



URBAN HOMEWORKS DONOR CODE OF CONDUCT

We are absolutely delighted that you are so engaged with and inspired by our vision for housing justice that you have decided to join Urban Homeworks by supporting our mission with a donation.

As one of our valued donors, we have various duties and obligations to you – such as to thank you for your support, use your donation for the purpose for which you gave it, and not to put you under undue pressure to make further gifts. These duties and obligations are set out in our policies, practices, and code of ethics.

In this relationship between us, the nonprofit organization and its staff, and you, the donor, you also have concomitant obligations and duties to us. In making a gift to Urban Homeworks, you agree to abide by this code of conduct and behavior.

1. **I am** making a voluntary donation to Urban Homeworks, not buying a product or service. I therefore understand that fundraisers are not selling me a product or service, and that the professional relationship between us is therefore not a customer-sales relationship.
2. **I will** treat all staff as knowledgeable professionals and always accord them the professional respect they deserve.
3. **I will never** discriminate against or harass fundraising professionals or any other staff based on their sex, gender, sexual orientation, race, class, ability, religious belief, age, or any other protected characteristic.
4. **I recognize** that I have power in this relationship, because I am in the position to give a donation to support this work. I therefore promise not to exploit that power for personal gain.
5. **I will not** put conditions on my donation for the personal benefit of myself, my family or my friends, nor threaten to withhold it unless I get what I want.
6. **I will** not use my power as a donor to divert Urban Homeworks from its core mission. I understand that my gift does not entitle me to a seat on Urban Homeworks' board or to otherwise have influence on the operations or leadership of the organization.

We hope you will agree these are reasonable considerations. You might be surprised that we are even asking you to agree to this code of conduct. The fact that we are indicates that charities do encounter forms of 'donor dominance' from a small number of donors. We hope that by agreeing to abide by this code of conduct, this will raise awareness of the challenges that fundraisers sometimes face, and encourage discussion of this matter among your peers.

**We are grateful to the team at [Rogare: The Fundraising Think Tank](#) for originally drafting this code of conduct.*



Urban Homeworks Confidentiality and Donor Privacy Policy

Urban Homeworks (UHW) is committed to respecting the privacy of our donors with confidentiality and professionalism. This policy has been developed to ensure donors' contact and personal information will be respected and not shared with any third party.

Contact Information

Urban Homeworks collects and uses various information from donors, including amount donated, address, telephone number, donor comments, and e-mail address. Tax laws in the United States and the State of Minnesota require UHW to keep contact information and contribution level of donors on file.

Urban Homeworks, Inc. uses donor information to understand donors' needs and provide excellent service. Urban Homeworks, Inc. will never sell, trade, rent or share names (unless released for publication), e-mail or mail addresses, or telephone numbers of our donors. UHW will list the donors name or the name of their organization along with our other donors on our website and in printed marketing materials, but will remove the donor's name from the list at any time at the donor's request. UHW will use contact information (e-mail, telephone number and address) of donors for these purposes only:

- Distribute receipts for donations;
- Thank donors for their donation;
- Inform the donor of the impact and benefit of their gifts;
- Inform donors about upcoming fundraising and other activities of Urban Homeworks;
- Internal analysis and record keeping;
- Reporting to relevant U.S. and State agencies (these reports are not for public inspection);
- Contact donors about changes to this policy

Properly anonymized donor information is used for promotional and fundraising activities. UHW allows donors the option to have their name publicly associated with their donation unless the donor explicitly chooses to remain "anonymous."

It is our desire not to send unwanted mail or information about Urban Homeworks Inc. to any of our donors. Donors can remove their names from (or opt out of) our contact lists if they desire to do so.

Financial Information

All access to donor financial information is strictly limited to professional staff of Urban Homeworks Inc. whose job requires them to process this data. No such data is given to any person, organization or group who does not need to access those data. Donor records are kept in a secure database with limited access and/or a secure file cabinet.

To accept contributions via credit card, UHW uses accredited online payment processing services with security and data privacy policies. Urban Homeworks Inc. does not store, nor does it have access to, your credit card information, bank account numbers, or other account data sent to those processing services by you. Credit card information submitted for processing via phone or mail will be entered into the secure database, and then promptly destroyed.

Confidentiality

In performing their duties, Urban Homeworks staff, board members, and volunteers are privy to information about individuals and families, such as giving history, assets, wealth, and family relationships. This is especially true for staff, board members, and volunteers involved in fundraising and development activities. Due to the sensitivity of this information, Urban Homeworks requires that information shared with organization staff, board members, or volunteers remains confidential, is not discussed with others in private or public settings, and is not disclosed or used for any other purposes.

Urban Homeworks Gift Acceptance Policy

Urban Homeworks gratefully accepts many kinds of gifts, including cash, securities, real estate, insurance, real property, and tangible personal property. This variety of giving methods allows donors to choose the best option for their interests and circumstances. Because of the unique nature of some assets, Urban Homeworks reserves the right to accept or refuse any gift.

For more information, or if you have any questions, please feel free to contact Paul Vliem, Urban Homeworks Development Director at paulv@urbanhomeworks.org or 612-758-0024.

Purpose

The Board of Directors and staff of Urban Homeworks solicit current and deferred gifts from individuals, corporations, government entities, and foundations to secure the ongoing operations and future growth of the organization. This policy's purpose is to govern the acceptance of gifts and to guide prospective donors when making gifts.

Restrictions on Gifts

Urban Homeworks will accept unrestricted gifts and gifts for specific purposes, provided that such gifts are consistent with Urban Homeworks' stated mission, purpose, and priorities. Urban Homeworks will not accept gifts that it deems to be too restrictive. Gifts that are too restrictive are those that are too difficult to administer or gifts that are for purposes outside of the mission of Urban Homeworks. The Development Director may accept restricted gifts that are within the current scope of Urban Homeworks' work and program. For all gifts restricted to new programs or future years, the Executive Director and/or the Board of Directors will make the final decision regarding the restrictive nature of a gift and its acceptance or refusal. When gifts with restrictions are accepted, restrictions will be honored. These restrictions will be detailed in the donor's gift or pledge commitment letter.

Conflict of Interest

Urban Homeworks recognizes the potential conflict between receiving donations from certain types of funders and fulfilling its programs. Urban Homeworks will not accept contributions from corporations, industries, organizations, or congregations and their respective foundations whose core activities may be in direct conflict with the mission of Urban Homeworks or which in any way will limit Urban Homeworks' ability to carry out its mission.

Use of Outside Counsel

Urban Homeworks may seek outside counsel's advice in any matter relating to accepting gifts when appropriate. Review by counsel could be required for, but not limited to, the following:

- a. Closely held stock transfers subject to restrictions or buy-sell agreements;
- b. Gifts involving contracts, such as bargain sales or other documents requiring Urban Homeworks to assume an obligation;
- c. Transactions with potential conflict of interest that may invoke IRS sanctions;
- d. Other instances in which use of counsel is deemed appropriate by Urban Homeworks Executive Director and/or its Board of Directors

Types of Gifts

The following criteria shall be considered in the acceptance of a gift:

- i. Cash/Checks: Checks should be made payable to “Urban Homeworks” and sent to the Marketing and Development Department at Urban Homeworks. Checks are receipted on the date received in Urban Homeworks’ administrative offices.
 - a. Checks that are dated at the end of the year must also show a postmark no later than December 31st for consideration as a gift in the current year. Checks that are postmarked in January of the following year will be receipted as January gifts regardless of the date on the check. This policy complies with all IRS requirements and guidelines.
 - b. If a gift of cash or check is for a specific purpose, it should be accompanied by a written statement describing in as much detail as possible the program it is for or the purpose of the gift.
- ii. Tangible Personal Property: All gifts of tangible personal property (art, antiques, rare books, jewelry, collections, etc.) shall be considered for acceptance based on the following criteria:
 - a. Does the property help fulfill the mission of Urban Homeworks?
 - b. Is the property marketable?
 - c. Are there any undue restrictions on the use, display, or sale of the property?
 - d. Are there any carrying costs for the property?

Tangible personal property exceeding \$5,000 in value shall be reported at the fair market value placed on them by an independent, qualified appraisal. The appraisal must be within 60 days of the gift and provided by the donor, unless otherwise agreed upon. Personal property and closely held stock will be sold at the highest possible price as soon as practical, unless the property is to be used in connection with Urban Homeworks’ mission, purpose, and objectives.
- iii. Securities: Urban Homeworks may accept both publicly traded securities and closely held securities.
 - a. Publicly Traded Securities: Marketable securities may be transferred to an account maintained at one or more brokerage firms or delivered physically with the transferor’s signature of stock power attached. All marketable securities shall be sold upon receipt unless otherwise directed by the Board of Directors.
 - b. Closely Held Securities: Closely held securities can be accepted subject to review and recommendation by the Finance Committee and approval by the Board of Directors. Every effort will be made to sell non-marketable securities as quickly as possible.
- iv. Real Estate: Prior to acceptance of real estate, the Development Director must receive a current appraisal of the fair market value of the property and of the donor’s interest in the property Urban Homeworks would receive if the gift is approved. In most cases, IRS regulations require that the donor pay for the appraisal.
 - a. Urban Homeworks shall require an initial environmental review of the property to ensure that the property is not contaminated with environmental damage. If the initial inspection reveals a potential problem, Urban Homeworks may retain a qualified inspection firm to conduct an environmental audit. The cost of this audit should be an expense of the donor.
 - b. Prior to acceptance of the real property the gift shall be approved by the Board of Directors. Criteria for acceptance of the property may include:
 - i. Is the property useful for the purposes of Urban Homeworks?
 - ii. Is the property marketable?
 - iii. Are there any restrictions, reservations, easements, or other limitations associated with the property?
 - iv. Are there carrying costs associated with the property?
 - v. Does the environmental audit reflect that the property is free of contamination or hazardous substances?

- c. If accepted, the gift will be completed by the execution and delivery of a deed or other proper documented means of conveyance. The costs associated with the conveyance and delivery of the gift, including, but not limited to recording fees and, if deemed necessary, a current survey and title insurance will normally be paid by the donor.
- v. Remainder Interests in Property: Urban Homeworks will accept a remainder interest in a personal residence, farm, or vacation property subject to the same provisions of the “Real Estate” section listed above. A gift of this type represents an irrevocable donation of real estate that allows the donor to retain the right to use the property for life, or a specified term of years. Expenses for maintenance, real estate taxes, and any property indebtedness are to be paid by the donor and/or primary beneficiary.
- vi. Life Insurance: Life insurance policies may be accepted by Urban Homeworks as gifts. New or existing policies may be given outright or Urban Homeworks can be named as the owner and full or partial beneficiary of an existing policy. Urban Homeworks must be named as both beneficiary and irrevocable owner of an insurance policy before a life insurance policy can be recorded as a gift.
- vii. Bequests: Donors and supporters of Urban Homeworks will be encouraged to make bequests for Urban Homeworks in their wills and trusts. Such bequests will not be recorded as gifts until the gift becomes irrevocable. When the gift becomes irrevocable, but is not due until a future date, the present value of that gift may be recorded at the time.
- viii. Retirement Plan Beneficiary Designations: Donors and supporters of Urban Homeworks will be encouraged to name Urban Homeworks as the full or partial beneficiary of their retirement plans. Such designations will not be recorded as gifts until the gift becomes irrevocable. When the gift becomes irrevocable, but is not due until a future date, the present value of that gift may be recorded at the time.
- ix. Charitable Remainder Trusts and Charitable Lead Trusts: Urban Homeworks may accept a designation remainder/income beneficiary of a trust with the approval of the Executive Director and/or the Board of Directors. Urban Homeworks will not accept an appointment as Trustee of a trust.

Types of Gifts Not Accepted

- i. Charitable Gift Annuities: Urban Homeworks will not accept or write Charitable Gift Annuities. All donors considering gift annuities are encouraged to consider creating a Charitable Remainder or Charitable Lead Trust instead, which accomplish many of the same donor goals without the same risks to Urban Homeworks.
- ii. Pooled Income Fund: Urban Homeworks will not accept pooled income fund gifts. Urban Homeworks may not offer its own pooled income fund or a pooled income fund in cooperation with other charities.
- iii. Time Shares: Urban Homeworks will not accept gifts of time-shares.

Miscellaneous Provisions

- I. Pledges: Urban Homeworks accepts commitments of future gifts (pledges). Multiyear pledges are encouraged, but for no more than five years. Donors must provide in writing (print or digital) the size of the commitment, the purpose of the gift, and intended payment schedule.
- II. It will be the responsibility of the donor to secure an appraisal (where required) and independent legal counsel for all gifts made to Urban Homeworks.

- III. Responsibility for IRS filings upon sale of gift items: The Urban Homeworks' finance department is responsible for filing all appropriate tax forms when the charitable deduction value of the item is more than \$5,000.
- IV. Gift acknowledgements: Acknowledgements of all gifts made to Urban Homeworks and compliance with the current IRS requirements in acknowledgment of such gifts shall be the responsibility of the development department.

Changes to Gift Acceptance Policies

These policies and guidelines have been reviewed and accepted by the Board of Directors of Urban Homeworks. The Board of Directors of Urban Homeworks must approve any changes to or deviations from these policies.

Approved on the _____ day of _____, _____
(Day of month) (Month) (Year)

By the Board of Directors, Urban Homeworks

A DONOR BILL OF RIGHTS

DEVELOPED BY:



Association of Fundraising Professionals (AFP)



Association for Healthcare Philanthropy (AHP)



Council for Advancement and Support of Education (CASE)



Giving Institute: Leading Consultants to Non-Profits

PHILANTHROPY is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

I

To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.

II

To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.

III

To have access to the organization's most recent financial statements.

IV

To be assured their gifts will be used for the purposes for which they were given.

V

To receive appropriate acknowledgement and recognition.

VI

To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.

VII

To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.

VIII

To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

IX

To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

X

To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.