OUR MISSION

Neighborhood Housing Services of New Haven positions neighborhoods to succeed by increasing homeownership; making homes beautiful, energy-efficient, and affordable; and helping residents take charge of their neighborhoods.

Dear Friends and Supporters,

Our affordable housing development activities in Newhallville have been proceeding apace, and this past year we featured the complete restoration of seven houses, five of which were in Newhallville. We anticipate completing another eight this year (including five more in Newhallville), as we continue to bring additional new homeowners into our targeted neighborhoods. We were proud to be recognized for our long-time commitment to historic preservation, receiving the prestigious Margaret Flint Award from the New Haven Preservation Trust in May of this year.

The New Haven HomeOwnership Center continues to thrive by providing homebuyer education, financial counseling, mortgage intervention assistance, landlord training, and a whole host of additional services to an increasing number of homeowners and prospective homebuyers throughout Connecticut. The HOC staff has also done an outstanding job in transitioning to a new cloud-based customer relationship management software, which significantly improves our efficiency and ability to provide services in the coming years.

Our relatively new real estate company, HOC Realty, has already generated quite a bit of business and has helped many clients who wished to purchase or sell a home. As you know, we are proud to be Connecticut’s only full-service, nonprofit real estate company, providing personal attention to each and every one of our clients.

Resident engagement continues to be a core part of our mission. Our Community Building & Organizing team has hosted an increasing number of volunteer projects in our neighborhoods, and this year our NeighborWorks® Week project brought a rain garden and other home improvements to a veteran who lives in New Haven. In addition, our Resident Leadership Program has just completed its eighth year of providing residential leadership to the community, with 18 participants taking part in the program this year.

Looking ahead, we fully intend to witness another successful year of service to the Greater New Haven community!

SPECIAL NOTE FROM JIM: I would like to thank all the many people who sent me well wishes during my recent protracted illness. The notes, cards, calls, and visits all meant a great deal to me, and I wanted to thank everyone who reached out during this most difficult and challenging time. Our staff did an outstanding job in keeping NHS going during my absence, and we remain in excellent shape both financially and programmatically.
450 Orchard Street is a two-family home built in 1838 in the Dwight neighborhood of New Haven. When we first arrived on site, both the interior and exterior of this historic home were on the verge of collapse. At one point, early in the project, existing structural deficiencies were so severe that the work crews had to stop and wait for reinforcements to be put in place before resuming construction.

But while the deterioration was monumental, 450 Orchard Street was also an historical wonder and incredible find – the type of home that NHS loves to preserve. A summer kitchen was found in the basement of the original house, featuring the remnants of a beehive brick warming oven and a basement fireplace that still has its original iron pot crane. We were excited to preserve the basement masonry as an historical telltale of the many changes this home saw over the years.

Through federal, state, and local subsidies, funding from the Wells Fargo Foundation, an outstanding general contractor, EMERGE CONNECTICUT construction crews, and the efforts of many volunteers, 450 Orchard is a wonderful gem to be enjoyed by a first-time home-buyer for years to come.
TURNING RENTERS INTO HOMEOWNERS

Robyn Handy has deep roots in New Haven. She grew up in the city and, along with her sister and other family members, has been an active force in the community. Her sister is the owner of Dee Dee’s Dance Studio in the heart of Newhallville, and Robyn herself helps students with autism and other learning disabilities to reach their full potential in her role as a Behavioral Technician at a local school.

Like many New Haven residents, Robyn was a long-time renter who was tired of dealing with landlords and the uncertainty of not owning her own home. She began to look at what homes were available and was surprised by what she discovered – her childhood home, lost in foreclosure many years ago, was now in the process of being rehabilitated by Neighborhood Housing Services of New Haven. Robyn quickly reached out to us and connected with our HomeOwnership Center, where she worked with a housing specialist to prepare herself to fulfill her dream of homeownership. In June 2017 that dream came true. Robyn was joined by her family, Neighborhood Housing Services staff and board, and friends from throughout the community as she cut the ribbon on her new (old) home.

With tears in her eyes, Robyn shared how much owning this home meant to her: “I know my mom and dad are looking down right now and having a Holy Ghost party in heaven.”
More than THIRTY MILLION DOLLARS per year invested in our target neighborhoods

7 complete home restorations from 07.01.16 - 06.30.17

4 additional homes to be completed in 2017
HONORS AND AWARDS

Margaret Flint Award
We were thrilled to be recognized by the New Haven Preservation Trust with the prestigious Margaret Flint Award, which is “given to an organization or individual whose support of preservation in the City of New Haven has contributed to the integrity of the community, the protection of its historic structures, and an appreciation of its history.” Since our start, NHS has placed an emphasis on the importance of retaining the historic character of the properties and communities wherever we work, completing 75 properties that meet the strictest standards set forth by the Secretary of the Interior’s Standards for Rehabilitation.

Green Advocate Award
In 2016, NHS was honored to receive the “Green Advocate Award” from the Connecticut Green Building Council in recognition of our continued advocacy for equitable access to energy-efficient housing and for our leadership among affordable housing developers in green building techniques.

BEAUTIFUL. ENERGY-EFFICIENT. AFFORDABLE.

Water Conservation
Niagara’s Stealth toilets use less than one gallon of water per flush, saving more than 11,000 gallons per year.

Healthy Indoor Environments
Flooring, paints, and other building materials are carefully selected to create healthier, happier homes.

Energy Efficiency
High efficiency building envelopes, including air sealing and insulation, translate into energy savings to lower homeowners’ carbon footprints and utility bills.
MAKING A DIFFERENCE THROUGH SERVICE

In August 2016, we welcomed two AmeriCorps VISTA members to support the work of the Community Building & Organizing and Design & Construction departments. Nicole Westfall and Elias Estabrook have helped strengthen our work in the community and have been instrumental in piloting our first-ever Environmental Leadership Program. Neighborhood Housing Services has hosted approximately 20 full-year VISTA Members and 10 Summer Associates over the past decade, many of whom have come from across the country to spend a year of their lives serving the New Haven community. From the construction of the Ivy Street Community Greenhouse to lighting initiatives in Newhallville to participating and assisting in our Resident Leadership Program, VISTA members have helped make us stronger as an organization and better equipped to serve the people in our communities as we fight to correct a long history of economic and social inequity.

“is not working to make money, it is working to make connections with people.”
-Sydney Anzellotti (Summer VISTA Associate, 2017)
YOUR ONE-STOP SHOP FOR HOMEOWNERSHIP

**ehome America Achievement**

In February 2017, it was announced that the HomeOwnership Center was the highest producer of eHome online homebuyer education in the State of Connecticut and the 10th highest nationwide.

Each day, as we continue to receive referrals from our partners, we are incredibly grateful. NHS and HOC staff cannot speak highly enough of the hard work and diligence of our housing specialists, who ensure that all eHome America customers receive prompt responses within 24 hours of taking the educational course.

**Salesforce Champions**

We are entering our third year since launching our customer relationship management (CRM) software, Salesforce, in the HOC. Through its use we have streamlined the way we interact with customers, process paperwork, and ensure complete confidentiality. Using Salesforce has allowed our housing specialists to work as one cohesive unit – with the ability to easily view exactly where customers stand on their track to homeownership. It also has provided our customers with the convenience of scheduling appointments, registering for classes and uploading documents directly through our online (Compass) portal found on our website.
Sometimes it’s all about being in the right place at the right time...and watching a little television doesn’t hurt, too. At least, it didn’t for Alfy and Lynn Roby. College sweethearts, Alfy and Lynn did not have an easy path to homeownership. They already had their hearts set on owning a newly-constructed home in West Haven but were facing constant roadblocks and bad advice. One morning, as they prepared to leave for work, Alfy and Lynn happened to catch a news segment introducing them to the downpayment assistance programs Neighborhood Housing Services of New Haven offers to provide people wishing to purchase their first home in and around New Haven. Alfy immediately picked up the phone and reached out to us. The HomeOwnership Center’s Managing Director, Bridgette Russell, introduced them to a new program offered through First Niagara Bank (now Key Bank) and the Greater New Haven NAACP.

Working for years to buy a home, they found the information they learned to be invaluable.

Finally, after more than a year of hard work and perseverance, the NAACP’s first mortgage product, and the down payment and closing cost assistance that came with it, the Roby’s qualified to be able purchase their new home. The family of four was so thrilled to finally achieve their dreams of becoming homeowners that they slept on mattresses on the floor. Their son Solomon, who is entering high school this fall, created a video to share the news with friends and family. As the video played, tears filled Lynn’s eyes. “When we connected with NHS and Bridgette,” she said, “I felt like we had found an angel. I felt like she was genuine. When she said she was going to get us into this house, I truly believed her. To this day, I’m still pinching myself because I can’t believe it’s real.”

While the process was still rocky, NHS and the HomeOwnership Center were there for the Roby family every step of the way from after-hours texts to early-morning phone calls. Alfy and Lynn also took advantage of our eight-hour pre-purchase workshop, and while they had been working for years to buy a home, they found the information they learned to be invaluable.
Our theory for comprehensive neighborhood revitalization includes the idea that in order to have a meaningful, lasting impact, our entire community needs to work together – NHS staff, volunteers, and residents. Our Community Building & Organizing team works alongside residents to identify areas that would benefit from placemaking projects and engages the necessary volunteers to get the job done. This year, we focused on establishing strategic partnerships with key stakeholders in New Haven including community volunteers and groups from Key Bank, Wells Fargo, and Yale University. Our combined efforts yielded more than 2,000 hours of service to improve community gardens and create a trail that allows Newhallville residents easier access to Beaver Pond Park which borders their neighborhood.

503 individual volunteers
2,622 hours of volunteer service
22 volunteer events
Learning Corridor Mural
One of the highlights of our community placemaking work this past year was the installation of “Elm City Footrace,” a mural designed and painted (with help from our young friends at Squash Haven and the Adae Fine Art Academy) by local artist Kwadwo Adae. Facing a busy area of the Farmington Canal Heritage Trail in Newhallville, the mural brings vibrancy to the area and encourages use of the trail and neighborhood pride. The mural was made possible all thanks to our many volunteers, community residents – particularly property owner Mr. Calvin Nelson – and support from our partners: Adae Fine Art Academy; the Awesome Foundation; City of New Haven Department of Arts, Culture, and Tourism; Farmington Canal Rail-to-Trail Association; Devil’s Gear Bike Shop; the Newhallville Safe Neighborhoods Initiative (a Bryne Grant recipient); the City of New Haven Youth Services; Sherwin-Williams; TD Bank; and Yale University.

NeighborWorks® Week
In June, Neighborhood Housing Services of New Haven celebrated NeighborWorks® Week by proving that our staff is not afraid to get dirty! On a beautiful spring day, we gathered at a West River property where a disabled veteran lives with her sister. Thanks to a grant from Home Depot and support from NeighborWorks® America, we worked with our friends from Save the Sound to install a rain barrel and rain garden to help manage stormwater runoff. In the rear of the home, we made basic repairs to the deck and painted it a beautiful slate blue. After a long morning of work, the Neighborhood Housing Services team was joined by the homeowners and other neighbors for a celebratory barbeque complete with burgers, hot dogs, and fresh fried fish.
HOMEOWNERS BREAKFAST

We love our homeowners – that’s why every year we invite them to join us for a Valentine’s Day breakfast. The annual event gives homeowners an opportunity to reconnect with NHS staff, build a strong community with their neighbors, and learn about new programs and services available to them. This year, we were joined by our partners and sponsor, PosiGen, to engage residents interested in “going solar” as their primary source of electricity in their homes—saving money and the environment!
Recognizing the importance of increasing women’s and girls’ involvement in science, technology, engineering, arts, and math, our multicultural festival was a chance for the entire family to explore the fascinating S.T.E.A.M. world through science experiments, art projects, and hands-on activities. Sponsored by Yale New Haven Health, Yale University, START Bank, Webster Bank, Southern Connecticut State University, and the University of New Haven, this year’s festival gave us a chance to welcome our neighbors to our campus, celebrate community, and increase awareness of our available programs and services.
SUPPORTERS

VERY SPECIAL THANKS TO OUR GENEROUS SUPPORTERS

MISSION MAKERS ($10,000+)
Bank of America
Citizens Bank
City of New Haven
Comcast
Community Foundation for Greater New Haven
JPMorgan Chase
Knights of Columbus
Local Initiatives Support Corporation
NeighborWorks® America
People’s United Community Foundation
PSEG
Santander Bank
Seedlings Foundation
TD Charitable Foundation
Webster Bank
Wells Fargo Housing Foundation

Neighborhood Revitalizers ($1000-$9999)
Bankwell
Celeste Suggs & Joel Zackin
Community Housing Capital
George J. Smith Insurance
The Home Depot Foundation
Jeremy Paley & Ann Dornfeld
Julie Thalen
Lawrence Spector, Core Contracting
Liberty Bank Foundation
New Haven Investment Fund
Posigen
Robert Wechsler & Emily Aber
United Illuminating Company and the Southern Connecticut Gas Company
Yale New Haven Health
Yale University
York Hill Trap Rock Quarry

Community Builders ($200-$999)
ASSA ABLOY
James Bennett
Bike & Build Inc.
Bill & Melinda Gates Foundation
Frank Cochran & Stephanie Fitzgerald
Connecticut Housing Finance Authority

Kim DiBenedetto-Rogers
Dileo & Ritucci
Kathleen Fay
Noel & Robert Heimer
Carol Heller
Jonathan G. Hopkins
JD Environmental
Ruth Kolzim
Michaud Accavallo Woodbridge & Cusano
Annette Myers
North Haven Sewer Company
Ronald Proto
Sandweiss Tree Service
Rebecca & Gary Skau
Southern Connecticut State University
Start Bank
Trachten Law Firm
United Way of Greater New Haven
University of New Haven
Bonnie G. Weintraub
Mark Wuest & Cherie Santos-Wuest

Proud Partners ($100-$199)
Elyn Bennett
Jessica Buchanan & Daniel Everlith
Robert & Francine Caplan
Christian Community Commission
Harvey Colchamiro
Jane Cohen
Susan Compton
Mary Conley
John Corwin
Marguerite & Mark Cotte
Henry & Diane Dynia
Maria Dynia
William Dyson
Gallo’s Appliance
Debra Gilbert
Goody’s Hardware
Ann E. Greene & Mark O’Ferral
Donna Hall
Michael Haynes
Autumn Hurst
Andrew & Lynn Hvizd
Alex Lowenstein
St. John Security Systems
Roger Stetter
Virginia Stevenson
Tripp’s Service Center
Jerome Tureck
Sally Voegeli
Debra Wayne

Donald Morris
Steven Morris
Nancy Mykins
Robert Narracci
New Haven Preservation Trust
Diane O’Connor
John Padilla
Norma Pantoja
Dorothy Pina
Christopher Prokop
Clarita Quinones
Leslie Radcliffe
Pablo Rivera
Ashlie Russell
Bridgette Russell
Marion H. Sachdeva
Sam’s Stoneworks
Janet & Donald Sapir
St. John Security Systems
Roger Stetter
Virginia Stevenson
Tripp’s Service Center
Jerome Tureck
Sally Voegeli
Debra Wayne
FINANCIAL STATEMENT

TOTAL REVENUE

Contributions $868,936
Grants - NeighborWorks® America $380,952
Grants - State $937,634
Cash - Federal $168,990
Tax credit programs $209,616
Other grants $399,520
Rental income $55,000
Income from special projects $210,000
Sales of rehabilitation projects $1,770,000
Homeownership fees $129,622
Interest income-mortgages $44,317
Investment income $77,562
Miscellaneous income $74,617
Total Revenues and Other Support $5,326,766

TOTAL EXPENSES

Program services:
- Housing rehabilitation & development $5,341,335
- Community building & organizing $282,211
- Homeownership program $805,520
- HOC Realty $69,082
Total program services $6,498,148

Management & general $193,215
Fund raising $11,686
Total other expenses $304,901

TOTAL EXPENSES $6,803,049

CHANGE IN NET ASSETS ($1,476,283)
NET ASSETS - beginning of year $6,645,955
Adjustment to unrestricted net assets $2,142,863
NET ASSETS - BEGINNING OF YEAR AS RESTATED $8,788,818
NET ASSETS - end of year $7,312,535

OPERATING REVENUE

- 22% CORPORATIONS
- 6% INVESTMENTS
- 19% FEDERAL
- 39% FEES
- 11% FOUNDATIONS
- 3% INDIVIDUALS

OPERATING EXPENSES

- 28% AFFORDABLE HOUSING DEVELOPMENT
- 40% HOMEOWNERSHIP PROMOTION & PRESERVATION
- 4% HOC REALTY
- 14% COMMUNITY BUILDING & ORGANIZING
- 8% ADMINISTRATIVE & MANAGEMENT
- 6% RESOURCE DEVELOPMENT & FUNDRAISING
“NHS was there with me every step of the way from repairing my credit to celebrating with me after I purchased my home. I feel like NHS is part of the family”

-NHS Homeowner
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