**Constraints and Assumptions**

**SCOPE 1**

Constraints:

* + 1. Applicants must meet the eligibility requirements, or they cannot apply.
    2. Homes must meet certain energy-efficiency and quality standards.
    3. Applications are accepted on a “first come-first served” basis by offices.
    4. Applications cannot be submitted over the internet.
    5. Homes on average cost around 75,000 dollars to build.(Budget constraint)
    6. Home buying opportunity is offered only in Escambia county and Santa Rosa county in the United States
    7. New Applicant Orientation is only offered in Escambia or Santa Rosa County in the United States
    8. No applications will be accepted by fax or email.
    9. Completed applications will be accepted during business hours only

Assumptions:

* + 1. Volunteers interested in the program will arrive on time to the scheduled meetings.
    2. Volunteers will have already attended orientation before working on homes.
    3. Homebuyer will provide accurate financial and personal data on applications.
    4. Homebuyer will have already attended orientation before application is approved.
    5. All volunteers will do a background check prior to working on homes.
    6. All volunteers have signed waiver prior to volunteering.
    7. Volunteers may not have experience in building homes before.

**SCOPE 2**

Constraints:

1. Restore does not have an online feature which allows users to submit/receive items.
2. Donations cannot be received outside of business hours.
3. Donations must be physically received by the ReStore shop, either through pick up or drop off. No mailed items are accepted.
4. There is no refund policy on items bought from the ReStore shop.
5. The ReStore shop is not open on Sundays.

Assumptions:

1. Volunteers will test all appliances to see if they work properly.
2. Donations with a clear description will be accepted by the ReStore shop.
3. Donation items from the accepted list will be taken.
4. Volunteers do not have a scheduled amount of time they need to be present.
5. Volunteers will have background checks done on them before working.

**Business Events:**

**SCOPE 1**1.) Homebuyer /Volunteer submits application to Habitat center.  
2.) Volunteer attends orientation meeting.  
3.) Volunteer shows up for scheduled construction date.   
4.) Homebuyer completes “sweat equity” hours.   
5.) Homebuyer puts down payment/sends monthly payment to Habitat center.

6.) Buyer receives application.

7.) Buyer is contacted about application info.

8.) Buyer is sold home.

9.) Buyer selects location.

10.) Buyer requests home tour.

11.) Buyer makes mortgage payment.

12.) Volunteer chooses schedule,

13.) Volunteer contacts coordinator.

14.) Volunteer receives orientation.

15.) Volunteer receives schedule.

16.) Volunteer creates user profile.

17.) Volunteer receives waiver.

18.) Volunteer receives guide and tools.

**SCOPE 2**1.) Donor drops off item at ReStore  
2.) Donor requests pick-up from the ReStore.  
3.) Volunteer submits application to work at ReStore.  
4. Buyer requests to purchase an item from the ReStore.

5.) Buyer presents coupon to be used for item.

6.) Donor calls about potential business or company donation partnership.

7.) Donor is notified if donation is accepted.

8.) Donor receives confirmation and details of pick-up.

9.) 12-17 from SCOPE 1

10.) Time to send confirmation date and details to volunteers.

11.) Volunteer receives orientation.

12.) Buyer receives receipt and purchased item.

13.) Volunteer receives schedule and volunteering opportunities.

14.) Donor is given pick-up date for donation.

**BUC for The work of managing the Homebuyer program and managing Construction and Office Volunteers**

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| --- | --- | --- |
| Event Name | Input and Output | Summary of BUC |
| 1. Homebuyer receives application. | Provide application (output) | Homebuyer fills out application. |
| 2. Homebuyer receives orientation | Provide orientation (output) | Go through orientation |
| 3. Contact Homebuyer for application clarification | Contact for clarification (output) | Respond to inquires |
| 4. Contact Homebuyer for missing documents | Contact for missing documents (output) | Provide missing documents. |
| 5. Contact Homebuyer for qualification | Contact for qualification (output) | Receive notice on status |
| 6. Homebuyer gets sold home | Sell home (output) | Receive home |
| 7. Homebuyer requested to fill out “sweat equity” hours | Request to fill out hours (output) | Submit “sweat equity” hours |
| 8. Homebuyer submits completed application | Submit application (input) | Accept or deny application |
| 9. Homebuyer selects locations and amenities | Selects Location and amenities (input) | Views selection |
| 10. Homebuyer requests home visit | Requests home visit (input) | Allowed or denied home visit |
| 11. Homebuyer Purchases home | Purchase home (input) | Home given |
| 12. Homebuyer pays monthly mortgage | Pays Mortgage (input) | Balance for month becomes 0 |
| 13. Volunteer submits signed waiver | Submit signed waiver (input) | Completes application process |
| 14. Choose Volunteer schedule | Chooses schedule (input) | Receives schedule |
| 15. Volunteer contacts Volunteer Coordinator | Contact Volunteer Coordinator (input) | Communicates with Coordinator |
| 16. Volunteer creates user profile | Creates profile (input) | Fills out profile |
| 17. Volunteer is given schedule/shift | Give schedule/shift (output) | Receive schedule. |
| 18. Volunteer is given information on volunteering | Give information (output) | Receive information |
| 19. Volunteer receives orientation | Provide orientation (output) | Go through orientation |
| 20. Volunteer is given waiver document | Provide waiver (output) | Receive waiver |
| 21 Volunteer is given volunteer guide | Provide guide (output) | Receive guide |
| 22. Volunteer is given tools and supplies | Provide tools and supplies (output) | Receive tools and supplies |
| 23. Volunteer is given dates to possibly volunteer | Provide dates | Decide if it fits their schedule |
| 24. New volunteer receives orientation | Provide orientation | Attend orientation |

**BUC for The work of managing ReStore Donations, Volunteers and Inventory**

|  |  |  |
| --- | --- | --- |
| Event Name | Input and Output | Summary of BUC |
| 1. Buyer uses coupon in the store. | Use coupon (input) | Store accepts or rejects coupon |
| 2. Buyer purchases item | Purchase item (input) | Provide item |
| 3. Buyer receives receipt | Receive receipt (output) | Prove item with receipt |
| 4. Volunteer is provided waiver document | Provide waiver (output) | Sign waiver |
| 5. Volunteer is provided schedule/shift | Provide schedule/shift (output) | Accept or reject schedule |
| 6. Volunteer is provided volunteering opportunities | Provide opportunity (output) | Accept or reject opportunity |
| 7. Volunteer receives confirmation email with volunteering details | Send confirmation email (output) | Confirms opportunity |
| 8. New volunteer is offered orientation | Offer orientation (output) | Volunteer attends orientation |
| 9. Volunteer submits completed waiver | Submit waiver (input) | Look over waiver. |
| 10. Volunteer chooses schedule | Choose schedule (input) | Decide on schedule based on selection |
| 11. Volunteer contacts volunteer coordinator | Contact volunteer coordinator (input) | Talk to volunteer |
| 12. Volunteer creates user profile. | Create profile (input) | Add profile |
| 13. Donor drops off item | Drop off item (input) | Accept or reject item based on policies |
| 14. Donor is given confirmation and details of a pickup | Provide confirmation(output) | Donor accepts |
| 15. Donor is given a pickup date | Schedule Pickup | Receive date for pickup |