



GOODFIELD

2026 TEAM MANUAL



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According to Satisfacts Resident Survey, the second-most important factor for apartment renewals is neighbors. Residents with seven or more friends are nearly twice as likely to renew their lease as those who do not know their neighbors. Increasingly, residents want to live in a place where it's easy to meet neighbors.

We believe people were divinely created for community.

To meet this need, we CARE for people in our community, CONNECT them in relationship, and CALL others to do the same.

*"When we love God and love our neighbors, we are living the way Jesus intends for us. "*  
*-The Art of Neighboring*

## ABOUT GOODFIELD

The Goodfield Foundation is a nonprofit 501c3 organization that provides programming at Livano properties to promote connection among residents and staff. We model the importance of community and the fulfillment that comes from building life-giving relationships. Goodfield's programs support personal wellness and connect people through social and philanthropic activities. Established in 2013, The Goodfield Foundation was rebranded in 2022 and is an affiliate of LIV Development.

### Vision Statement

To transform lives through life-giving community that is fueled by genuine connection.

### Mission Statement

To enrich the lives of residents and staff through dynamic programs, events, and service opportunities that create community and enhance personal wellness.



## PROGRAMMING

Goodfield offers dynamic programs including:

**Goodfield teams** live onsite to facilitate connection with residents, provide support and resources, plan monthly social events, and care for residents and property staff in times of need.

**Resident Assistance funds** provide a financial bridge for responsible residents and employees who are facing financial emergencies. Whether it is a temporary job interruption, auto accident, medical emergency, or natural disaster, relief funds provide qualified applicants with financial stability during a difficult time.

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*Available via [Goodfield.org](https://www.goodfield.org)*

**Ramsey+**, a toolkit to take control of your money. A Ramsey+ membership includes dynamic resources and budgeting tools designed to give you a proven path to getting out of debt, saving money, and living a life free of financial stress.

**Ferst Readers** provides free books every month for children from birth to five years old. Ferst Readers' mission is to strengthen communities by providing quality books and literacy resources for children and their families to use at home during the earliest stages of development.

**Headway** is a book summary app designed to help users absorb key insights from nonfiction bestsellers.



## GOODFIELD TEAMS

Holding the believe that people are created for community, the Goodfield Foundation sends Goodfield teams (a married couple, family, or two single adults of the same gender) to live onsite in apartment communities owned by LIV Development to live our God's calling to love their neighbors in practical and intentional ways. Goodfield teams partner with the management team to build community and serve residents by doing that flow naturally out of the Christian lifestyle, including welcoming new residents, planning monthly social events, and caring for residents and property staff in times of need.

What does a Goodfield Team do?

CONNECT residents in relationships

CARE for people in their community

CALL others to do the same

*"The command to love our neighbors lies at the core of God's plan for our lives, and when we follow this mandate, it changes everything. The journey begins when we choose a lifestyle of conversation and community over a lifestyle of busyness and accumulation. It is about making room for life and choosing to befriend those God has placed around us. " -The Art of Neighboring*



## TEAM RESPONSIBILITIES

### **WELCOMING**

**Welcome Email** – Property managers are required to send a welcome email to all new residents within two days of move-in. The Goodfield Team will be introduced within the email and copied.

**In- Person Greeting** – The property manager should provide the Goodfield Team with a new resident's unit number. (*Ask for this information if it is not provided within a week of being copied on the Welcome Email*) Within three days of receiving this information, the Goodfield Team should visit the new resident, introducing themselves and handing out a Goodfield Welcome Packet. If a resident is not home, hang the Welcome Packet on their door.

**Move-In Survey** – There is a strong correlation between move-in satisfaction and retention. When the Goodfield Team makes their in-person greeting to a new resident, this is the best time to ask about their experience and encourage them to complete the move-in survey via the Livano app.

### **CONNECTING**

#### **Monthly Events**

To promote connection and community, Goodfield teams host one property-wide event each month. This event is planned, executed, and funded by Goodfield. Goodfield teams should receive approval on all Goodfield events two months in advance and help promote the event across the community.

#### **Monthly Goodfield Event**

- Planned and executed by the Goodfield Team
- Funded by the Goodfield Foundation
- Property manager must approve the event two months in advance
- Property manager is responsible for communicating the event to residents via flyers, event calendars, and Livano app
- Event must be clearly labeled as a Goodfield Foundation event
- Property team is not required to attend, but strongly encouraged



### **Additional Event Support**

Goodfield teams support one property-led event per month. Goodfield teams will attend, help serve, and tear down the event, but are not responsible for planning or set up. No Goodfield funds are to be used for property-led events

Twice a year (summer and winter holidays) Goodfield and the property team may plan a joint event and combine all funds for a larger-scale event

### **Monthly Property Management Meetings**

Goodfield teams are required to meet monthly with the property manager to discuss the following:

- New Residents – Property manager should provide the Goodfield Team with the name, email address, and unit number of all new residents.
- Events – Goodfield teams should present event ideas two months in advance for property manager approval. (For example, the December event should be presented and approved in the October meeting.)
- Resident Care – The property manager should update the Goodfield Team on any resident needs, as appropriate.
- Additional Support – The property manager should share ideas or requests for additional ways the Goodfield Team can support the property team.
- Lease Renewals – Property manager should provide the Goodfield Team with the name, email address, and unit number of all upcoming lease renewals.

Goodfield teams are allotted \$200 per month to spend on resident or property team outreach (i.e., flowers; meal after surgery or new baby; small lunch; etc.) The funds should come out of the monthly Goodfield budget.

### **Lease Renewals**

Each month, property managers provide Goodfield teams with a list of lease renewals with residents' contact information.

Goodfield teams send a hand-written note to these residents, thanking them for being a part of the Livano community and encouraging them to renew their lease.



## PLANNING

### Monthly Team Meetings

All Goodfield teams are required to attend a monthly Zoom call led by the Goodfield Foundation Team's Coordinator, Toni Ford. The meetings serve as a time for each team to discuss challenges, share ideas, and receive feedback and encouragement.

### Monthly Reporting

At the end of each month, Goodfield teams must submit a Team Report to Goodfield Foundation Teams Coordinator, Toni Ford. The Team Report documents both qualitative and quantitative team successes.

## EXPECTATIONS

### Property Team Expectations

Creating a community not only supports the Goodfield mission but is smart business for the Livano properties. The Livano property teams are encouraged to partner with Goodfield to meet their business goals:

- Occupancy - Increase the percentage of units rented
- Retention – Increase the percentage of resident who renew
- Online Ratings and Reviews – Increase the percentage of positive ratings and comments by residents
- Turnover – Decrease the percentage of residents who do not renew

### Financial Stewardship

As Goodfield team members, you will be entrusted with a Petty Cash credit card funded by the Goodfield Foundation. You are responsible for maintaining the budget, ensuring your team does not go over budget and is appropriately using the funds. Goodfield funds should only be used for Goodfield events. Goodfield teams are responsible for turning in all receipts to Goodfield Foundation Teams Coordinator, Toni Ford by the 25th of each month. All receipts lost and not turned in by the responsible Goodfield team's last day of the Team Agreement will be invoiced to them and due upon receipt. If receipts are lost while still serving as Goodfield teams, the team is responsible for refunding these dollars to Toni Ford within 24 hrs. of discovery.



## Personal Safety and Abuse Prevention Plan

The heart of Goodfield teams is to establish relationships where Christ is made known. As you care for and connect with residents, we want you to be sure and secure in those interactions, and for our connections to be above reproach. We also want wisdom to guide how you see and help residents who may be in need.

The following plan provides secure, sensible pathways for caring, connecting, and exercising wisdom in several common scenarios with residents. Our plan for personal safety and abuse prevention is rooted in our statement of faith and commitment to biblical living, which was affirmed when you became a Goodfield Team member.

### Personal Safety

1. Visits should always be done in pairs or in a public setting (i.e., clubhouse, coffee shop)
2. Connections with residents of the opposite sex outside of events should be with more than one person. When possible, meet in a public area.
3. Physical touch and personal affirmation should remain appropriate for both adults and children. Appropriate touch includes side hugs, patting on the shoulder, a high five, or, for children, a pat on the head. Do not allow children to sit in your lap.

### Abuse Prevention

1. Always have two or more adults with children. These adults can be volunteers, paid coordinators, parents, partnering organizations, or onsite staff.
2. Always have parental permission in writing (email or text permission is acceptable) before being alone with a child. Common reasons for being alone with a child include babysitting and driving them to church.
3. If you text/call/engage on social media with a minor, you must include at least one more adult, preferably a parent. Because texting is easy to delete, it is not an advisable means of communication.
4. Do not change diapers. Only females may take children to the restroom, and the restroom door should be left open. Stand in the doorway so you are visible to others and can still supervise the child using the restroom. You may not provide direct assistance to a child in the restroom (i.e., cleaning, fastening buttons or zippers).



5. If you personally witness abuse, report it immediately to local authorities and then to Goodfield Foundation Teams Coordinator, Toni Ford.

6. If you suspect a child is being abused (physical, mental, emotional, sexual abuse and/or physical, educational, or medical neglect) contact Goodfield Foundation Teams Coordinator, Toni Ford immediately. Toni will help you get in touch with our council and any proper local authorities.

### **Wisdom for Common Scenarios**

1. Use caution in hosting events in the community (i.e., clubhouse) alone. If the event has a small attendance, you could be left alone with one resident.

2. Use wisdom when texting/messaging with an adult resident. Generally, we advise that if texting/messaging with an adult resident of the opposite sex is necessary, you include another person in the interaction.

3. Ideally, share Christ with children when there is a pre-existing relationship with the parent(s).

We know you value a safe and secure environment, and we believe that these guidelines will help you exercise wisdom in your interactions with residents so that you can genuinely care and connect with them in a way that upholds Christ and honors those you have been called to serve.

### **Alcohol Policy**

We serve and minister in a secular industry, which puts us in a unique position in ministry. We ask that you exercise wisdom and sensitivity when it comes to alcohol at events.

Dos:

- Events can offer alcohol as a beverage option.
- Flyers can advertise (with both words and pictures) that alcohol will be served at an event.
- You can purchase alcoholic beverages for community activities/events at the request of the property with the property's event funds.
- You can set out the alcoholic beverages for residents in a serving container or cups; however, you cannot physically hand it out (i.e., transfer the container from your hand to the resident's hand).

Don'ts:

- You cannot consume alcohol during a community activity/event or while conducting official Goodfield Foundation business.



- You cannot use any pictures of yourselves drinking alcohol on advertisements for community events.

## RESOURCES

### The Fair Housing Act

The Fair Housing Act protects people from discrimination when they are renting or buying a home, getting a mortgage, seeking housing assistance, or engaging in other housing-related activities.

#### **Who Is Protected?**

The Fair Housing Act prohibits discrimination in housing because of:

- Race
- Color
- National Origin
- Religion
- Sex
- Familial Status
- Disability

#### **What Types of Housing Are Covered?**

The Fair Housing Act covers most housing. In very limited circumstances, the Act exempts owner-occupied buildings with no more than four units, single-family houses sold or rented by the owner without the use of an agent, and housing operated by religious organizations and private clubs that limit occupancy to members.

#### **What Is Prohibited?**



In the Sale and Rental of Housing: It is illegal discrimination to take any of the following actions because of race, color, religion, sex, disability, familial status, or national origin:

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Otherwise make housing unavailable
- Set different terms, conditions or privileges for sale or rental of a dwelling
- Provide a person different housing services or facilities
- Falsely deny that housing is available for inspection, sale, or rental
- Make, print, or publish any notice, statement, or advertisement with respect to the sale or rental of a dwelling that indicates any preference, limitation, or discrimination
- Impose different sales prices or rental charges for the sale or rental of a dwelling
- Use different qualification criteria or applications, or sale or rental standards or procedures, such as income standards, application requirements, application fees, credit analyses, sale or rental approval procedures or other requirements
- Evict a tenant or a tenant's guest
- Harass a person
- Fail or delay performance of maintenance or repairs
- Limit privileges, services, or facilities of a dwelling
- Discourage the purchase or rental of a dwelling
- Assign a person to a particular building or neighborhood or section of a building or neighborhood
- For profit, persuade, or try to persuade, homeowners to sell their homes by suggesting that people of a particular protected characteristic are about to move into the neighborhood (blockbusting)
- Refuse to provide or discriminate in the terms or conditions of homeowners insurance because of the race, color, religion, sex, disability, familial status, or national origin of the owner and/or occupants of a dwelling
- Deny access to or membership in any multiple listing service or real estate brokers' organization

## FAQ Talking Points

Use the below messages to answer commonly asked questions:

### **What do Goodfield teams do?**

Goodfield teams live onsite with the mission to connect, encourage, and serve their Livano neighbors. Goodfield teams help facilitate social gatherings and special events to build relationships and strengthen the Livano community. They



also encourage residents to utilize Goodfield programs and support the Livano family in challenging times.

**Are Goodfield teams Livano employees?**

No; Goodfield teams are selected by the Goodfield Foundation and supported financially through Goodfield funding. They serve to support the Livano property manager when requested, and are not responsible for leasing, maintenance, or other operational tasks.

**Does my rent pay for these Goodfield programs?**

No; Goodfield programs are funded entirely by the Goodfield Foundation through contributions from LIV Development and its employees.

**Is Goodfield a faith-based organization?**

The heart of Goodfield is rooted in the Christian faith's calling to love and serve our neighbor. Knowing that people are created for community fuels our mission to help others flourish through intentional and authentic relationships. We serve residents from any background and respect their rights provided by the Fair Housing Act.

**Who runs Goodfield?**

The Goodfield Foundation is led by Executive Director Steve Ankenbrandt and governed by a Board of Directors.