

HIGHLIGHTS

- Completed 62 home repairs in 2011.
- 250th Family Served celebration held on August 25th.
- Inaugural Paint The Town event held on November 5th.
- Sold 2 rehab houses in 2011 and 1 more under construction.
- Volunteers spent more than 7,000 hours in 2011.
- Referred more than 50% of our clients to other community resources they were not aware of before.

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WOW Moments!

Each week we start our staff meetings with everyone sharing any **WOW moments** from the previous week. It is defined as a homeowner, volunteer or donor experience with Housing Greensboro that exceeds their expectations and moves them to share our mission with another person. The need for home repairs that still exist for low-income homeowners can be overwhelming, but our team draws strength each week as we share these testimonies of the impact the work is having on people's lives in our community. As 2011 comes to a close, I would like to share a few of these moments as a way of saying thanks for your support.

Rae is a single mom who is battling severe rheumatoid arthritis while raising 4 children ages 2 to 14 years of age. A few years ago, a storm knocked down a number of large branches that damaged her roof causing water damage in her bathroom. When she received her insurance payment for the damages, she paid two different contractors to repair her roof and bathroom. Both of them required payment up front, but never returned after the first day of work leaving only their tools. This had a huge impact on her kids who began to think that you could never trust anyone in this world. She applied for a repair and we replaced her roof, repaired her bathroom and built an access ramp for her wheelchair. Rae shared with me that her kids took the initiative to write personal thank you cards to the volunteers who worked on their home. Rae said that the greatest blessing was that it had restored her children's trust in others.



A group of college students from the University of Virginia came to work with us earlier this year spending a week working on roofs, painting and building ramp sections. They sent a card when the week was over saying *"your neighborhood was truly inspiring and greatly moving in our lives ... we will all remember this trip and your organization for many years to come."* They sent me a check for the leftover gas money they had as a donation and have already recommitted to come back in 2012.



And finally, a few months ago one of our homeowners passed away who received a repair back in 2009 through the Triad Apartment Association's "Labor of Love" project. We received two donations in honor of her life that were made to Housing Greensboro by a neighbor and her church because of the impact it had on her family's life. It made me realize that as we serve alongside one another, it is a gift that transcends time beyond our work and impacts lives by restoring hope and dignity.

As I share with our team many times throughout the year, there are only two things we can control in our lives. One are the words we choose to speak to others and the second is where we choose to spend our time. Whether you have supported us by volunteering, sharing our mission with others or making a financial donation to Housing Greensboro, I would like to say thanks on behalf of our staff and Board of Directors wishing you many blessings for the new year!

Gene Brown
President & Executive Director

Glenwood Rehab Update

Board of Directors

Rev. Odell Cleveland
Welfare Reform
Liaison Project, Inc.

Jim Clontz
Retired Business
Owner,
First Baptist Church

Art Davis
Vice Chair
Community
Representative

Pearl Fraser
Community
Representative,
American Home &
Health Care

Teresa Hicks
Community Representative,
Trailways Housing Services

David Hinshaw
Booe Building &
Remodeling,
Westover Church

Carolyn McGovern
Lincoln Financial Group

Beth McKee-Huger
Greensboro Housing
Coalition

Hollie Rose-Galli
Board Chair
The Volunteer Center of
Greensboro

Clyde Rudd,
Treasurer/Secretary
Community Volunteer

Wylie Southern
UBS

Marie Stamey
Community Representative

The Glenwood Neighborhood was one of Greensboro's first established neighborhoods in the early 1900's. Housing Greensboro is excited to be able to preserve affordable housing for homeowners looking to live in this diverse and multicultural community. We have now sold two of our rehab homes in Glenwood in 2011 to first time homeowners who qualified under our rehab program guidelines. They are required to attend homeownership training, be owner-occupants of the house, have a total income below 80% of Greensboro's area median income and qualify for a mortgage to purchase the home. One home was purchased by a single woman working in our school system and the other by a young married couple with one child. We currently have one house under construction at 1508 Oak Street (picture above) almost complete. This house is a beautiful 1916 craftsman bungalow with a large double lot yard. We can't wait to see who will be the next family living in this wonderful energy efficient home.



Ole L. Richardson Neighborhood

Housing Greensboro piloted a neighborhood initiative that took us back to some of our founding board member's early visions of the organization. To survey one neighborhood going door to door assessing and repairing needs in the community. This past fall we selected the Ole L. Richardson Neighborhood and held our first ever Paint The Town event.

The work was kicked off on August 25th with the start of our 250th Family Served Celebration sponsored by the **Community Foundation of Greensboro** and NCHFA. It continued with **Rotary's Project Rebuild** completing 4 major home repairs. Then all of the work culminated with **Paint The Town** on Saturday, November 5th when over 80 volunteers from businesses, faith organizations and college students came together to assist in landscaping, minor outside home repairs and painting 8 homes in the community. This focused effort saw many new relationships formed from across the Greensboro community between the families that lived in the neighborhood and the many volunteers who came out to serve.

We would like to thank the following organizations for sponsoring a home as part of our first ever Paint The Town Event—**Lincoln Financial Foundation, Lorillard Tobacco, Smith Moore Leatherwood, UBS Financial Services, UnitedHealthcare, Wells Fargo and West Market Street UMC**. Thanks also go to the more than 40 NC A&T University and Bennett College students who came out to volunteer and serve the community.



Leading The Way With Energy Retrofits



What would you think if we were able to repair homes for low-income homeowners and also lower their monthly utility costs? What a win-win-win as we would preserve an existing home, save our community's energy resources and empower the homeowner

to be more self sufficient with lower monthly utility costs. Housing Greensboro is participating in a pilot program with Advanced Energy and the North Carolina Housing Finance Agency to perform energy assessments and retrofits for low-income homeowners to meet Home Performance with Energy Star (HPwES) standards. We were the first organization to certify a home with the HPwES program in the NC pilot. We currently have completed 3 homes under the program and have 4 more in progress. Paul Swenson, who is a BPI certified Building Analyst, oversees all of the work by our staff and volunteers. They have been diving into crawlspaces and attics to seal up air leaks along with

repairing ductwork. We just recently completed a 3 week training program with NC A&T University where they provided 15 construction students to work with us on some of the repair projects. To learn more go to www.advancedenergy.org/buildings



Aluminum Access Ramp Expands Capabilities

Housing Greensboro used to receive phone calls from medical providers and service agencies that had clients with a need for an access ramp for a short period of time. They were individuals returning home from the hospital after a surgery or battling a terminal illness with decreasing mobility. We have built over 30 wooden access ramps for homeowners who were disabled, but due to the permanent nature of the ramps and the cost of materials, it didn't make sense to build an access ramp this way to serve this specific need.



A request was made to the **Catholic Campaign for Human Development** and we were awarded a grant to purchase

an aluminum temporary ramp to meet this need. Our first recipient was a woman who was battling cancer when Hospice contacted us. As part of the Greensboro Ramp-a-thon, we were able to install the ramp in just one day with volunteers from the Catholic HEART Work Camp. The ramp allowed her to get in and out of her house with a wheelchair improving her quality of life. The youth who worked that day brought joy to her heart, but she was equally excited that it would be used for others in need in our community.

Test Your Knowledge?

Educating our homeowners on things they can do to save money on their utility costs are ways that repairs can have a lasting impact on the individuals we serve. We thought we would test your knowledge on ways you could save energy and water resources thru your home's performance.

Q. What's the easiest way to save energy? Answer ... replace your regular light bulbs with CFL bulbs. ENERGY STAR qualified light bulbs save you money! Each bulb will save about \$6 a year in electricity

costs and can save more than \$40 over its lifetime. If you have 30 light bulbs in your home times \$6 per year, you could save \$180 every year. How many bulbs are in your home? ___ X \$6 per year = \$___ Total Savings!

Q. What percentage of your energy use goes toward hot water?

(a) 45% (b) 28% (c) 10%

Answer ... 28% as reported by the US Department of Energy in 2010. Here are some tips to save you money on energy

and water costs to maintain your home.

1. Take quick showers instead of baths
2. Wash only full loads of dishes and clothes
3. Put pipe insulation on the first few feet of hot and cold pipes going into and out of the water heater.
4. Use water saving WaterSense labeled showerheads and faucet taps to reduce your hot water use. A shower head rated to use less than 1.8 gpm will save between \$10 and \$40 each year.



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Housing Greensboro Is Moving!

We are excited to announce that on Wednesday, December 28th our administrative offices will be moving into a new office suite located in the Craft Insurance Center on North Elm Street. In conjunction with this move, all of our email addresses and phone numbers will be changing as well.

Please update your records to reflect the following contact information for our staff.

Mailing Address:

P.O. Box 3341

Greensboro, NC 27402

NEW Physical Address:

823 North Elm Street, Suite 102

Greensboro, NC 27402

We would like to thank Habitat for Humanity of Greater Greensboro for all of their support over the past 4 years allowing us to stay in their offices as it was a huge blessing in getting us started.

Additionally, we would like to thank Alfred Williams Company, RLF Communications and Piedmont Trust for their kind donations of furniture, office equipment and filing cabinets.

Staff Directory:

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Paul Swenson, Home Repair Manager
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Chris Tippens, Home Rehab Manager
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Kyle Glasgow, Home Repair Manager
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Bryan Wiggins, Construction Leader
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Please note that our construction staff phone numbers and warehouse location is not changing.