Neighborhood Housing Services of New Haven

2014-2015 Annual Report
Incorporated in 1979, Neighborhood Housing Services of New Haven focuses on positioning New Haven’s neighborhoods to succeed by increasing homeownership; making homes beautiful, energy-efficient, and affordable; and helping residents take charge of their neighborhoods. We believe that increased owner-occupancy rates, educated homebuyers, and rehabilitated houses will produce stable, revitalized neighborhoods that our clients will be proud to call home. In our 36-year history, NHS has fully renovated and sold more than 260 houses (containing 466 units) to low- and moderate-income families.

The New Haven HomeOwnership Center (HOC)
The HOC increases homeownership opportunities for individuals and families as a leading provider of pre- and post-purchase homebuyer education, financial coaching, and homeownership preservation services. The HOC staff and counselors have been putting nearly 500 families a year on the path to homeownership through homebuyer education classes and clinics.

Commitment to Sustainability
NHS of New Haven is a Chartered Member of NeighborWorks® America. The NeighborWorks® Green Organization designation is recognition of our comprehensive commitment to sustainable operations. NeighborWorks® America confers this designation on organizations that have met a set of green achievement criteria that cover an organization’s overall management and office operations as well as its programs that also meet or exceed these guidelines. NHS has met these criteria in the following areas: homeownership education and counseling, single-family rehabilitation, owner and resident awareness, and community building and organizing.
From the Executive
Director and Board President

We are pleased to share with you Neighborhood Housing Services of New Haven’s 2014-15 Annual Report. The past year has been filled with a number of exciting positive developments. Here are some highlights:

Our work in Newhallville is progressing very well, with four first-time homeowners purchasing beautiful new homes on Lilac Street and Starr Street. By concentrating our work in clusters, we maximize impact, which is readily apparent not only on Lilac and Starr Streets, but also on Winchester Avenue and Newhall Street. Crime rates in Newhallville continue to decline, and there is evidence that perceptions of the neighborhood are changing. By acquiring and rehabilitating the most distressed properties in the neighborhood, we hope to motivate other owners in Newhallville to reinvest in their properties.

Homeownership is up; foreclosures are down! The number of families interested in purchasing their first home is on the rise, while the demand for loss mitigation/foreclosure prevention assistance is declining. Make no mistake, the recession and collapse of housing values in our target neighborhoods has been a very serious problem; yet our homebuyers and existing neighborhood residents have shown remarkable resilience, refusing to succumb to the forces of pessimism and despair. We look forward to a continuation of accelerating trends of homeownership in the next few years.

Our Affordable Rental Development Program is up and running with six units completed on Edgewood Avenue and four approaching completion on Carmel Street. New Haven's apartment vacancy rate is among the lowest in the country and NHS is providing top quality apartments with outstanding amenities at rents that are affordable to low- and moderate-income tenants (including individuals and families who receive Section 8 assistance). We expect to undertake one affordable rental development each year.

HOC Realty, our nonprofit real estate subsidiary, is now actively helping homebuyers and home sellers with the personalized assistance that they have come to expect from our organization. We look forward to working not only with our customers, but also with other realtors as we help homebuyers find just the right home and sellers find just the right buyers for their homes.

As a Green NeighborWorks® Organization, we have a strong commitment to energy conservation and respect for our environment. We keep energy conservation and sustainability in mind not only in our office but also in the houses we are developing for our homebuyers and tenants. The houses NHS develops are extremely energy efficient. We continue to offer free energy conservation classes in our Home Improvement and Energy Conservation Lab that are open to the public. Please check our website for details.

As we celebrate another successful year serving families in New Haven, we wish to reiterate our appreciation for all of our supporters who make our work in the community possible.
SUCCESS
BY THE NUMBERS

$3.7 MILLION
private reinvestment in the purchase of homes in targeted neighborhoods

$2 MILLION
direct subsidies of development projects through the Connecticut Housing and Historic Homes Rehabilitation Tax Credit Program and the State Housing Trust Fund

550+ participants completed financial literacy classes
Counseled 164 homeowners facing foreclosure
Helped 141 people purchase a home
20 clients received mortgage modifications

Responded to 841 basic inquiries from customers and clients

228 participants took part in home maintenance and energy conservation classes

12 houses (19 units) rehabilitated to historic & Energy Star 3.0 standards

30 volunteer events with 436 participants
3,845 service hours
Sustainable HomeOwnership Center Pilot Program
2015 has been a banner year for our HomeOwnership Center (HOC). After more than a year of participating in NeighborWorks® America’s Sustainable HomeOwnership Pilot (SHOP), we recently entered the implementation and launch phases in a number of innovative focus areas. The SHOP initiative was designed to make HomeOwnership Centers throughout the network less reliant on government and philanthropic support, with more emphasis on fee-based models. Other important objectives were to expand our customer base and to serve our clients more efficiently, with a specific focus in five areas: Branding and Marketing, Customer Facing Technology, Finance, Operations, and Business Line Development.

As a result of setting these lofty goals, the HOC is launching a comprehensive branding and marketing plan that is designed to drive homebuyers to our site to access our new “Compass” portal, offering an interactive experience between customers and staff. Compass enables us to bring customers through our website in simpler, faster, and more data-driven ways (gone are the days of long paper applications!) We look forward to serving more customers with a streamlined, efficient and most importantly customer-centered approach.

Wells Fargo’s HomeLIFT® Initiative
The 37th Wells Fargo LIFT Launch occurred in late August at the Omni Hotel in New Haven. This two-day event had more than 700 families in attendance and resulted in 176 families securing reservations for a total of $2,640,000 in downpayment assistance that leveraged $24,206,121 in first mortgages. As of October 1, LIFT downpayment assistance grants are still available for mortgage-ready borrowers who are purchasing homes in New Haven, East Haven, or West Haven. Our HomeOwnership Center has had excellent visibility, as we are handling the eligibility screenings and are also the primary homebuyer education provider for this program.

eHomeAmerica
An unanticipated surprise has been the take-off of the ehome online homebuyer education program. The HOC and four other housing counseling agencies in Connecticut contract with Connecticut Housing Finance Authority to provide this service. To learn more, visit www.ehomeamerica.org/nhsnofnewhaven

HOC Realty: Connecticut’s First Nonprofit Real Estate Company
In 2015, NHS created Connecticut’s only nonprofit real estate company, HOC Realty, which is committed to providing outstanding customer-centric service to first-time and repeat homebuyers and sellers of real estate. Regardless of whether we are representing buyers or sellers or are facilitating leasing transactions, we are committed to placing principles over profits as we keep each customer’s best interests at heart.
Celebrating Our Interconnectedness

The Lab is where we gather to learn, find inspiration, and celebrate our interconnectedness with each other and our environment. The NHS Board, staff, and green team hold meetings here and our Design & Construction offices are located here.

Local groups concerned with neighborhood quality of life and environmental issues convene at the Lab to share their concerns and build broader coalitions. In 2014-15 the Lab hosted Valentine’s Day Community Breakfasts, the Connecticut Children’s Healthy Homes Partnership, New Haven Food Policy Council’s Schools Working Group, and ongoing meetings of the West River Watershed Coalition, the New Haven Healthy City/Healthy Climate Challenge, and the New Haven Energy Task Force.

Lab Classes

Lab classes are practical trainings by experienced professionals with content suitable for both homeowners and homeowners-to-be. In 2014, NHS offered 25 Lab classes, training 228 participants in three tracks: Home Maintenance Basics, Gardening, and Best Practices in Residential Storm Water Management. In 2015 we introduced a Winter Organic Vegetable Gardening series and “This Cold House” Home Energy classes. Our most popular series, Home Maintenance Basics, includes Home Maintenance 101, Basic Electric, Basic Plumbing, Plaster and Drywall Repair, Basic Carpentry, Do-it-Yourself Tips and more.

Sustainable Features

The LEED® Platinum-certified building serves as a green demonstration model, providing inspiration to visitors including building professionals, school groups, other NeighborWorks® organizations, and interested members of the public. From a general overview of green building techniques to a focus on energy and water, resource conservation and cutting-edge technology, we have a little bit of everything on display. Lab tours can be customized to meet the needs and preferences of the participants.

Sustainable features: micro-combined heat and power co-generation system, photovoltaic array, daylighting, extensive green roof, and water-saving technology.
NHS of New Haven has been rehabbing houses for more than 35 years. 
Changing the Community, One Home at a Time

Affordable Homes

Affordable Rentals

The first phase of our Affordable Rental Program has been completed with a dramatic transformation on Edgewood Avenue. Phase two is a four-unit building at 111 Carmel Street, which will be ready for occupancy in December 2015.

In the past year, NHS has renovated homes at 27 Bassett Street, 15 Lilac Street, 28 Lilac Street, 153 Starr Street, 157 Starr Street, and 748 Winchester Avenue. Additional houses to be completed by the end of 2015 are 17 Bassett Street, 406 Huntington Street, 141 Newhall Street, 725 Winchester Avenue, and 745 Winchester Avenue.
Expanding Our Reach
Each year, our Community Building & Organizing team strives not only to strengthen each of our existing projects, but also to foster additional efforts to promote positive change within our neighborhoods. The 2014-15 year involved expanding our community outreach efforts to new target areas and has brought about exciting events, enthusiastic residents, and incredible change. Some examples include:
• Receiving a grant from New Haven Department of Arts, Culture & Tourism to support our Farmington Canal Greenway Community Mural project
• Working with AmeriCorps VISTA members from PAVE New Haven to improve our Stevens Street Garden, while discussing the history of New Haven and its neighborhoods
• Hosting 28 participants in the 2015 Coastal Drift Bike Tour organized by Bike & Build, these young adults spent a day volunteering in our local communities, while discussing affordable housing issues
• Working with Solar Youth participants at the Ivy Street Garden
• Hosting an Martin Luther King Service Day with volunteers from Squash Haven, Connecticut Public Allies, and Dwight Hall at Yale
• Celebrating an “Evening in the Garden” at the Stevens Street Garden to gain familiarity with community residents and raise awareness of the garden. With funding from the Community Foundation for Greater New Haven, the event was anchored by a barbecue and arts and crafts for the kids
• Enhancing the curriculum of our Resident Leadership Program to keep it fresh and ensure its viability for years to come
• Advancing our efforts to develop programming for the Ivy Street Community Garden Greenhouse
• Utilizing mapping software to assist with community planning initiatives
• Assisting in the analysis and use of our Success Measures survey data to determine what we can do in the future to improve resident satisfaction in our targeted neighborhoods

Building Leaders, Building Communities
A crucial piece of CB&O is ensuring that all of the projects we start will be continued and expanded by community residents. Our Resident Leadership Program is designed to empower residents to take charge of their neighborhoods while participating in block parties, organizing street clean-ups, and actively connecting with other residents to sustain community development. NHS offers three distinct opportunities to encourage resident leadership: Community Leadership Institutes, Resident Leadership Workshops, and Youth Resident Leadership Workshops.
Events & News

NHS hosted its 6th Annual Family Festival in May. From fire trucks to food trucks, we had activities for the entire family to enjoy. We welcomed nearly 100 New Haven Residents, as well as a variety of vendors and partners! The festival was highlighted on CTSTYLE on WTNH (Channel 8).

Also in May 2015, NHS partnered with the Connecticut Center for Arts and Technology and the City of New Haven’s Small Business Service Center to host the inaugural Entrepreneurial Symposium. The symposium drew more than 40 entrepreneurs and small business owners from all around New Haven. The event provided networking opportunities, workshops, and Q&A sessions designed to help position entrepreneurs to succeed.

Last year, the Healthy City Healthy Climate Challenge created goNewHavengo in partnership with NuRide, CT Department of Transportation and the City of New Haven.

NHS participated in the contest and won first place among the participating organizations. Many NHS staff were also winners in individual categories!

This year we are thrilled that the City of New Haven has taken the lead on goNewHavengo, not only running the contest, but also hosting additional related events during the entire month of September.
Neighborhood Housing Services of New Haven, Inc. and the New Haven HomeOwnership Center, Inc.
Consolidated Statement for the Year Ending Dec. 31, 2014

Combined Statement of Financial Position/Activities

Assets
Current Assets:
Cash and cash equivalents $ 669,009
Restricted cash 136,125
Grants and other receivables 1,673,916
Current portion of mortgage receivables 31,644
Pledges receivable -
Accrued interest receivable on mortgage loans -
Prepaid expenses 6,670
Total Current Assets 2,517,364
Non-Current Assets
Property inventory (rehab projects and tax liens) 8,474,429
Property, plant, and equipment, net 1,155,791
Other Assets:
Pledged cash, CDs, and investments 950,000
Pledges receivable - non-current portion 2,114
Mortgage subsidy receivable 21,191
Mortgage loans receivable 588,373
Mortgage receivable from West Haven Historical Society 477,739
Dues from related party 2,382
Total Assets 14,189,383

Liabilities
Current Liabilities:
Lines of credit $ 850,000
Accounts payable 81,281
Accrued time off and other expenses 39,812
Customer deposits 49,593
Funds held in escrow 101,939
Current portion of long term debt 1,708,836
Total Current Liabilities 2,831,461
Non-Current Liabilities:
Deferred revenue 3,673,081
Long term line of credit 500,000
Long term debt 1,413,830
Total Non-Current Liabilities 5,586,911
Net Assets:
Unrestricted net assets 4,754,011
Temporarily restricted net assets 117,000
Permanently restricted net assets 900,000
Capital grants fund 900,000
Total Net Assets 5,771,001
Total Liabilities and Net Assets $ 14,189,383

Revenues and Other Support:
Contributions $ 557,422
Grants 1,435,213
Tax credit programs 433,000
Income from special projects 380,000
Sales of rehabilitation projects 1,001,000
Homeownership fees 145,475
Investment income-mortgages 44,065
Investment income 56,627
Miscellaneous income 1,948
Net assets released from restrictions 421,900
Total Revenues and Other Support 4,476,650

Expenses:
Housing rehabilitation and development 2,673,057
Community building and organizing 240,899
Homeownership programs 649,113
Total program services 3,563,089
Supporting Services:
Management and general 236,698
Fund raising 209,653
Total supporting services 446,351
Total Expenses 4,009,420

Net Assets:
Beginning of Year (1/1/14) 4,286,781
End of Year (12/31/14) 4,754,011
Change in Net Assets $ 467,230

NHS attracts financial support from a variety of philanthropic sources. The lending institutions and corporations listed here often provide us with far more than their financial contributions. Program support and partnerships with corporate entities, private foundations, and other not-for-profit organizations all help to build our capacity and further our mission. We are grateful to everyone who contributes to our mission of revitalizing neighborhoods, block by block, house by house, and person by person.

SUPPORTERS
Bank of America
Citi Foundation
Citizens Bank
City of New Haven
Community Foundation for Greater New Haven
Comcast
Eaton Vance Investment Managers
Eversource
Forest City Enterprises
First Niagara
Greater New Haven Community Loan Fund
JP Morgan Chase
Liberty Bank
Local Initiatives Support Corporation
NeighborWorks® America
New Alliance Foundation
People’s United Bank
RISC Foundation
Santander
Seedlings Foundation
State Farm Insurance
Suzio-York Hill Companies
TD Bank
Traveler’s Insurance
UIL Holdings
United Way - Special Initiatives
Walmart Foundation
Webster Bank
Wells Fargo
Yale-New Haven Hospital
Yale University
The NHS Board of Directors is a partnership of neighborhood residents, local business leaders, and representatives from the City of New Haven.

OPERATING REVENUE

- Corporate/Business: 23%
- Foundations: 15%
- Neighborworks America: 19%
- Individuals: 3%
- Interest: 6%
- Other: 7%

NHS STAFF

Dr. James A. Paley, Executive Director
Bridgette P. Russell, Managing Director, New Haven HomeOwnership Center

Tim Applebee, Architectural Project Manager
Jessica Buchanan, Resource Development Specialist
Mark J. Cotte, Director of Finance
Stephen Cremin-Endes, Director of Community Building & Organizing
Leticia Da-Luz, Sales Associate, HOC Realty
Beonca Duncan, Housing Specialist
Henry Dynia, Director of Design and Construction
Kathy Fay, Manager, Home Improvement and Energy Conservation Lab
Chandel Gibbs, Community Building Specialist
Michael Haynes, Manager of Community Development Lending
Areta Huckaby, Senior Administrative Assistant
Love Jackson, Senior Housing Specialist
Norma Pantoja, Senior Administrative Assistant
James Pepitone, Construction/Energy Specialist
Maria Perez-Martinez, Communications Manager
Dorothy Pina, Data Entry Clerk
Alexandra Pollak, Grant Writer
Lucie Prather, Community Building Specialist
Clara Quinones, Housing Specialist
Becky Skau, Administrative/Financial Manager
Alice Steinhardt, Housing Specialist
Shayla Williams, Community Engagement and Resource Specialist

2014-2015 VISTA Members
Beonca Duncan    Chandel Gibbs
Taylor Faranda Korthuis    Kelsey Sullivan

2015 Summer VISTA Associate
Hannah Wells

RESIDENTS
Virginia Stevenson, President
Celeste Suggs, Vice President
Chris Prokop, Secretary
Raymond Chambers
Sandra Hadland
Cynthia Johnson
Charles Lemert
Pastor Donald Morris
Leslie Radcliffe
Jerome Tureck

LENDING AND INSURANCE PARTNERS
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Catherine Cordero, Wells Fargo
Terence Floyd, People’s United Bank
David Freeburg, TD Bank
Carol Heller, Bank of America
Sarah McQueen, Knights of Columbus

CITY OF NEW HAVEN
Velma George
Livable City Initiative
Donna Hall
City Plan Department
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