

Listen for Good Grantee Gathering

October 26, 2016



Habitat
for Humanity®
Greater San Francisco



www.habitatgsf.org



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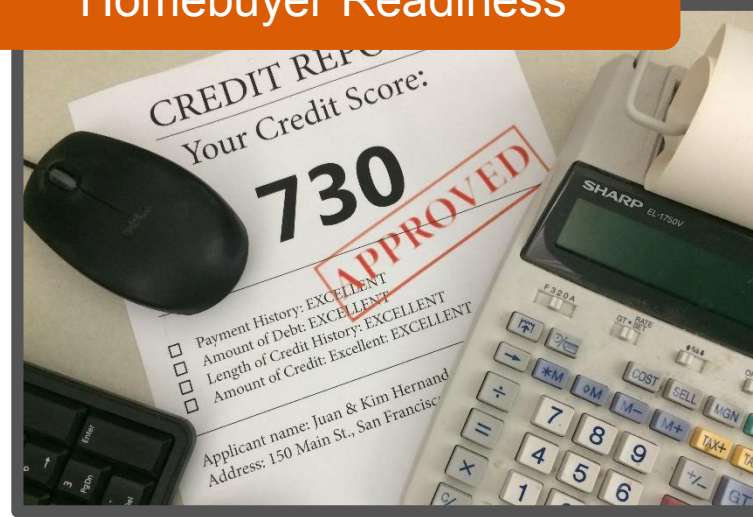
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WHAT WE DO AT HABITAT GSF

Homeownership



Homebuyer Readiness



Neighborhood Revitalization



Volunteer Services



WHAT WE ARE LEARNING & CLOSING THE LOOP

Homebuyer Readiness



3 classes per month

514 surveys collected since
January 2016

Overall NPS: 84

- **Process**
 - Facilitator post-class review
 - Monthly class series summary sent by data analyst
- **Feedback themes**
 - Desire for more examples; understanding why others are in the class
 - “Build more homes”
 - Understanding specifics on buying a house
- **Closing the Loop:**
 - Post-it note exercise to set expectations
 - Less “*let me tell you,*” more “*let’s discuss*”
 - “Habitized” curriculum
 - Introduction of fourth class focused on home buying