

2023

IMPACT REPORT

July 1, 2022 – June 30, 2023



**HOME
REPAIR
SERVICES**

RESOURCES FOR
HOMEOWNERS

MISSION

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

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THE TEAM, THE TEAM, THE TEAM

Dear Friend,

In one of his more memorable locker room speeches, the legendary University of Michigan football coach, Bo Schembechler, punctuated his point about teamwork with the line, “The team, The team, The team.” And 40 years later, the players of today see these words prominently displayed on the walls of the tunnel leading to the playing field.

Coach Schembechler was challenging his group – players and coaches – to always place the needs of “we” over “me.” He wanted to Impress on each individual just how special it is when motivations to achieve are shaped and held by the collective – when the need for personal recognition takes a backseat to team success.

Home Repair Services had an AMAZING year across all programming platforms! None of the results highlighted on the pages of this Impact Report can be traced back to any single individual but rather, they are the product of “us” – the staff, volunteers, board, donors, subcontractors, and partners of Home Repair Services. This past year, **WE**:

- Impacted a total of 2,527 households – **a 21% year-over-year bump!**
- Restored heat to 294 cold homes – 101 of them requiring a new energy-efficient furnace.
- Modified the homes of 91 of our neighbors who needed a wheelchair access ramp or their bathroom modified to ensure safe movement to, from, and within their homes.
- Stopped 177 roofs from leaking – 14 of which needed a complete reroof.

- Successfully resolved over 750 plumbing issues – including backed up drains, no hot water, and frozen and burst pipes.
- Performed 68 home inspections – an increase of 55%!
- Taught an average of 32 students per Saturday Fix-It School workshops – the highest attendance ever!
- Conducted 69 counseling sessions for those behind on mortgages or taxes and taught 59 financial literacy workshops attended by over 400 students.

These are just some of the stats that jumped off the page. I encourage you to read the rest for yourself over the following pages. And as you read, I hope you will rejoice in this teamwork 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.

Bo was right... The Team, The Team, The Team!



Joel Ruiter
Executive Director



The Home Repair Services team

As the next generation of team members has taken shape over the last several years, it has been very exciting to see HRS not only become more youthful but also increasingly more diverse. These servant leaders come from various backgrounds, but they are smart, hungry, and humble and share a desire to make our community a better place.

ChoiceOne Bank volunteers

An aerial photograph captures a group of approximately ten volunteers, all wearing teal t-shirts with a white circular logo, engaged in a home improvement project. They are constructing a wooden deck on the back of a white, single-story house with a dark grey shingled roof. The deck's wooden frame is partially complete, with several vertical posts and horizontal joists visible. The volunteers are positioned around the deck, some standing and others working on the structure. To the left of the deck, a large stack of lumber is neatly piled on a concrete pad. A silver sedan is parked on the driveway to the right of the deck. The house is surrounded by lush green grass and mature trees, creating a serene suburban setting.

STRONGER HOMES



MAJOR & MINOR REPAIR PROGRAMS

- 1898** Health & safety jobs completed
- 294** Furnaces repaired or replaced
- 177** Roofs repaired or replaced
- 124** Electrical repairs
- 73** Main drain cleanouts
- 127** Water heaters repaired or replaced
- 613** General plumbing repairs



ACCESS RAMPS

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



BATHROOM MODIFICATIONS

- 46** Bathrooms modified
- 12** New toilets installed
- 74** Safety grab bars installed



2527 HOMES IMPACTED

OUR CLIENTS

RACE

African American	38%
Hispanic	11%
Other	3%
White	48%

Female – headed household	45%
Clients aged 60 or greater	55%
Veteran Households	80
Average tenure in current home	25 years

Average Income **\$28,959**

2023

Resourceful Homeowner
Award Finalist:

Alberto "Al" Serrano

STRONGER

HOMEOWNERS





HOUSING COUNSELING & FINANCIAL EDUCATION

- 41 One-on-one counseling sessions
- 28 Michigan Housing Assistance Fund applications filed
- 12 Property Tax review and filings
- 59 Financial literacy sessions taught
- 411 "Attendees" joined a financial workshop
- 69 Attended *Show Me the Money Day* at HRS
- 68 Financial Capabilities certificates bestowed



THE FIX-IT SCHOOL

- 61 Hands-on Workshops held at HRS
- 32 Average Saturday attendance – 33% increase!
- 9 First-time topics offered
- 17 Offsite DIY workshops conducted
- 9 first time topics offered



HOME MAINTENANCE CHECK-UPS

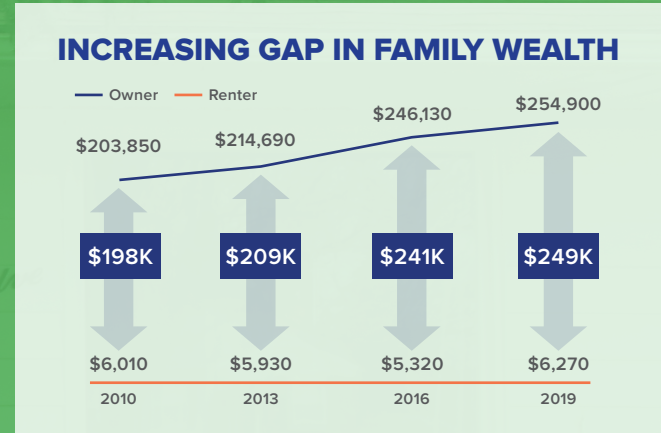
- 68 Inspections completed – 55% increase!
- 16 Inspections completed in 49507
- 96% Inspections revealed a critical health or safety repair
- 512 Inspections have been completed since program inception in 2015



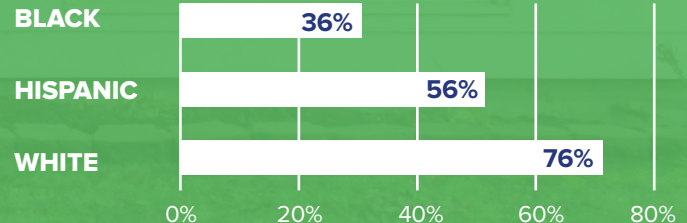
REMODELING TOGETHER

- 41 New DIY kitchens completed – highest ever!
- 94% Selected cabinets produced in HRS Cabinet Shop – record high!
- 1.2M Of value/equity injected into the community
- 365 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

When it comes to Home Repair Services legacy of building up homes, David Scheidel's face will be chisled on our Mount Rushmore of Repair Program titans. After 34 years of dedicated service, David recently hung up his nail apron – at least his HRS issued one – for the last time.

David came to work at HRS after his mother-in-law spotted the job posting in a newsletter for area churches. He had worked for his dad, a home builder, but with a slow market, young David saw an opportunity for more consistent hours. He remembers, “I was hired primarily on the basis that I had been trained by my father on how to hang solid slab entry doors. At the time, the industry was moving to pre-hung doors. They saw in me an old carpentry soul in a young man's body.”

At his retirement party, David recalled how even though he had been hired for his door expertise, he immediately went to work assisting with furnace installations. He laughed, “They had me marking joist

locations with a felt tip pen on the metal ductwork. It seemed like an odd way to test my carpentry skills! After cutting my hands several times on the sharp metal, I understood why they had given me a red marker.”

Eventually, David's duties grew to include wheelchair access ramps – sometimes as many as 50 in a year. It was said at his retirement party that he likely holds the distinction of having built the most ramps in the state of Michigan. When asked about a favorite ramp, David shared, “It was for a 103 year-old gentleman. Because of the ramp, he was able to go deer hunting one more time before he passed away a couple of years later. The story was published in the Grand Rapids Press.”

In reflecting on his decision to leave the family business for HRS, he remarked, “It was a pleasure to help people with the things they needed as opposed to home improvements they wanted.” Thank you for 34 years of building up homes, David!



STORIES FROM HOME: BUILDING STRONG HOMEOWNERS

The spring of 2022 marked a significant turning point for Lisa Doyle, as she bid farewell to a 20-year chapter of raising her family in a home in Zeeland and purchased a home in northwest Grand Rapids. The 1920's era home was oozing charm and character, however, as is often the case with older homes, it also presented some challenges. In recalling the needed repairs, she says, "I was determined to do as much as possible myself, but I knew I would need some expert guidance." A question she posted on an online neighborhood group led her to Home Repair Services.

She shared, "I attended my first workshop at the Fix-It School and immediately loved it. Not only was it free but I saw they catered to any skill level. Having raised three kids and navigated the complexities of life, it's always a relief to find expert resources at no cost."

Lisa immersed herself in the various HRS workshops and with her newfound skills and growing confidence, she started tackling projects around her home. "I began with

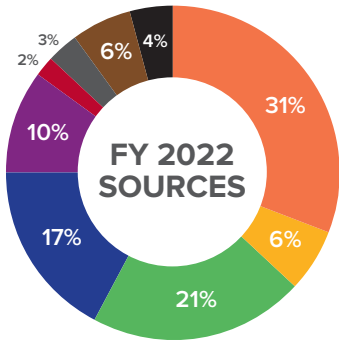
the bathroom," Lisa recalled. "I was able to replumb the bathroom sink, toilet, and shower. I then installed new drywall and inserted recessed niches while I was at it. I was even able to unstick the old window from tips I learned in the window installation workshop."

Lisa's DIY desire has stayed in high gear. She has set her sights on finishing the bath project and plans to transform her basement next. She has also started dreaming of a new kitchen through the Home Repair Services Remodeling Together Program. "I have a goal of finishing all these projects by Christmas," she shared with optimism.

Lisa's reality is like the thousands of other homeowners who took part in a Fix-It School workshop this part year – the path to DIY success is best paved with expert guidance. In reflecting on her journey, she said, "I've gained the skills to dive into projects now and I am more confident to figure things out as I go. I owe it all to Home Repair Services!"

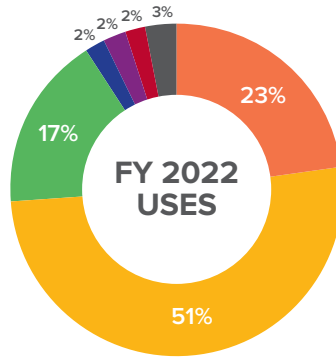


THE IMPACT OF RESOURCES | VOLUNTEERS



\$3,728,407

- FEDERAL HUD FUNDS
- CLIENTS
- STATE & COUNTY FUNDS
- FINANCIAL CONTRIBUTIONS
- UTILITY REBATES
- LEASE INCOME
- DONATED GOODS & SERVICES
- OTHER GRANTS
- ENDOWMENT INCOME & RESERVES



\$3,728,407

- PROGRAMS PERSONNEL
- PROGRAMS - MATERIALS, SUPPLIES, SUB-CONTRACTORS
- SUPPORT PERSONNEL
- UTILITIES & INSURANCE
- VEHICLES & REPAIRS & MAINTENANCE
- ADMINISTRATIVE
- DEPRECIATION

Full audited financial statement available on HRS website



Thanks to the generosity of an anonymous family foundation, HRS purchased its first all-electric service van. We have a goal of replacing all (7) of our fossil fuel cargo vans by 2029.



We are profoundly grateful to have been awarded \$15,000 from PNC Bank.



We are profoundly grateful to have been awarded \$15,000 from Flagstar Bank.

542

THE NUMBER
OF FINANCIAL
PARTNERS
LAST YEAR.

70%

DONOR
RETENTION RATE
OF HOME REPAIR
SERVICES –
NATIONAL
AVERAGE 40-45%



LEARN MORE ABOUT SUPPORTING HRS

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



Amway



Universal Forest Products



Calder Capital

Volunteers Build Strong Communities

71 Projects Completed

313 Volunteers

31 Groups

5009 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



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