

2022

IMPACT REPORT

July 1, 2021 – June 30, 2022



MISSION

Home Repair Services strengthens vulnerable Kent County homeowners because strong homeowners build strong communities.

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BUSINESS IS BOOMING! NO, REALLY!

Dear Friend,

Several decades ago, I attended a two-day sales and marketing conference. During one of the breakout sessions, the speaker told the assembled that if they were to implement only one thing from his presentation, it should be this: he said, “Tape a sign to your phone receiver that says, ‘business is booming.’” He added, “Even if business is not booming, seeing that message will help you project a sense of positivity and confidence as you answer the phone or make a call. You’ll have a brighter, more energetic tone to your voice, and people will respond positively.”

For a varsity level pragmatist, it felt a little too “fake it until you make it” for me to

implement, but I could tell others in the room were already planning on what color Sharpie to use. Oh, if prosperity were so simple! However, that phrase came rushing back to me as I reflected on our recently concluded program year at Home Repair Services. Last year, business was – and is – booming!

HRS had a tremendous year across all programming platforms! And while meeting surging need for many nonprofits is often not cause for community-wide celebration, in the case of our mission, work, and impact, I think it is. We celebrate:

- 2,006 completed repairs – up 23% over last year!
- 368 successful no-heat resolutions including 143 new furnace installations

- The highest number of major access jobs ramps (40) and bath modifications (56) in the last 10 years
- Over 450 students participated in one of our 53 financial literacy sessions
- The return of in-person Fix-It School workshops that averaged 24 attendees per session – our highest ever average attendance!

I could go on and list many more ways that business is booming, but I will simply encourage you to read them for yourself over the following pages. And as you read, I hope you will rejoice in this good work and its resulting impact on our community. Thank you for your continued interest and participation in this truly unique nonprofit – dedicated to safe, successful, and

sustainable homeownership for **all**. Together, we will continue to unlock the power of homeownership and bring hope through opportunity.



Joel Ruiters
Executive Director



There are a lot of new faces

in this staff photo as it was a busy but exciting year of bringing on new team members. While we continue to pay homage to the excellent work of those who came before us, these energetic new faces are bringing new ideas and fresh approaches. And like those who helped build HRS, they too, are passionate, purposeful, dedicated, and determined community servants. The future is bright!



**STRONGER
HOMES**

National Nail Volunteers



MAJOR & MINOR REPAIR PROGRAMS

- 2006** Health & safety jobs completed
- 368** Furnaces repaired or replaced
- 177** Roofs repaired or replaced
- 166** Electrical repairs
- 69** Main drain cleanouts
- 134** Water heaters repaired or replaced
- 609** General plumbing & drains



ACCESS RAMPS

- 40** Home access ramps built
- 15** Donated by Home Builders Association members



BATHROOM MODIFICATIONS

- 56** Bathrooms modified
- 21** New toilets installed
- 70** Safety grab bars installed



2100+ HOMES IMPACTED

OUR CLIENTS

RACE

| | |
|------------------|-----|
| African American | 44% |
| Hispanic | 10% |
| Other | 1% |
| White | 45% |

| | |
|-------------------------------|----------|
| Female – headed household | 56% |
| Clients aged 60 or greater | 77% |
| Veteran Households | 77% |
| Median tenure in current home | 22 years |

Average Income **\$21,929**

2022

Resourceful Homeowner
Award Finalist:

The Gonzalez Family

STRONGER

HOMEOWNERS





HOUSING COUNSELING & FINANCIAL EDUCATION

- 28 One-on-one counseling sessions
- 28 Michigan Housing Assistance Fund applications filed
- 8 Property Tax review and filings
- 53 Financial literacy sessions taught
- 427 "Attendees" joined a financial workshop
- 31 Attended *Show Me the Money Day* at HRS



THE FIX-IT SCHOOL

- 43 Hands-on Saturday workshops held
- 24 Average Saturday attendance – our highest ever!
- 3 Women-only workshops held
- 18 Offsite DIY workshops conducted
- 4 Live stream workshops with Kent District Library with 1252 views



HOME MAINTENANCE CHECK-UPS

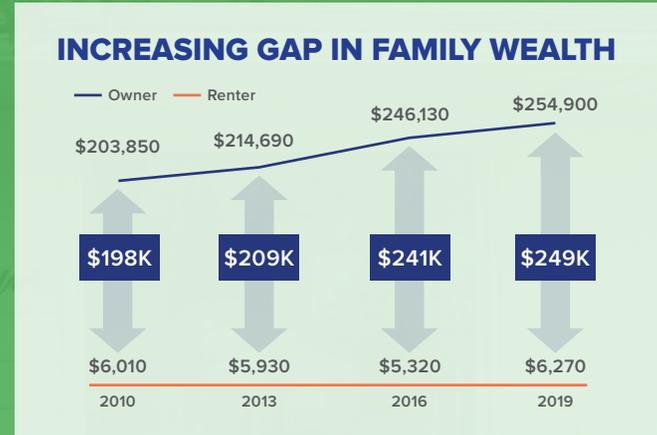
- 44 Inspections completed
- 43% Inspections completed for seniors
- 95% Inspections revealed a critical health or safety repair
- 444 Inspections have been completed since program inception in 2015



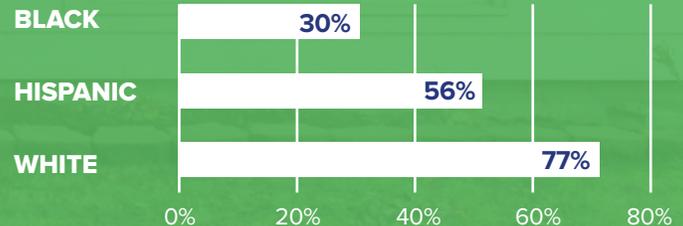
REMODELING TOGETHER

- 37 New DIY kitchens completed
- 26 Selected cabinets produced in HRS Cabinet Shop
- 31 Projects assisted by HRS remodeling coach
- 324 Kitchens have been completed since program inception in 2011

HOMEOWNERSHIP = GENERATIONAL WEALTH



METROPOLITAN GRAND RAPIDS HOMEOWNERSHIP RATE BY RACE



STORIES FROM HOME: BUILDING STRONG HOMES

In addition to the title of Repair Team Manager, John Guichelaar could also add “Puzzle Maker” to his business card. His work often tasks him with putting a puzzle together – a puzzle of critical repairs, and special client considerations combined with the resources necessary to make it all happen.

For the McDonalds – homeowners on Grand Rapids southeast side – the puzzle pieces were significant, and the stakes were high. Their puzzle includes advanced years (they both turned 80 last year), living in a 101-year-old home, and living on a limited fixed income. They love their home and neighborhood of the last 42 years, and desperately want to stay. For them to stay, some urgent safety repairs had to be addressed, including the replacement of an old fuse box that was inconsistently powering the home, replacing the antiquated and no longer functioning furnace, removal of a web of asbestos insulated heat ducts, and the construction of a wheelchair access ramp.

John considered the complex pieces and quickly assessed that it would require multiple partners for the McDonalds to safely

and gracefully age in place. In the end, the funding puzzle included support from DTE Energy, the Kent County Senior Millage, the City of Grand Rapids, the Home Builder’s Association Foundation, and volunteers from the Grand Rapids Rotary Club – a true “village approach.”

John went to work placing piece after piece: the new electrical panel with circuit breakers, a new electrical mast, a new energy-efficient furnace, the removal of the asbestos, installation of new ductwork, and the last piece, a beautiful new access ramp to replace the scarry “makeshift” set of boards the McDonalds had been relying on.

In reflecting on this puzzle, John shared, “this story is a good example of how HRS serves the community in several ways. First, by helping seniors stay safe in their homes, and secondly, by spreading the costs over multiple partners. Without our wonderful partners, we could have never addressed the numerous critical safety issues in the McDonald home.” Just another day in the life of a puzzle master!



STORIES FROM HOME: BUILDING STRONG HOMEOWNERS

This past year was eventful for Edward Webb. He started the year with a plan to remodel the kitchen in his Alger Heights area home built in 1921. But then life happened! It began with a massive stroke on April Fool's Day which proved to be no joke. Edward spent 21 days in the hospital followed by months of physical therapy to relearn how to speak and walk. Just as he was home and making steady progress, a nephew who had moved in with him to provide daily support died of a heart attack during his sleep. It was a lot to carry, and the kitchen project seemed unlikely.

However, Edward continued to make excellent physical progress and one day, he brought up the kitchen remodel to his therapists. He was surprised by their reaction. They viewed the project – the mental planning, the physical activity of demolition and installation, the dexterity needed to do electrical and plumbing work – as an extension of his therapy.

With the backing of his medical team, Edward became a regular at the Saturday

Fix-It School workshops at Home Repair Services. There, he learned of the Remodeling Together Program and wasted no time enrolling. He selected cabinets constructed in the HRS Cabinet Shop and soon enough, Edward became a regular in the building, applying stain and sealer to the beautiful hardwood cabinets that would eventually adorn his home.

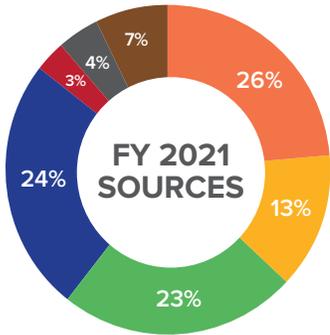
After demolishing the old kitchen down to the studs, he took the opportunity to add outlets and insulation before installing new drywall. He rerouted utilities, added some much-needed ceiling lights, and converted the old, galvanized plumbing to the PEX tubing he learned about in the HRS plumbing class. Up went the cabinets, followed by laminated counters, ceramic backsplash (learned in the Fix-It School), trim, and final paint.

With the kitchen completed, Edward offers this advice, "Invest in the right tools because they make things easier and will save time. They are worth it! Also, take advantage of all

the free education and coaching at HRS! Oh, and have some fun!"

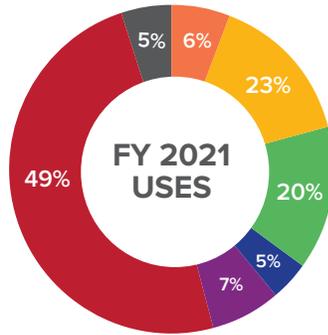


THE IMPACT OF RESOURCES | VOLUNTEERS



\$3,381,940

- FINANCIAL CONTRIBUTIONS
- CLIENTS
- STATE & COUNTY FUNDS
- FEDERAL HUD FUNDS
- OTHER FED FUNDS (PPP)
- DONATED GOODS & SERVICES
- UTILITY COMPANY REBATES
- ENDOWMENT INCOME & RESERVES



\$3,381,940

- HOUSING COUNSELING & FINANCIAL EDUCATION
- REMODELING TOGETHER
- WEATHERIZATION & FURNACES
- HOME ACCESS RAMPS
- BATH MODIFICATIONS
- HEALTH & SAFETY REPAIRS
- CASH RESERVES



WE ARE PROFOUNDLY GRATEFUL TO HAVE BEEN AWARDED \$100,000 FROM THE FIFTH THIRD BANK FOUNDATION'S STRENGTHENING OUR COMMUNITIES PROGRAM.

This very generous support was invested in home inspections, expanded repair support, and a new curb appeal initiative for targeted neighborhoods in the 49507 Zip Code. Thank you, 5/3rd friends!



**THANK YOU, MICHIGAN
MORTGAGE LENDERS ASSOCIATION!**

487

**THE NUMBER OF DONORS WHO
MADE A CHARITABLE GIFT TO HRS.**



LEARN MORE ABOUT SUPPORTING HRS

Contact Steven Nicolet,
Director of Development, at
snicolet@homerepairservices.
org or (616) 241-2601 ext. 223.



Engelsma Homes



Calvin University Streetfest



ODL Inc.

Volunteers Build Strong Communities

68 Projects Completed
287 Total Volunteers
28 Groups
4280 Hours of Difference!

To learn more about volunteering at Home Repair Services, visit our website at www.homerepairservices.org and click on the volunteer tab.

Follow us
on social media.



1100 S. Division Ave.
Grand Rapids, MI 49507

www.homerepairservices.org
616.241.2601



CITY OF
GRAND
RAPIDS



Living
Michigan

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Senior Millage*