



## Final Outcome Report

May 25, 2022

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Grantee: HOPE Village Revitalization

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### ***1. Project Results Summary***

As a result of the NEP program funds, 8 low-income homeowners in the Hope Village neighborhood received essential repairs to their gutters, downspouts, fascia, soffits, railings, siding, painting and/or regrading to address water infiltration. The projects had great visibility from the street, and also allowed long time homeowners to have a much-needed investment in their homes for the future.

### ***2. What indicators were used to measure results?***

It is difficult to measure the effect of the home repairs with hard data, such as increased safety for homeowners with new rails on their steps and porch, seniors who were able to remain in their homes who might otherwise have had to move, and important repairs to the integrity of homes that homeowners could not afford, although we know anecdotally that these all occurred. Instead, we used before and after pictures to demonstrate meaningful changes in appearance, as well as homeowner satisfaction surveys and other communications.

### ***3. How were the indicators measured?***

Homeowners selected for participation in the program were evaluated from a large pool of applicants and determined to be most in need of repairs both from



an aesthetic perspective (whether the repair would create a visible difference to the home and the block) and in terms of longevity in the neighborhood. The indicators were measured along the following parameters: completion of the repairs with quality, customer satisfaction (including improved morale and increased pride) and improvement in visual appearance/street appeal.

#### ***4. What were the findings of the measurements including baseline data?***

All eight of the homeowners participating in the program were low-income residents with an average homeownership tenure in the neighborhood of more than 20 years. Seven of the homeowners had essential repairs to or replacement of soffits, fascia boards, gutters and downspouts in order to keep rain from entering the home and to direct rainwater away from the foundations. Three of the homeowners also had safety improvements – installing missing rails or replacing loose or rusted stair or porch rails. All of the customer satisfaction surveys received indicated a very high level of satisfaction with the repairs, and the completion inspections confirmed that the repairs were made in a quality fashion. There was also a significant improvement for all properties in the visual appearance/street appeal, based on the before and after photos.

#### ***5. What lessons were learned?***

This is an excellent program for improving homes block by block, and for building community support for investment in the community. Providing direct grants in this way to low-income homeowners was important not only to the homeowners/homes themselves, but to other neighborhood homeowners. We also learned that certain types of work cannot be done effectively during the winter months. (For example, the contractor needed to reseal some of the gutters due to the cold temperatures when the gutters were installed.)

**Leveraged Funds: \$0**

Before and After Photo



*Clements, Before and After (porch rails and handrail)*





*Ford 1, Before and After (Gutters, Downspouts, Fascia)*





*Ford 2, Before and After (Gutters, Soffits, Rails)*

