manger will file the results by category.
- 4) Form D: Person to Person Volunteers-The volunteers will fill in the form and e-mail it to the Program Manager. The Program Manager will file them by volunteer address. When a request is made, the Program Manager will search the form to find a volunteer, and ask the volunteer to arrange the day, time and approximate

amount of time with the person requesting the services. If a match is not found the Program Manager will try to find a volunteer resident.

All forms may be down-loaded from the QRHA web site or by phone request to the Program Manager, who will have them available within 48 hours.

5.0 Contacts:

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Notes:

