2021 Annual Review

Acres Home, Winter Storm Emergency Repairs
Sunnyside, Roof Restoration
Sunnyside, Food Distribution
Second Ward, Community Revitalization
East Houston, Hurricane Harvey Recovery
Cloverleaf, Veteran Services

Scan to donate.
In the last five years, Rebuilding Together has become the disaster recovery expert in Houston and Harris County. Hurricane Harvey, followed by the COVID-19 Pandemic, and then Winter Storm Uri, stretched our capacity unlike any time in our 39 year history. Because we have served over 14,620 families in those 39 years, homeowners in many underserved communities know us and trust us. We are the first place many of our neighbors turn for help. With the unbelievable generosity of philanthropic individuals and corporations, we have quickly ramped up to provide disaster recovery again and again.

But we have another dream.

What if we focused on resilience?

Why wait until disaster strikes? In 1982, when Rob Mosbacher, Jr. and the leaders in the Houston community started our organization, disaster was not a part of the equation. They recognized that a safe and healthy home is a human right, and that the need for repairs was very real.

So as we look to the future, resilience is our focus.

Replace roofs before the next hurricane. Provide temperature control not only for the scorching summer, but for the occasional winter freeze. Honor the service of our Veterans by serving them. Recognize the efforts our neighbors put forth to achieve the American dream of home ownership by keeping the home in the family. Allow seniors to age in place and pass the home on to the next generation.

Rebuilding Together provided free home repairs for 433 families in 2021

We hope this report demonstrates the importance of our work and the significance of your participation. The hard work and dedication of our volunteers and staff, the financial support of our donors and corporate partners, and the collaboration of the community advocates in the neighborhoods we target all make our work possible. Let’s champion RESILIENCE TOGETHER.

Your support matters. Thank you.

Christine Holland
Chief Executive Officer

Gary Olander
Board President

Christine Holland

From recovery to resilience.

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Services in 2021

- **Safety Modifications**: 67
- **Community Revitalization Homes**: 75
- **Winter Storm Emergency Repairs**: 252
- **Veterans Served**: 64
- **Roof Restorations**: 74
- **Hurricane Harvey Recovery Homes**: 44

**Projects Completed**: 693

**Total Families Served**: 433

**Investment* into our communities**: $5,953,954

* Investment is the total of the year’s expenses, the value of in-kind materials, and the value of volunteer work.

**News Coverage**

- **Impressions**: 3,153,592
- **Earned media value**: $343,640

**what we do**
The Williams Family

The response to Hurricane Harvey changed Rebuilding Together Houston forever. We stretched our capabilities to the limit, as we provided in-depth repairs to 480 families. These repairs included roof restorations, structural stabilization, flooring, mold removal, electrical upgrades, and rebuilding kitchens and bathrooms. RTH repaired not only the damage inflicted by the hurricane, but also decades of deferred maintenance, making homes more resilient for the future. After this experience, we now evaluate all Veteran Services and Community Revitalization homes through a 25-point Health and Safety Checklist, which ensures that homes are safer and more resilient against disaster.

The Williams family built their house in 1955, along with the house next door for other family members. Generations have had fond memories of their East Houston neighborhood, until Hurricane Harvey struck. Ms. Ebony Williams, a grandniece of the original owners, was living in the home she now owns, but she and her young son were forced out by the storm in 2017. Thanks to funds from CITGO, our repairs allowed them to return back home safely and continue their family tradition in the community. Read more.

Ms. O’Neal, Winter Storm Emergency Repairs

Winter Storm Uri of 2021 interrupted electricity for many residents and caused leaks for an estimated 25% of Houston area water customers. The Winter Storm hit on February 15th and RTH started recovery on February 18th. We can mobilize very quickly in a disaster because home repair is our mission every day of every year. RTH provided critical plumbing repairs to stop leaks, restore water service, and replace all damaged materials for 252 impacted families throughout Harris County. On March 3rd, Ms. Adele O’Neal called us about her home where she was born and has lived all of her seven decades.

Like so many Houstonians, she experienced frozen pipes, which forced her to shut off her water service. Before calling RTH, she tried to get help for the necessary repairs but was not successful. We quickly completed the repairs and got her water turned back on.

“It does me so much good, and I want to thank you from the bottom of my heart.”

Read more.
Rebuilding Together partnered with GAF in 2021 to remind everyone that inspecting your roof is critical for hurricane preparedness. GAF, the leading manufacturer of roofing materials in North America, made a generous donation of roofing shingles that helped us to replace roofs for Houston homeowners in need. One of those homeowners, Ms. Oretta Cade, loved her 70-year-old home in Sunnyside but could not afford to replace her damaged roof. Her new roof helps make her home safer and more resilient against the next hurricane. Our roof program has expanded in 2022 to help even more Houstonians.

Mr. Troy Dyer is a decorated 19-year US Army Veteran, deployed in three combat tours during the Gulf War Era. He is the third generation owner of his home in Cloverleaf. Our repairs transformed his 80-year-old home, giving him a chance to live securely. Volunteers from Lowe’s were grateful for the opportunity to complete the project on Veterans Day, 2021. Read more.

Demand for Veteran services has increased dramatically in the Houston/Harris County area. With our unique combination of licensed contractors and dedicated community volunteers, we repaired 64 homes of Veterans throughout Harris County in 2021. Mr. Troy Dyer is a decorated 19-year US Army Veteran, deployed in three combat tours during the Gulf War Era. He is the third generation owner of his home in Cloverleaf. Our repairs transformed his 80-year-old home, giving him a chance to live securely. Volunteers from Lowe’s were grateful for the opportunity to complete the project on Veterans Day, 2021. Read more.

In 2021, we made great strides in creating partnerships and reaching families that need help in the East End. Our program makes a home safer and more resilient, with contractors replacing damaged roofs and stabilizing the structure, staff completing internal safety modifications, and volunteers repairing and painting the exterior of the home. Ms. Vicenta Garcia has lived in her Second Ward home for nearly 20 years. There was major damage to her house as a result of Hurricane Harvey. Four years later, she had not been able to make the repairs to her roof and sheetrock, making her home dangerous to live in. Her seven children and numerous grandchildren were worried that she could not continue to live there. Our contractors secured her home and volunteers from Reliant completed the external repairs in October of 2021. Now Ms. Garcia can safely age in place and pass the home to the next generation of her family. Read more.

Harris County has the second largest Veteran population in the U.S. with over 300,000 Veterans in the Houston Metropolitan area alone.

64 Veterans Served

74 Roof Restorations

Roof Restorations

Ms. Garcia, Community Revitalization

75 Community Revitalization Homes

Resilience

to

Read more.
From 2019 to 2021, Rebuilding Together partnered with an external evaluator to conduct impact measurement based on desired outcomes of our core practice model, Safe and Healthy Housing. These surveys were conducted across the United States, and over 1,000 homes were assessed and 450 homeowners were interviewed, asking them about the changes they experience since the repairs were made. Impact measurement touched on six domains: Community (inclusion and retention of housing stock), Safety, Physical Health, Mental Health, Economic Security, and Independence.

The work of Rebuilding Together has been proven to improve...

- **PRIDE OF HOME**
  Almost 90% of neighbors reported a feeling of pride in their home after repairs.

- **COMMUNITY INCLUSION**
  Sixty percent of neighbors reported an increased feeling of inclusion within the neighborhood after repairs.

- **GOOD HEALTH**
  Over 6 in 10 neighbors either maintained good/excellent health after repairs, or experienced improved health after repairs.

- **OVERALL HEALTH**
  Among neighbors who reported their physical health was “fair” or “poor” before the repairs, 33% said their health improved after the repairs.

- **COST REDUCTION**
  Home maintenance costs decreased for 27% of neighbors.

- **INTERGENERATIONAL WEALTH**
  Nearly 70% of neighbors plan to pass on their property to a family member or friend.

- **COMMUNITY CONNECTION**

- **SAFETY**
  The majority of neighbors who had previously (or almost had) fallen did not fall again following repairs.

- **PHYSICAL HEALTH**
  Eighty-six percent of the neighbors who had trouble entering and exiting their home found it easier after our repairs.

- **MENTAL HEALTH**
  Among neighbors who felt highly nervous or stressed about their home, 67% said the repairs reduced this level.

- **ECONOMIC SECURITY**
  Half of neighbors said their mental health improved after receiving home repairs.

- **INDEPENDENCE**
  A majority of neighbors who found food preparation very difficult said the repairs helped increase their ability.

- **ABILITY TO AGE IN PLACE**
  Almost 90% of neighbors who weren’t planning on aging in place now consider it very likely.
RTH began the 2021 fiscal year with approximately $1.2 million in net assets restricted for various programs, primarily Disaster Relief. The negative net income reflected for the 2021 fiscal year is largely the result of the spend-down of this multi-year advanced funding.
A PDF version of this report is available at: https://www.rebuildinghouston.org/reports

Rebuilding Together Houston is one of the 130 affiliates in 38 states. Repairing Homes. Revitalizing Communities. Rebuilding Lives.