



Gilbert Emergency Home Repair Program

Annual Report-FY24

Community Resources

Robert Kropp- Program Coordinator Housing Rehabilitation

Who We Are

The Community Resources Division offers a program dedicated to helping income-qualified homeowners with emergency home repairs. Funded by grants from the U.S. Department of Housing and Urban Development (HUD) through the Community Development Block Grant (CDBG) program, this initiative connects professional contractors with residents facing urgent repair needs.

Reflecting the national goals of the CDBG program, Gilbert's objectives include assisting low- to moderate-income residents, addressing health and safety concerns, and preventing or eliminating slum and blight.

Since 1998, the Town of Gilbert has utilized CDBG funding for the Gilbert Emergency and Minor Home Repairs (GEHRS) Program, repairing over 1,180 homes and aiding thousands of residents of all ages.

What We Do

Utilizing the talents of local licensed and registered contractors, the Town of Gilbert assisted 69 residences during FY 2023-24.

Prompt response is a key focus of the program, with all applicants receiving a response within 72 hours.

Nearly one-quarter of these applicants received same-day repairs, thanks to our dedicated and responsive local contracting pool.



How We Help

This year, we directly assisted 170 people in 69 households with start-to-finish emergency home repairs. Five households were referred to our community partner, Rebuilding Together, for roofing repairs and air conditioning replacements. Seven others were placed on a waiting list for service in the following fiscal year because of the need to address imminent emergencies and immediate needs. Last year, we served 71 residences, indicating consistent program demand.

Among the households applying this year:

- 12 applicants were senior citizens (elderly)
- 4 applicants were single mothers with dependent children
- 9 applicants identified as handicapped or disabled

The median household income in Gilbert was \$115,179 in 2023, according to demographic data. For those we serve, the average monthly income is approximately \$2,519.91.

Demographic reporting of the 69 households in FY 2023-24 revealed the following:

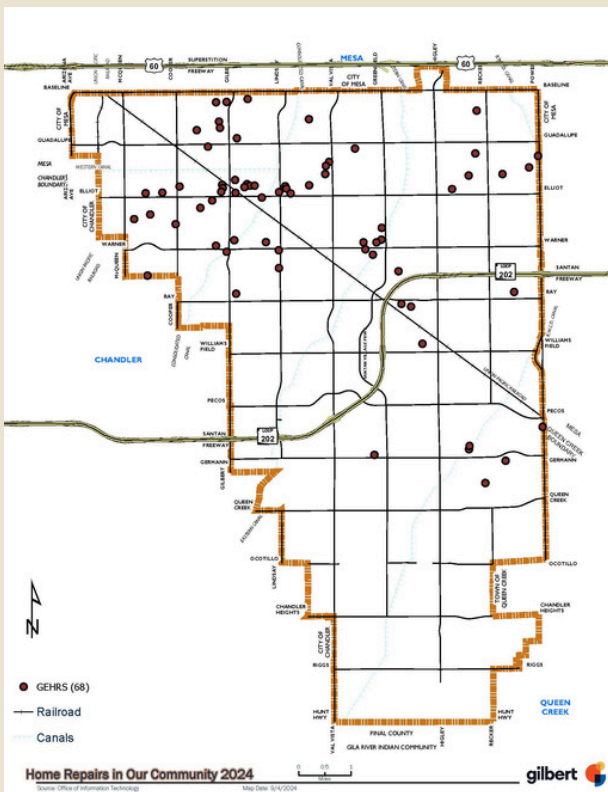
- 27 identified as Very Low Income (a family of two earning no more than \$24,700 per year)
- 25 identified as Low Income (a family of two earning no more than \$41,100 per year)
- 17 identified as Moderate Income (a family of two earning no more than \$65,800 per year)



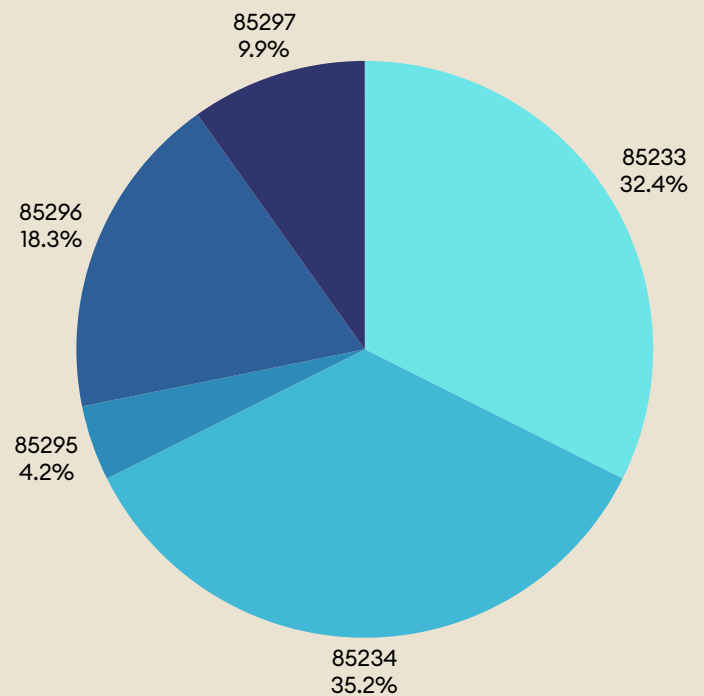
Financial Summary

For the year ending June 30, 2024

REPAIRS	FY 24	FY 23
Total Cost of Repairs	\$382,390.20	\$320,517.38
Average Expense Per Household	\$5,385.77	\$4,514.33
Number of Households Served	69	71



HOMES SERVED



Celebrating 25 Years of Service

As our community continues to evolve and grow, the aging local housing stock presents an increasing need for our services. This situation challenges our program to achieve more without a significant budget increase, especially given the rising construction costs. To address these challenges, our staff will continue to forge partnerships not only within municipal departments but also with faith-based groups, non-profits, and the business community. These collaborations aim to bridge gaps in assistance when our program's financial resources fall short of meeting the community's needs.

The global marketplace changes brought about by COVID-19 have forced residents to adapt to new work environments and increased time at home. Consequently, our contractors have faced heightened demand. Material shortages and rising costs have pushed our contractors to enhance their efficiency in service delivery to maintain a competitive edge. Our strength lies in our small local contractors who live and work within the community, having a vested interest in helping their neighbors and growing their businesses. We are proud to support them.

The Town of Gilbert's Emergency Home Repair program celebrated its 25th year of service in 2023. For FY 2024-25, our goal is to assist a minimum of 60 homeowners, with the potential to help even more.



HOMES SERVED

108 yrs

Oldest Home

12 yrs

Newest Home

35 yrs

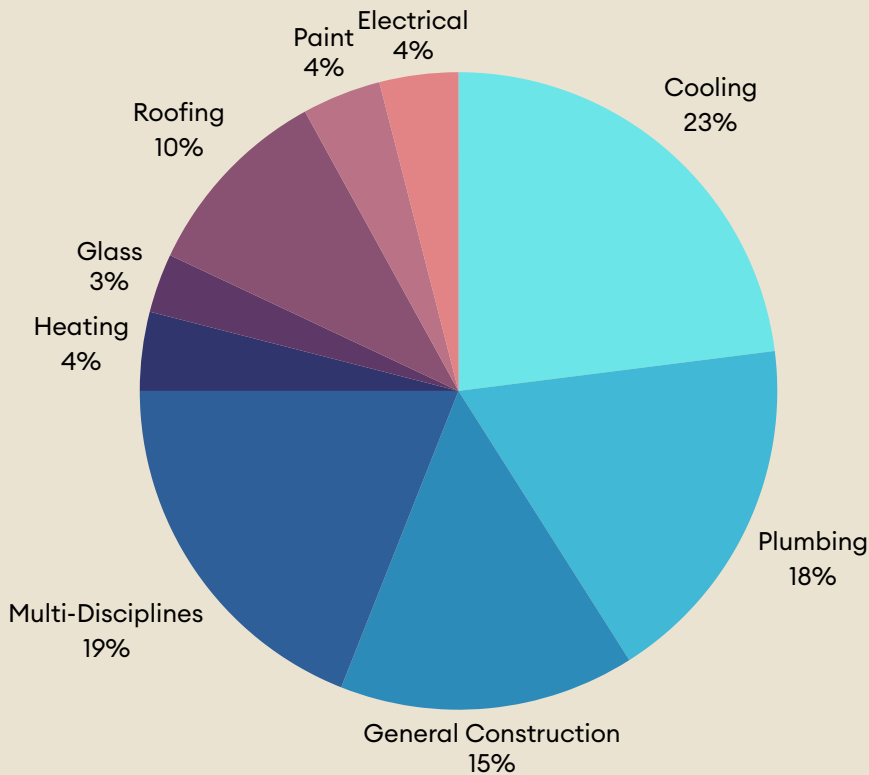
Average age of
all Homes

Historic Properties- 50 Years and older

9

Homes

Type of Work Performed



- Cooling: 31 homes
- Heating: 6 homes
- General Construction: 21 homes required general construction related repairs (e.g. drywall repairs after abating roof leaks; gate replacements; masonry wall or stucco repairs, etc.)
- Electrical: 4 homes
- Paint Program: 6 homes required exterior repainting to address a HOA violation
- Multi-Disciplines: 26 homes- these are projects that utilized more than one trade such as AC and a broken window.
- Roofing: 13 homes
- Glass (Window Repair): 4 homes

Collaborations and Partnerships

In FY2023-24, the Town of Gilbert’s success was significantly bolstered by strategic collaborations and partnerships. A notable collaboration with Rebuilding Together Valley of the Sun allowed us to share the costs of three major roofing replacements and two air conditioning replacement projects, totaling \$73,616. This partnership significantly stretched the GEHRS budget, enabling us to allocate more resources to other emergency needs. Through these strategic partnerships and collaborative efforts, including the efforts of Ability360 and Rebuilding Together, we were able to pool resources and undertake projects that would have otherwise been beyond the financial reach of our Emergency and Minor Home Repair Program. By sharing funding with dedicated non-profits, we overcame challenges and made a substantial impact on our community, enhancing our ability to serve effectively even in the face of significant challenges.

Program Summary

In the past year, the Emergency Home Repair Program has made significant strides in improving the living conditions of numerous homes, despite facing a range of new challenges. The fiscal year 2023-24 presented a record number of days with excessive heat warnings, leading to unprecedented demand for air conditioning services during the peak summer months of June, July, and August, with a gradual decline in September. Over the year, there were 133 days with temperatures exceeding 100 degrees, including a 15-day stretch where temperatures soared above 115 degrees. This extreme heat kept our HVAC contractors exceptionally busy, responding to numerous emergency calls.

The high demand for HVAC services had a substantial impact on our program costs. More than one-quarter of the emergency home repair calls in FY 2023-24 were HVAC-related, leading to a significant increase in overall expenses. The cost of a typical residential air conditioning replacement has surged from \$5,000 in 2022 to \$9,500, with many replacement components still in short supply.

In addition, the post-pandemic economy brought about material shortages and increased costs, while a historically wet winter wreaked havoc in our community. These conditions led to an unprecedented demand for our Roofing Repair/Replacement Program. The influx of roofing projects also introduced mold hazard and abatement issues due to the damp conditions. As a result, our staff is currently managing a one-year waiting list for the Roofing Repair/Replacement Program.

We extend our heartfelt gratitude to our dedicated HVAC contracting pool, who consistently responded to service calls, even during evenings and weekends, when the demand was at its highest. Despite being less than two years past the COVID-19 pandemic, our contractors faced significant material shortages for air conditioning systems and components, stemming from factory and supplier shutdowns.

However, through the efforts of our contractors and local partners, we have significantly enhanced the quality of life for many community members, ensuring that even in the face of significant challenges, we continue to serve effectively.

