



COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

POINTS OF CONSENSUS

Housing

National VOAD members agree to adhere to the following:

1. Cleanup and long-term recovery assistance (repair and/or reconstruction) will be provided with dignity and in a respectful, non-judgmental, and nondiscriminatory manner. It is encouraged to incorporate the principles of “Do No Harm”, as it pertains to humanitarian efforts.
2. Members work to restore safe, sanitary, secure, and functional housing in disaster-affected communities, thereby minimizing homelessness and increasing the wellbeing of the community.
3. Members will prioritize delivering services in a manner that preserves/augments communities' affordable housing supply and increases equitable access to home clean-up, repair, and reconstruction services.
4. Effects on local economies will be acknowledged and members will seek opportunities to engage with local suppliers and contractors to support repairs and reconstruction.
5. Safety standards and training, including for handling known hazardous materials, will be in place for field staff and volunteers prior to the start of work.
6. Members will support and engage with the communication and coordination systems in use in each community and promote a central and inclusive system for intakes, referrals, tracking and reporting of cleanup, repair and reconstruction assistance.
7. Work will be done only upon written consent of the client. A clear scope of work will be agreed upon and signed before work begins.
8. The personal property of disaster affected individuals and families will be respected and they will be encouraged and permitted to salvage any items before and during cleanup and rebuild work.
9. The privacy of disaster affected individuals and families will be respected. Permission will be requested and granted before sharing photos or personal information, especially in public outlets or on social media.
10. Clients receiving assistance to repair and rebuild will have gone through a case management process consistent with the National VOAD Disaster Case Management Points of Consensus.¹
11. Repairs and rebuilds will be done, at a minimum, in accordance with the current International Residential Code and current local/municipal codes, with local codes prevailing if there is a discrepancy between the two. We agree to aspire to the highest workmanship feasible.²

Members will encourage Long Term Recovery Groups (LTRG) to repair and rebuild above and beyond the International Residential Code and local codes. As a part of a larger commitment to our donors and the communities where we work we will adhere to the following guidelines:

- Repair and rebuild with materials and practices that are energy efficient.
 - Materials and techniques will be encouraged that mitigate pre-event conditions, while increasing the physical resilience of residential structures to future hazards.
 - When feasible during permanent repairs and reconstruction, efforts will be made to “build back better”, or “better than code”. Should these practices be implemented, it is encouraged that industry-standard (i.e.: LEED-Homes, Fortified, etc., or the like) criteria be utilized, and its requisite verification procedures are adhered to.
12. Repairs and rebuilds for individuals with access and functional needs will be done in a way that gives the client needed access to the home. ADA standards, while not required under residential building code, should

be considered and used whenever feasible.³

13. Skilled construction person(s) will be available to supervise all volunteer work and offer guidance throughout the long-term recovery process.
14. Local character of the client's community and cultural norms will be respected as they pertain to the repairing and rebuilding of the client's home. This may depend upon the resources available to the LTRG.
15. Members should, when feasible, assist, promote, strengthen and coordinate, with local and/or regional organizations, efforts to maintain, and where applicable, increase the local affordable housing stock for both year-round renters and homeowners.

¹ For the National VOAD Disaster Case Management Points of Consensus see <http://www.nvoad.org/>

² For more information see <http://www.iccsafe.org/>

³ For more information see <http://www.ada.gov/>