

# FAQS

## WHAT DOES MEN'S BRIGADE DO?

Men's Brigade is a group of North Metro Men who volunteers to provide "handyman" services for widows, elderly, and single moms. Common tasks may include fence repair, replacing lights & ceiling fans, leaky faucets, etc. Any task or project that requires a certified/licensed trade will more than likely not be a task that can be handled by the Men's Brigade.

## HOW QUICKLY CAN MEN'S BRIGADE HELP ME?

We cannot complete emergency requests. Once you submit your request, we will contact you within 1-3 days to discuss when the project can be completed.

## IS THERE A LIMIT?

Generally speaking we try to limit 1 service visit per year. Depending on the backlog of requests and the urgency of your issue, we may be able to assist a 2nd time depending on how many clients are in the queue.

## WHAT PROJECTS CAN BE COMPLETED?

When your project is assigned to a Men's Brigade volunteer, he and another volunteer will schedule a time to visit your home. During that time, the Project Leader will review the task list and determine what Men's Brigade volunteers will be able to complete and items that need to be referred to a certified/licensed trade.

## DO I NEED TO PAY FOR MEN'S BRIGADE SERVICES?

Men's Brigade is a volunteer ministry. The men that serve volunteer their time and there is no charge for "labor". At this time, you are responsible to pay for material used on your project. You can either purchase materials directly or a Men's Brigade volunteer will purchase the materials and you can reimburse them.

## WHY IS THERE A NEED TO HAVE MORE THAN ONE PERSON IN MY HOME?

Men's Brigade will always have at least 2 men together anytime we visit or serve at your home. We always strive to be above reproach.

## DO YOU HAVE TO BE A MEMBER OF THE CHURCH?

The focus of the Men's Brigade is to support widows/widowers, single mothers and the elderly in our church family.

## DO THE MEN HAVE BACKGROUND CHECKS?

Yes. North Metro completes a background check on the volunteers that serve in Men's Brigade.

## **IS THE WORK GUARANTEED?**

North Metro does not warranty the work. We make every attempt to send properly skilled volunteers that match the scope as outlined in the Project Leader visit prior to service day.

## **ARE MEN'S BRIGADE VOLUNTEERS LICENSED?**

Some of our Men's Brigade leaders and volunteers are contractors and generally supervise or scout your needed repairs in advance. They know what to look for and those projects or repairs that are out of our scope of work. These items are discussed with you prior to scheduling your projects.

## **WHAT TYPES OF PROJECTS ARE OUT OF SCOPE?**

Roof repairs, painting the entire exterior of a home, laying tile, fencing the entire backyard, remodeling, licensed-required plumbing and electrical, air conditioning items, etc. For these types of projects, Men's Brigade may be able to provide a referral. Our focus is primarily on repairs and replacement tasks that can be completed in one visit within 4 hours.

## **DO I HAVE TO BE HOME?**

Yes. You need to be home while Men's Brigade is present or have a responsible adult at the home able to make decisions on your behalf if you cannot be there.

## **HOW DO I KNOW THEY CAN FIX MY PROBLEM?**

Many of the Men's Brigade volunteers have years of handyman experience or are current or former contractors. We will not take on a project if we do not have the experience to correctly repair the issue.

## **I RENT MY HOME, AND CAN'T GET THE LANDLORD TO FIX THINGS. CAN MEN'S BRIGADE HELP ME?**

Men's Brigade cannot make non-maintenance item repairs to property not owned by the requester. Some maintenance items on behalf of the tenant like replacing light bulbs, changing the air filters, unclogging a drain may be ok.

## **I NEED HELP MOVING. DOES BRIGADE HAVE A MOVING VAN?**

Men's Brigade does not have a moving van nor generally provide moving assistance. We suggest to reach out to your Life Group first.

## **HOW DO I REQUEST BRIGADE SERVICES FOR MY HOME?**

Visit [northmetro.net/mensbrigade](http://northmetro.net/mensbrigade) and select 'Submit a Request' and complete the online form.