



Supercharging Home Maintenance and Updates Through DIY Support in Middle Neighborhoods

Moderator: Marcia Nedland

Organizer, Middle Neighborhoods Community of Practice

Middle Neighborhoods Initiative

A National Initiative focused on mobilizing attention to reverse the disappearance of middle neighborhoods through decline or gentrification. The initiative does this through:

- Community of Practice
- Research
- Policy Analysis and Advocacy
- Communications strategies

Coordinated by **National Community Stabilization Trust** and Neighbor Works America and advised by a Steering Committee of 20 prominent researchers, practitioners and policy makers



Characteristics of Middle Neighborhoods

- Mostly single-family homes built for families with children.
- Still well more than 50% owner-occupied, but slowly eroding.
- Housing stock is aging, still in generally acceptable condition, but often lacks features and updates to compete well for today's homebuyers.
- More racially, ethnically and economically diverse.





<http://middleneighborhoods.reomatch.com/>

Click [here](#) to learn more about defining Middle Neighborhoods

Refresh Your Map | Zoom ▾ | Questions or feedback?

Choose a 2014-2018 layer to display

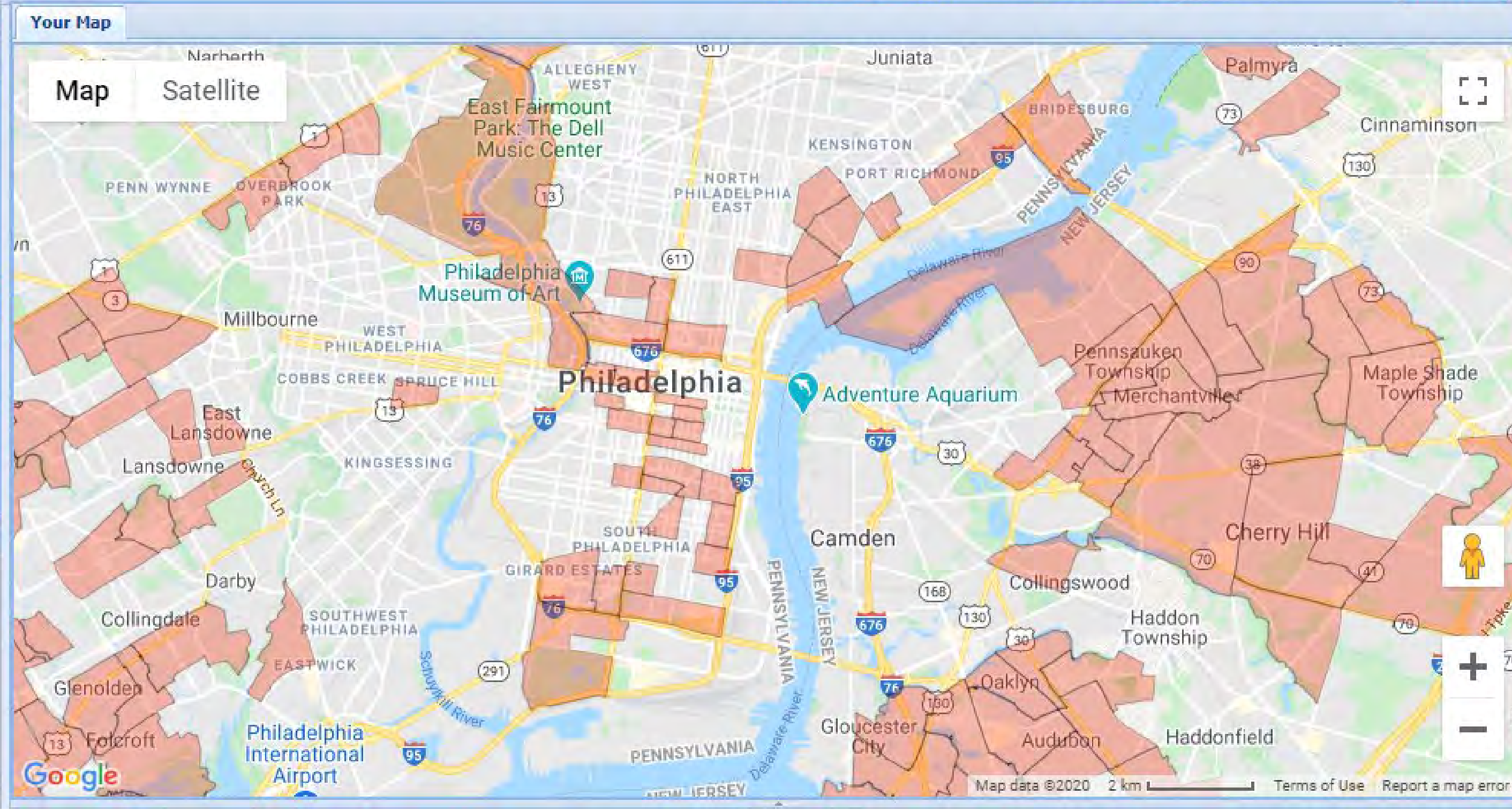
- 2018 City Test 1: 60-100% CMI
- 2018 City Test 2: 80-120% CMI
- 2018 National Test 1: 60-100% NMI
- 2018 National Test 2: 80-120% NMI
- 2018 Regional Test 1: 60-100% AMI
- 2018 Regional Test 2: 80-120% AMI
- 2018 Regional Test 3: 100-160% AMI

Choose a 2006-2010 layer to display

- 2010 City Test 1: 60-100% CMI
- 2010 City Test 2: 80-120% CMI
- 2010 National Test 1: 60-100% NMI
- 2010 National Test 2: 80-120% NMI
- 2010 Regional Test 1: 60-100% AMI
- 2010 Regional Test 2: 80-120% AMI
- 2010 Regional Test 3: 100-160% AMI

MSAs

- Panama City, FL Metro Area
- Parkersburg-Vienna, WV Metro Area
- Pensacola-Ferry Pass-Brent, FL Metro Area
- Peoria, IL Metro Area
- Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metro Area
- Phoenix-Mesa-Scottsdale, AZ Metro Area
- Pine Bluff, AR Metro Area
- Pittsburgh, PA Metro Area
- Pittsfield, MA Metro Area



Displaying census tracts with median household incomes between 80 and 120 percent of regional/MSA median (\$69,465), or \$55,572 - \$83,358

Our Panelists

Lori Hall

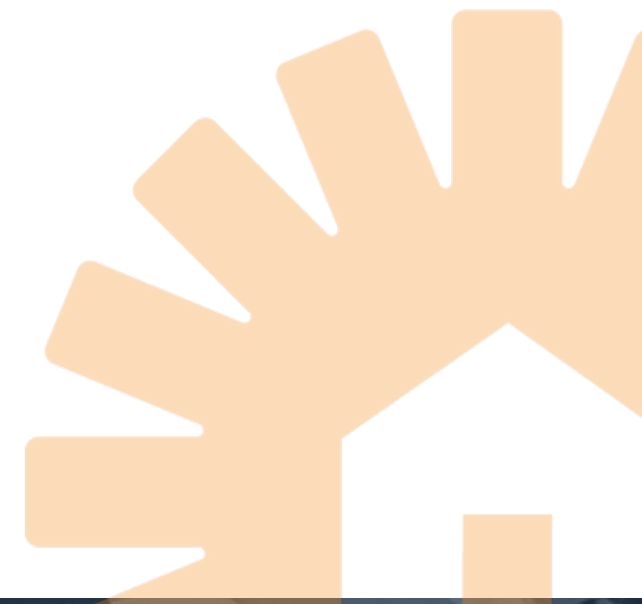
- Program Officer, LISC
- Founder / CEO, LL Hal Consulting LLC
- San Antonio, TX

Keesha Allen

- Executive Director, Home Repair Resource Center
- Cleveland Heights, OH

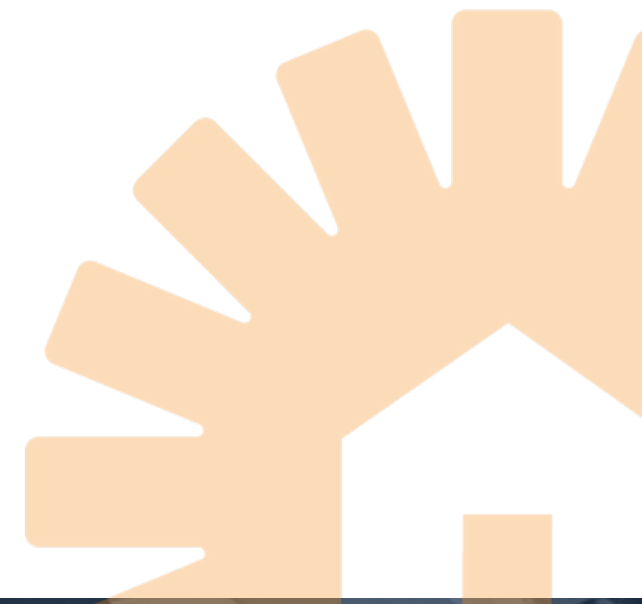
Claudia Salazar

- HUD Certified Homebuyer Advisor
- Affordable Housing of South Texas
- McAllen, TX



Agenda / 12:00-1:30

- Welcome and Introductions
- A National Perspective
- Building A Local Model
- Peer Action Group
- Q&A



LISC SA: Staff Expertise

Lori Hall

- Program Officer (6 Yrs.)
- Community Developer (30 Yrs.)
 - Affordable Housing
 - Nonprofits
- Train-the-Trainer (20 Yrs.)
 - Author
 - Curriculum Development



NeighborWorks America



H0247 Post Purchase Education Methods: The 5-day Course trains Housing Counselors to Design and Deliver a customized homeowner education program in their area.

Homeowner
Education

The Problem

For decades, the City of San Antonio's federally funded homeowner rehabilitation programs focused on compliance and expenditures rates. Homeowners were not educated on the improvements or how to operate their home leading to long-term dependency on government funding and programming.



An Opportunity

In 2023, the City of San Antonio committed millions of federal funds toward home rehabilitation. LISC SA, under a technical assistance contract, offered to create and train local staff to deliver a Home Maintenance Workshop to educate homeowners.



The Solution



Home Maintenance Workshop

The 4-hour workshop informs homeowners on pertinent financial topics, fire safety, disaster preparedness, and home maintenance.

Our Model

Home Maintenance Workshop

Training Team



LISC - Trainer

LISC SA trained the trainers, developed the messaging and delivers the financial topics (Property Tax info, avoiding scams, home insurance, etc.). LISC SA oversees evaluations, program design, and materials.



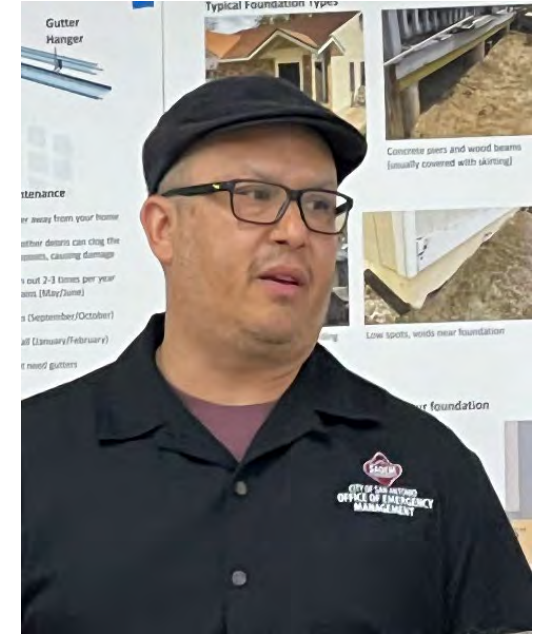
Nonprofit Housing Provider

Merced Housing Texas delivers home rehab. programs. Staff has experienced field personnel. Required training in adult education techniques and presentation. We worked as a team to develop content.



Fire Department

The City's Fire Department has professional trainers that deliver fire safety messaging to the general community frequently. LISC SA worked with the trainer to focus their presentations on fire safety in the home and older homeowners.



Office of Emergency Services

The City's Office of Emergency Services has professional trainers that also delivery disaster preparedness messaging to the general public. LISC SA assisted in focusing the presentation on sheltering in place, "bugging out", and recovery.

The World We Live In...

- **Pandemic**
- **Climate Change/Weather Events**
- **Inflation**
- **Limited Resources/No Emergency Savings**
- **Rising Property Taxes**
- **Shortage of Skilled Labor**

The Impact

Empowered Homeowners

- Homeowners Love the Workshop!!
- Filling Gaps in the Community
- Be the Liaison

Educated
Homeowners



Home

Repair Resource
center



Home Repair Resource Center (HRRC) is a nonprofit organization with a rich history of serving the Northeast Ohio region. For over 50 years, HRRC has provided accessible and affordable home maintenance and repair assistance to homeowners, particularly those with low and moderate incomes. But HRRC is more than just a place for home repairs - it is a community where individuals can invest in themselves through skill development and acquisition. By offering learning and personal growth opportunities, HRRC empowers homeowners to enhance their competencies, gain confidence, and achieve personal growth.

HRRC Strives To...

- ✓ To promote community recognition of the need to preserve, maintain and upgrade communities' older housing, so that it remains an attractive place to live with a stabilized housing stock.
- ✓ To address forces that negatively impact maintenance of the housing stock, through education, advocacy, and programming.
- ✓ To strengthen the financial management skills of homeowners and potential first-time homebuyers, so they will be able to manage money, improve credit, and make wise financial decisions that will enable them to care for their homes and avoid foreclosure.
- ✓ To provide tools, instruction and other resources that will enable homeowners to repair and maintain their homes economically.

HRRC Programs and Services

- Home Buyer Education Programs
- Financial Education and Counseling
- Down Payment Assistance Program
- Foreclosure Prevention
- Tool Library
- Project Repair Workshops
- Home How-To Women's Only Series
- Senior Repair Program (SRP)
- Financial Assistance Programs (FAP)
- Contractor Database
- Home Repair Technical Assistance



Project Repair: Our Beginnings

- ▶ Format: Women only
- ▶ Classes conducted at participants homes
- ▶ Class Fees: \$0-\$5
- ▶ Series Style: Multiple sessions to cover various topics
- ▶ Unfinished Work: Return visits to complete projects without compensation
- ▶ Challenges: Lack of sustainability and high costs



Project Repair Today



- ▶ Format: Women's and Co-ed classes
- ▶ Taught by professional contractors whenever possible.
- ▶ Partnerships with CDC's, Cities, Libraries, Schools, Churches, Habitat for Humanity
- ▶ Classes conducted in our classroom and various locations around the county: libraries, CDC's, Farmers markets, schools, & churches
- ▶ Class/Course Fees: \$25-\$150
- ▶ Discounts available based on income and for residents of partner cities

Project Repair Education Programs

- ▶ Project Repair (PR) is a self-help education program that teaches and empowers homeowners how to understand and/or perform their own repairs.
- ▶ The program offers demonstration and hands-on workshops that give participants practical experience with tools and repair techniques.
- ▶ Our Women-only Home-How-To Series (HHT) empowers women to solve their home improvement needs.
- ▶ PR is particularly relevant to our region's homeowners of older homes to wish to undertake repairs themselves.
- ▶ It has special significance to homeowners of limited or fixed incomes whose only home maintenance options may be to do it themselves.
- ▶ Our curriculum and knowledge-base is tailored towards the homes, materials and challenges typical in neighborhoods of Cuyahoga County

Home Repair Workshops





2023 Home Repair Classes

- ▶ Air conditioning maintenance
- ▶ Cabinet refinishing
- ▶ Carpentry basics
- ▶ Ceramic tile
- ▶ Common household repairs
- ▶ Composting 101
- ▶ Drywall basics
- ▶ Electrical basics 3-part series
- ▶ Electrical knob and tube Wiring
- ▶ Electrical switches and outlets
- ▶ Hardwood floor refinishing
- ▶ Home automation
- ▶ Housing violations
- ▶ Interior Painting
- ▶ Locks and doors
- ▶ Organic lawncare
- ▶ Paver stone patios and walkways
- ▶ Plaster repair
- ▶ Power tools 101
- ▶ Roofing and Gutters
- ▶ Siding repair
- ▶ Toilet and faucet repair
- ▶ Tuckpointing
- ▶ Window repair

Education Program Partners

We are dedicated to serving our local communities by offering a series of comprehensive home repair workshops. Strategic partnerships provide residents with valuable skills and knowledge to tackle common household repairs, empowering homeowners, and building stronger communities together!

- ▶ We work with CDC's (Community Development Corporations), Libraries, Churches, Schools, and Habitat for Humanity.
- ▶ We have partnerships with schools and the Boy Scouts of America and Girl Scouts of the USA where we teach young people hands-on skills in various subjects.
- ▶ Mou's (Memorandum Of Understanding) are drafted for each set of workshops.
- ▶ A baseline fee of \$300 per workshop is charged
- ▶ Waivers are required for each student to participate in a workshop

Education Program Statistics

Women's Home
How-To Series

7 Modules

Attendances
128 women

Revenue
\$10,4950

Project Repair

50 Workshops

Attendances 428
Students (311
Women/117
Men)

Revenue
\$8551.00



Women's Home How-To series

We are committed to supporting women in our local communities through a series of inclusive workshops focused on home repair.

Our education programs help to foster self-sufficiency by empowering women with repair knowledge. This promotes independence and confidence in maintaining their homes on their own.

Through our workshops, women develop a sense of pride in their homes. They gain a deeper understanding of how their houses are built and how various systems function.

Women's Home How to Curriculum: Three Six Week Courses

Plumbing & Heating

- ▶ How plumbing works
- ▶ Water lines
- ▶ Drains, traps & sewers
- ▶ Toilet repair & installation
- ▶ Faucet repair & installation
- ▶ Furnaces & water heaters

Carpentry & Interior Repairs

- ▶ How to measure, cut & connect wood
- ▶ Plaster & drywall repair
- ▶ Interior painting
- ▶ Installing ceramic tile, floors & moldings
- ▶ Windows & doors

Electricity and Electrical Repairs

- ▶ How electricity works
- ▶ Electrical safety
- ▶ Wiring & repairing switches & outlets
- ▶ Repairing light fixtures & lamps
- ▶ Ceiling fans & vented fans
- ▶ Lighting options

Expert Instructors

Our workshops are taught by experienced professionals who guide participants through each step of the repair process.

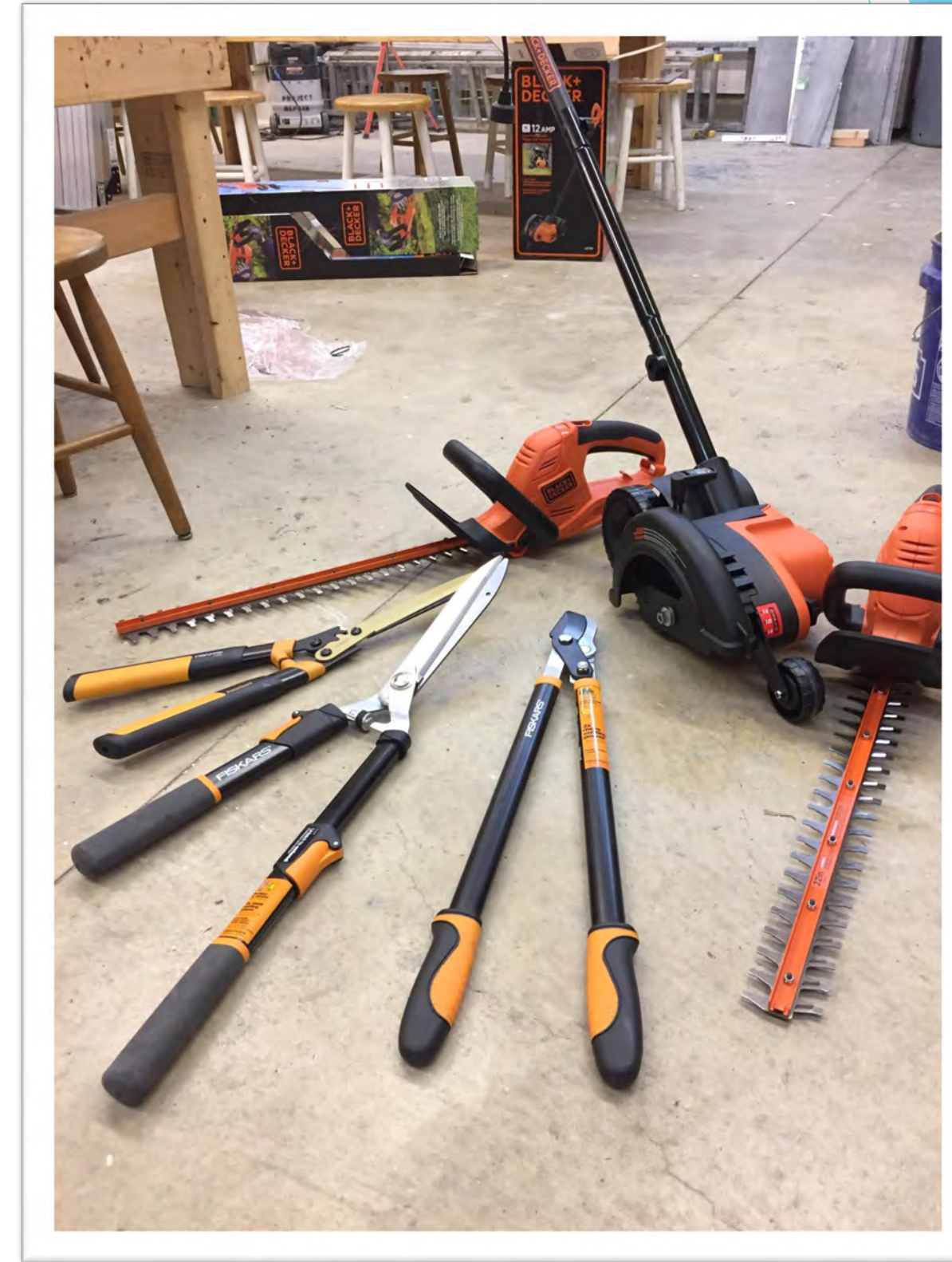
Practical Hands-On Training

Participants gain hands-on experience and practice the skills necessary to complete various home repair projects.



Tool Library Overview

- ▶ 1280+ tools can be viewed and reserved using our online catalogue
- ▶ Library has 373 members
- ▶ 215 new and renewing members in the past year
- ▶ \$25 Annual Membership for members
- ▶ Eligibility: Reside in Cuyahoga County or attend a home repair class or Homebuyers Education Course.
- ▶ Most tools can be borrowed at no cost
- ▶ High Maintenance tools have small fees (Floor Sander and Plumbing Snakes)
- ▶ Fees apply for damaged, dirty, and late tools
- ▶ Hours Monday-Wednesday 12-6PM
- ▶ Closed all major holidays and from Thanksgiving to Martin Luther King Day.





Becoming a Tool Library Member

- ▶ Must be over the age of 18
- ▶ Must be a resident of Cuyahoga County or have attended our workshops
- ▶ Application is filled out online or in person
- ▶ Driver's license numbers are used to verify members
- ▶ Liability Waiver must be signed.
- ▶ Tools can be borrowed for 7 days at a time and renewed for an additional 7 days if there are no conflicting reservations

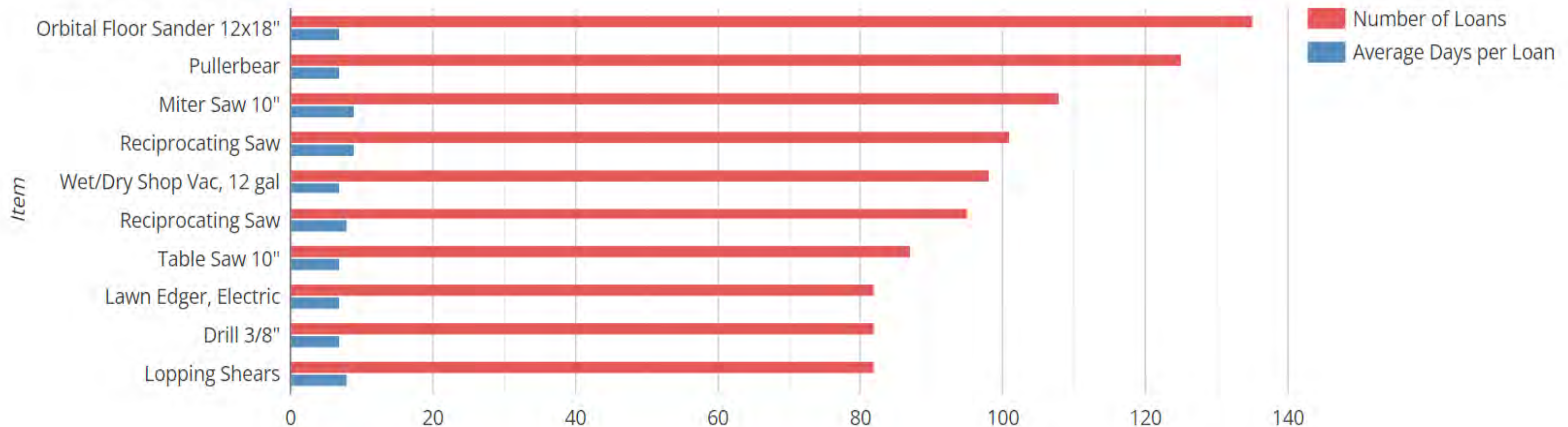
Tool Library Statistics 2022-2023

- ▶ 1522 Tool Loans
- ▶ Revenue Generated \$7,339.00 (Memberships, Fees, Supplies, Tool Loans, Annual Tool Sale)
- ▶ Top Tool Rented is our Orbital Floor Sander \$30 per Rental



Top 10 Tools Most Popular Tools (All Time)

All Loans Average Days



HRRC On The Road



Benefits For Homeowners

Our Tool Library and Education Programs help homeowners to:

Save Money:

By learning how to handle repairs themselves, homeowners can save on costly professional services.

Increase Home Value:

Equipping homeowners with repair skills helps them maintain and improve their properties, enhancing their value.

Foster Self-Sufficiency:

Empowering homeowners with repair knowledge promotes independence and confidence in maintaining their homes.

INSTILL PRIDE IN HOME OWNERSHIP:

Through our workshops, homeowners develop a sense of pride in their homes. They gain a deeper understanding of how their houses are built and how various systems function.

Thank You
Keesha Allen - Executive Director
216-318-6100
Tallen@hrrc-ch.org
www.hrrc-ch.org

- ▶ For more than 50 years, HRRC has adapted to the changing needs of our community, and we hope to do so for the next 50 years to come. Our vision reflects our community's values and its people-still reaching beyond boundaries, race and income levels, taking our mission of "empowering homeowners to maintain their homes for sustainable and diverse communities" to new levels



Affordable Homes of South Texas, Inc.

NMLS # 346848
Weslaco Branch
NMLS# 1153660





Counseling Services

- ❖ Pre-Purchase Counseling
- ❖ Credit Counseling
- ❖ Financial Management Counseling
- ❖ Homebuyer Education Workshops
- ❖ Financial Budgeting Workshops
- ❖ Post Purchase Workshops

Lending Services

- ❖ AHSTI Path Home Loan
- ❖ Conventional
- ❖ FHA
- ❖ USDA
- ❖ VA

Additional Services:

- ❖ Rehab
- ❖ Replacement
- ❖ Emergency Grants

NMLS # 346848
Weslaco Branch
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Fix it Yourself: Sheetrock 101



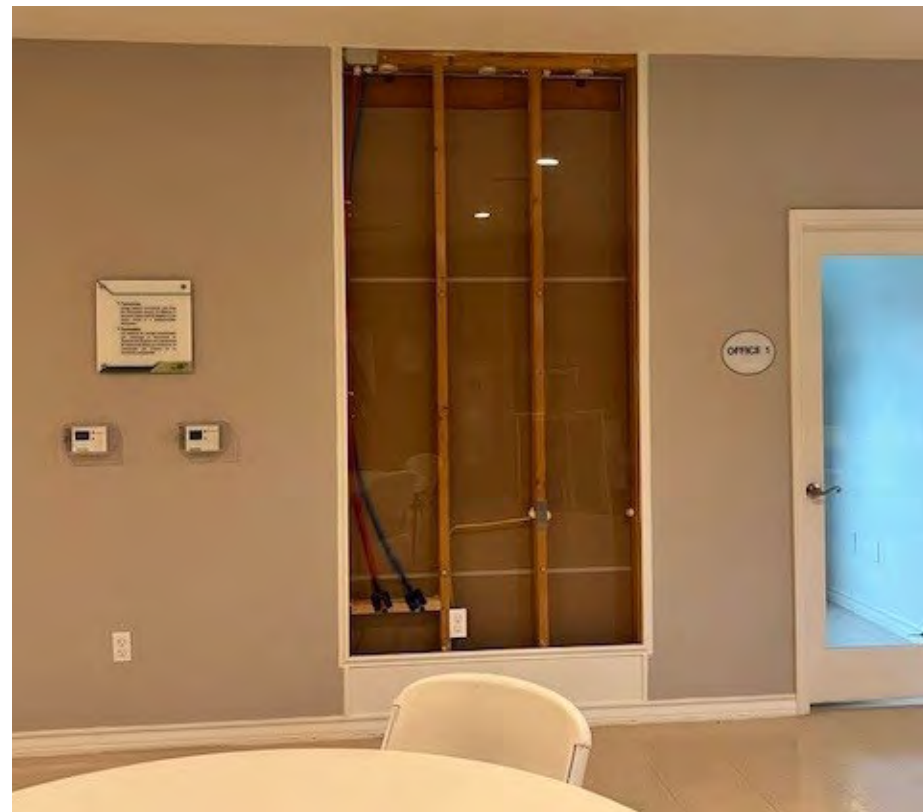
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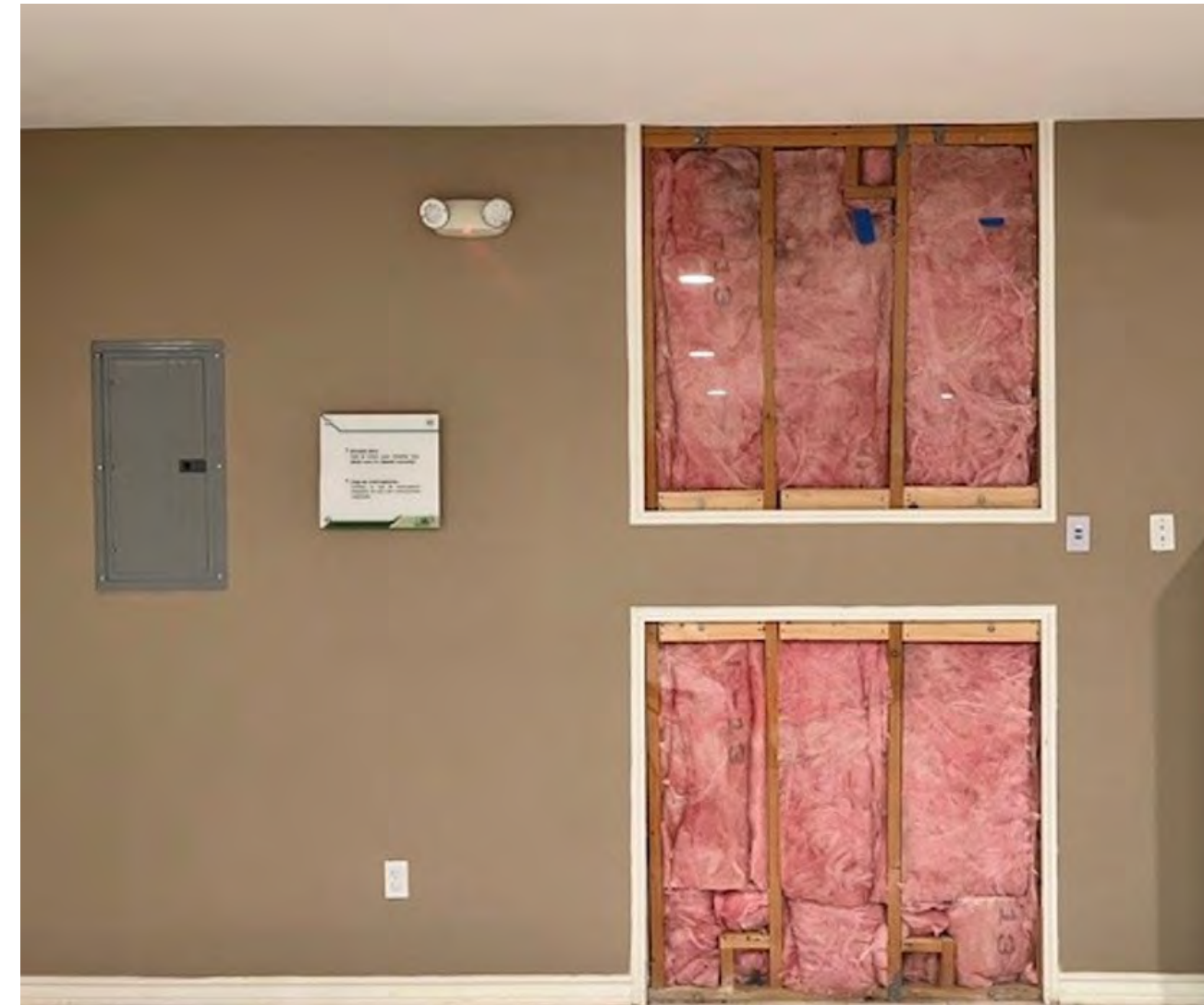
Fred Munguia Training House



NMLS # 346848
Weslaco Branch
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Weslaco Branch
NMLS# 1153660



Upcoming Events

OCT 18: Engagement Chat (Noon, ET)

- Finding Leaders in Your Community
- Using AI to Engage with Residents

Questions: anndipetta@gmail.com



Thank you for joining us!

OCT 18: Engagement Chat (Noon, ET)

- Please email us if you have ideas for webinar, case studies, news stories, etc.
- Center for Community Progress: Check out the Cornerstone Webinar Series
- Tell us about your experience today!



JOIN US!
The Middle Neighborhoods
Community of Practice
(CoP)

The Middle Neighborhoods CoP is an informal, facilitated network of practitioners, researchers and policymakers engaged in revitalizing middle neighborhoods. CoP members share learnings through topical webinars, referrals, site visits, phone calls, and occasional larger group events.

There are currently more than 400 people in the CoP. Please join us!

middleneighborhoods.org

