

# Annual Report | FY2022-23

## Town of Gilbert Emergency and Minor Home Repair Program

### Organization Mission/Vision

#### Who we are....

This program within the Community Resources Division has a mission is to assist income qualified homeowners with emergency home repairs.

Using grant money allocated to the Town of Gilbert by the U.S. Department of Housing and Urban Development (HUD) through its Community Development Block Grant (CDBG) funding, this program connects professional contractors with local residents experiencing issues.

The goals and objectives of the national CDBG Program are reflected in Gilbert: to assist low-to moderate-income residents in need; to address health and safety issues; and to prevent or eliminate slum and blight.

Town of Gilbert has received CDBG funding for the Gilbert Emergency and Minor Home Repairs (GEHRS) Program since 1998 and has repaired more than 1,120 homes and assisted thousands of residents, young and old.



#### What we do...

Utilizing the talents of local licensed and registered contractors, the Town of Gilbert helped 62 residences with emergency repairs during FY 2022-23. Prompt response is a focus of the program with all applicants responded to within 72 hours. Of the total, almost one-quarter received same-day repairs. A dedicated and responsive local contracting pool makes this possible.

#### ...And whom we help

We directly assisted 155 people with 71 projects and placed others on a waiting list for service the following fiscal year and focusing on imminent emergencies and immediate needs. The year prior, we completed 75 projects...program demand is consistent. The average household composition is 2.4 residents per address.

And of those households we helped this year,

- 48 were senior citizens (elderly)
- 7 were single mothers with dependent children
- about 35 percent of the senior citizen /elderly applicants identified as handicapped or disabled

The Median Household Income in Gilbert was \$105,733 in 2021 according to U.S. Census data.

Demographic reporting of the 71 projects in FY 2022-23 revealed the following:

- 32 homeowners identified as Very Low Income. That's a family of two earning no more than \$21,200 per year
- 24 homeowners identified as Low Income. That's a family of two earning no more than \$35,350 per annually
- 15 homeowners identified as Moderate Income. That's a family of two earning no more than \$56,550 per year

#### Something old and something new

The average age of a participating home visited by the GEHRS program was 32 years old. The oldest home served in the community was 106 years old, with the newest being just over 11 years old and requiring plumbing repairs due to construction defects. As housing stock ages in the community, the need for services expands.

#### All the right resources to help

Gilbert Emergency Home Repairs staff includes a Housing Rehabilitation Program Coordinator, a Community Resources Supervisor, the partnership team of specialists with AZCEND – the administrators of the Gilbert Neighborhood Resources office – and two dozen area contractors and material suppliers. Town of Gilbert hires only licensed and bonded contractors with excellent standing as verified through Arizona Registrar of Contractors. All contractors are vetted through the Town's stringent procurement and screening standards. More than one-third of our contracting pool is Gilbert owned and operated. Some contractors have been program vendors for more than a decade of service, and all are experts in their respective fields.

## Financial Summary

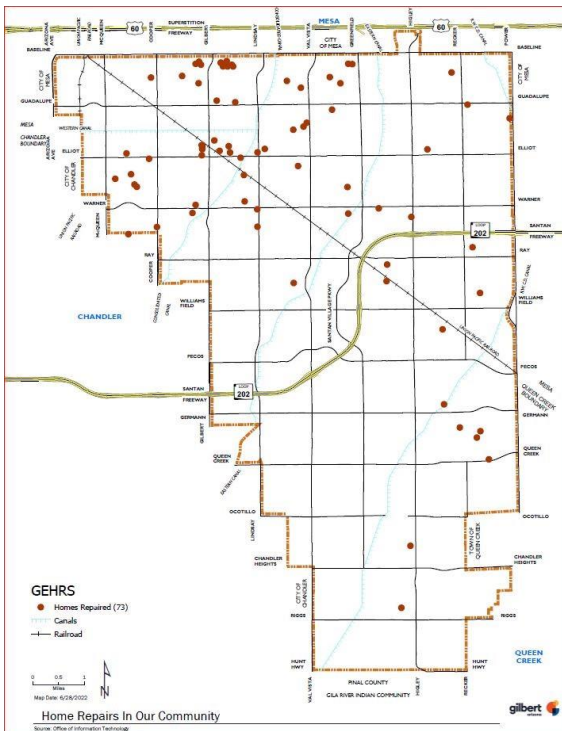
Town of Gilbert spent **\$312,538.36** on repairs throughout the community this past year. Our partnership teams committed an additional \$200,000 of federal ARPA Funding and \$13,000 of Town of Gilbert General Funds on emergency repairs services on 18 additional unique and conjunctive projects.

The average GEHRS expense was **\$5,041.00** per household, *about \$551 more than last year's per-household spending.*

- One-third of these homes required air conditioning repairs
- 22% of these homes required plumbing repairs
- 10 of these homes required major roofing repair or replacements
- 15% of these homes required general construction related repairs (e.g. drywall repairs after abating roof leaks; gate replacements; masonry wall or stucco repairs, etc.)
- 7% of these homes required electrical repairs
- 5 homes required exterior repainting to address a HOA violation
- 32 homes required more than just one type of repair function to address health and safety concerns (including additional items found during a home inspection while identifying a single issue like an air conditioning repair, and staff identifying a plumbing leak or broken window pane).



## FY2022-23 Highlights



### A year of collaborations and partnerships

The secret ingredient in the recipe for success in FY2022-23 was collaborations and partnerships. The Town was fortunate to share funding with non-profits who really rose to the challenge and made a difference in the community. The efforts of Ability360, Habitat for Humanity and Rebuilding Together found ways to pool resources and partner on a variety of projects that otherwise would have been out-of-reach for Gilbert's Emergency and Minor Home Repair Program because of cost constraints.

The GEHRS program entered the new FY with several large challenges: the post-pandemic economy with materials shortages and increased costs, and a historically wet winter that created havoc in the community. Demand for the department's Roofing Repair / Replacement Program was at an all-time high, and along with the influx of additional roofing projects came mold hazard and abatement issues associated with the damp and wet conditions.

A collaborative arrangement with Rebuilding Together Valley of the Sun shared 7 major roofing replacements and 3 major plumbing and mold abatement projects totaling \$100,000 in cost borne by that non-profit agency, further stretching Town of Gilbert's GEHRS budget to focus on other emergencies.

In addition, the GEHRS program partnered with Envision Painting to help nominate homeowners in need of home exterior painting. Envision Painting graciously painted the home of a single mother struggling to make ends meet to prevent fines from her HOA. Envision Painting also donated work towards the Gilbert Leadership Programs Hope Mural project.

### Feedback from our residents: what homeowners are saying about it

*"George & I can't express our gratitude for the replacement of our air-conditioner unit and the other programs you have assisted us with and approved us for. Times have been tough for us. However, people like you and the programs not only help us keep our heads above water, and alleviate a lot of stressors and worries. P.S. Thank you, so very much. May you be blessed for all the good you have provided to people in need."*

## A year of unpredictable weather

The Sonoran Desert saw an unprecedented amount of rain during the winter months that closed out 2022 and began 2023. The unusual amount of rain experienced in the community brought about an influx of roofing repair requests. The GEHRS program was able to facilitate the replacement of 10 roofs (some of which using funding from our partnership with Rebuilding Together) where in prior years we typically see a half-dozen. The springtime brought about mild temperatures through May, and then Mother Nature turned with e vengeance during the last month of the fiscal year with searing triple-digit temperatures that taxed the strength and resolve of residential air conditioning units. Twenty-three homes in our program saw air conditioning repairs or replacements in FY 2022-23, with a higher-than-normal percentage of these calls in June.

## Quarter-century of service to the Gilbert community

As the community evolves and grows, the local housing stock continues to age resulting in increased need. This challenges the program to do more without a significant budgetary increase and in light of rising construction costs. Therefore, staff will continue to develop partnerships not only within municipal departments but also with faith-based groups, non-profits and the business community to bridge gaps in offering assistance when the program's financial resources or limitations aren't quite sufficient to meet the needs.

Changes in the world marketplace because of COVID forced residents to deal with changes to their work environment and time-at-home situation, our contractors have dealt with additional need. Material shortages and increased costs have challenged our contractors to become more efficient with service delivery to maintain a competitive edge. Our strength has always been small local contractors who live and work in the community and have a vested interest in their helping their neighbors and growing their businesses. We're glad to help.

The Town of Gilbert's Emergency Home Repair program began its 25th year of service in 2023. Staff goal for FY 2023-24 is to assist a minimum of 65 homeowners...with room for more.

