

Title: [TEMP CHECK] Aave Support Collective

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## Simple Summary

This Temperature Check solicits community feedback on the establishment of the “Aave Support Collective” (ASC) to decentralize and enhance the support framework within the Aave ecosystem.

The ASC aims to leverage the collective expertise and enthusiasm of the Aave community to provide support across various channels, including email, Discord and live chat, thereby promoting greater community involvement and improving service quality for Aave protocol’s diverse user base.

## Background

The Aave community takes great pride in its unwavering commitment to transparency, prioritizing users, and maintaining the highest standards in technology and security.

At present, Aave Protocol users can access support through multiple avenues facilitated by the Aave Labs team behind the Aave Interface at [app.aave.com](https://app.aave.com). These channels include email, Discord, and Aave Live Chat. However, given that users may engage with the protocol through various interfaces or directly on the blockchain, the establishment of a community-driven support system seems like the logical next step.

In keeping with the decentralization principles fundamental to the DeFi and blockchain landscape, we propose the creation of a new, community-centric support framework: the “Aave Support Collective” (ASC).

This proposition aims to enhance and sustain the high-caliber community support already in place, while also granting the ASC the autonomy to manage and expand support services according to need.

This initiative is based on the understanding that positive experiences for users are a win for everyone. With the introduction of the ASC, we aim to maintain and enhance this focus, ensuring the Aave community continues to lead in prioritizing user needs and innovation in DeFi.

## Motivation

The proposal is driven by the need to further decentralize Aave’s operations, aligning with the ethos of blockchain and DeFi. ASC aims to:

- Maintain the existing high quality user support.
- Boost community involvement by empowering the ASC to create and allocate new roles to active community contributors.
- Improve scalability and flexibility of support services to accommodate the growing Aave ecosystem and user base across various interfaces and access points to the protocol.
- Increase community transparency and accountability in handling support queries and issues.
- Foster a more resilient and distributed support system, independent from the Aave Labs team.

## Specification

Members of the Aave Support Collective (ASC) will be responsible for managing a diverse array of support channels and functions to enhance user experience and security.

These responsibilities will include:

- Managing inquiries through email, live chat, and Discord support channels.
- Conducting initial assessment (1st level triage) of support issues to determine urgency and category.
- Escalating complex issues (2nd level) to specialized community teams for detailed investigation and resolution.
- Investigating new technologies and methodologies to increase the precision and capacity of support services.
- Handling scam reports and reinforcing security measures to protect the community.

ASC is interested in exploring options to offer support chat and tools across various interfaces, aiming to assist users with any issues they encounter at the initial point of interaction. This would benefit the community as should any potential bugs or areas for improvement in the interface be identified during these support interactions, they will be communicated to second-level support and the ecosystem.

Acknowledging the critical role of support and the importance of a seamless transition, it is proposed that the ASC will initially comprise the two current Aave Interface support team members, both of whom have over 3 years of experience in the Aave ecosystem supporting users via the existing support mediums. These team members would transition from the Aave Labs team to be dedicated for the ASC.

Therefore the proposal is that the initial members of ASC would be:

- [essah](#)
- [h3lpfulbro](#)

This approach ensures continuity, maintains high standards of support, and allows for the gradual integration of new community driven processes and improvements.

#### Requested budget

For the initial establishment and operation of the “Aave Support Collective” (ASC) over a 12-month period, a budget of \$200,000 USD is proposed. This budget allocation will enable:

- The development and maintenance of a decentralized support framework, ensuring its sustainability and efficiency.
- Operational costs, including the necessary tools, subscriptions, and infrastructure to facilitate effective support services.
- Expansion of the ASC team to enhance support coverage and quality for the Aave community across multiple channels.
- Training and resources for community members participating in the ASC, ensuring high-quality support aligned with Aave’s security standards.
- Engagement initiatives to foster a strong sense of community and collaboration within the ASC.

This budget will position the ASC to effectively support the Aave ecosystem’s growth and its users’ needs.

#### Next Steps

Should this Temperature Check receive positive feedback from the community regarding the establishment of the “Aave Support Collective” (ASC), the next steps would involve:

1. **Drafting a detailed proposal:** This document will outline the operational structure, roles, and responsibilities within the ASC, as well as the guidelines and training programs for community members involved in support activities.
2. **Community Engagement:** We will engage with the Aave community through forums and discussions to refine the proposal based on community feedback and suggestions.
3. **Formal Submission:** With community input incorporated, the proposal will be formally submitted for a community vote, adhering to Aave’s governance processes.
4. **Implementation:** Upon approval, we will initiate the setup of the ASC, including setup of support tools and channels, and implementation of training programs.

We are committed to transparency and inclusivity throughout this process and will provide regular updates to the community. We value your support and look forward to collaboratively enhancing the Aave support ecosystem.