Welcome to Hour Exchange Portland, a community service exchange of neighbors helping neighbors where everyone’s time is equal.
Share your story

Why do you want to be a member?

What would you like to offer?

What would you like to receive?
Overview

- HEP is one of the oldest and most successful time banks in the country.
- We currently have over 500 members.
- HEP continues to evolve as the membership grows.
- How can you utilize HEP to help yourself and the community?
It’s your exchange

• Hour Exchange Portland is a largely member-led organization.
• Over the years, members have started recycling programs, garden swaps, a taxi service, educational workshops, etc.
• Sign up for one of our Member Leader positions to earn Hours while helping HEP grow!
Our core values

• **Equality:** Everyone’s time is valued equally.

• **Redefining Work:** Work must be redefined to include all of the activities it takes to sustain families, neighborhoods and communities, to help democracy work and to advance social justice.

• **Assets:** We all have something of value to contribute.

• **Reciprocity:** Giving and receiving are both equally important.

• **Respect:** Everyone matters. We must respect and meet people where they are.
Courtesies

- Keep your account updated with contact info and services.
- Respond to requests within 48 hours.
- Be on time and give 24 hr. cancellation notice.
- HEP is not an emergency service.
- Members are expected to exchange at least once every 6 months to keep our database updated. Inactive members can become active again at any point by contacting the office.
Have fun, get active

- Be proactive, don’t wait for someone to call you, start exchanging now, it’s okay to go a little in debt.
- Be social, go to potlucks and events or connect to those with like interests online.
- Recruit everyone you know, the more people and services available the better.
- Get comfortable with the online directory.
Leo rakes Kathy's yard and uses his hours to throw a big party for his new friends.

Leo lists what services he would like to offer online.

Kathy cleans for Martha.

Martha calls Leo for a ride to the store.

Martha knits Lisa a sweater.

Leo spends the hours he earned at Raoul's show.

Raoul has Lisa tutor Joey.
Communicate

• Agree upon the who, what, where, when, and how before the exchange including materials needed, location etc.

• Utilize service descriptions online to clarify your skills and experience.

• Usually the provider of a service reports the hours earned online.

• The receiver can give kudos to the exchange so others can know about the positive experience.
Be safe

• Don’t exchange with anyone you don’t feel comfortable can provide a service in the manner you wish.

• HEP does not guarantee the quality of work of its members. Members may be licensed professionals or amateurs, so don’t feel shy asking about experience and references.
Need Help?

• Check the Member Handbook and Software Guide.
• Member Mentors are available to answer your questions.
• E-buddies assist those who don’t have access to a computer.
• Remember, you can sign up to help other members and keep the exchange going. Want to become a member mentor or E-buddy?
Giving back

- HEP relies annual member donations to operate
- Make a tax deductible donation, just $25 or $2 a month
- Help on a fundraiser
- Join a leadership team
- Help in the office
- Recruit your friends or local businesses