

2025

IMPACT REPORT

July 1, 2024 – June 30, 2025



**HOME
REPAIR
SERVICES**

RESOURCES FOR
HOMEOWNERS

MISSION

Home Repair Services strengthens vulnerable Kent County homeowners because strong homeowners build strong communities.

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THE PUBLIC EXPECTS US TO GET SH*T DONE

Dear Friends,

That blunt but brutally true statement came from a fellow nonprofit CEO during a tense meeting of a dozen of us in early 2025. We had just learned that many federal grants were being paused or frozen entirely, and the room was thick with anxiety, fear, and frustration. For those of us who depend on federal dollars to fulfill our missions, the news hit hard. One story after another revealed what these funding gaps could mean—until, in the middle of it all, she said it, clear as day:

“But at the end of the day, the public expects us to get sh*t done.”

And she was absolutely right.

Regardless of what was happening behind closed doors in Congress, the vulnerable populations we serve were counting on us to deliver – likely, more than ever. As one of our valued stakeholders, I am profoundly grateful to share with you that in 2025, Home Repair Services did exactly that—and then some!

With your help, we:

- Completed **2,281 home repair jobs**—more than ever before
- Repaired **321 furnaces**, a **19% increase**
- Installed **158 energy efficient furnaces**, up **105%**
- More than doubled the number of access ramps, setting a new annual record of **49**
- Helped **38 homeowners avoid foreclosure**, protecting **\$10.7 million** in residential assets

- Increased home inspections by **61%**
- Set a **new single session attendance record** with **64 students** in the Fix It School for a lesson on Basic Electrical—and broke multiple monthly attendance records as well

The longer I serve in this role, the more I see that our work is truly a collective effort—made possible by our staff, board, volunteers, funders, program partners, and trusted subcontractors. Each of you has played a vital role in helping make West Michigan a place where homeowners of **all** backgrounds can live in safe, stable homes while building life changing generational wealth.

To every member of the HRS family: **thank you**. Your belief in our mission energizes our spirits and fuels the work. As you leaf

through the pages of this report, it reflects not just what we did, but what **you made possible**.

Let's keep getting sh*t done.



Joel Ruiter
Executive Director

P.S. Please be my guest at one of our monthly Lunch & Learn tours. It's a behind the scenes look at the **how, who, and why** of our work. You can reserve your seat at www.homerepairservices.org/lunch-and-learn tour



The Home Repair Services team 2025

Meet the people behind the impact. This dedicated, diverse team brings compassion, professionalism, and collaboration to everything they do—strengthening vulnerable homeowners and building a more vibrant, inclusive community every day.



Dan VanderKodde



Jim Lynch

This past year, we celebrated the retirements of two remarkable members of our Repair Team. Jim, a skilled plumber, served HRS for 35 years, and Dan, a talented roofer and carpenter, gave 16 years of dedicated service. Together, their craftsmanship and compassion made thousands of homes safer and countless clients more hopeful. We salute their legacy and wish them all the best in their well-earned retirement.

One of 49 Access Ramps

STRONGER
HOMES



MAJOR & MINOR REPAIR PROGRAMS

- 2,281** health & safety jobs completed
- 321** furnaces repaired
- 158** new furnaces installed
- 144** roofs repaired or replaced
- 303** electrical repairs
- 45** main drain cleanouts
- 222** water heaters repaired or replaced
- 571** general plumbing repairs



ACCESS RAMPS

- 49** home access ramps built
- 22** donated by Home Builders Association members



BATHROOM MODIFICATIONS

- 49** bathrooms modified
- 24** new toilets installed
- 114** safety grab bars installed



2,456 HOMES IMPACTED

OUR CLIENTS

RACE

African American	33%
Hispanic	10%
Other	12%
White	45%

Female – headed household	61%
Clients aged 60 or greater	50%
Veteran Households	74
Median tenure in current home	22 years

Average Income	\$27,865
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2025

Resourceful Homeowner
Award Recipient:

Becky Nespital

STRONGER

HOMEOWNERS



HOUSING COUNSELING & FINANCIAL EDUCATION

- 41 one-on-one counseling sessions
- 38 of those counseled averted foreclosure!
- 100 financial literacy sessions taught
- 346 "attendees" joined a financial workshop
- 654 average number of views per podcast
- 8 Smart Money University sessions taught for those 60 and over



THE FIX-IT SCHOOL

- 82 hands-on Workshops held
- 27 average Saturday attendance
- 12 women-only workshops held
- 30,700+ all-time attendance!



HOME MAINTENANCE CHECK-UPS

- 61 inspections completed
- 94% inspections revealed a critical health or safety repair
- 606 inspections have been completed since program inception in 2015

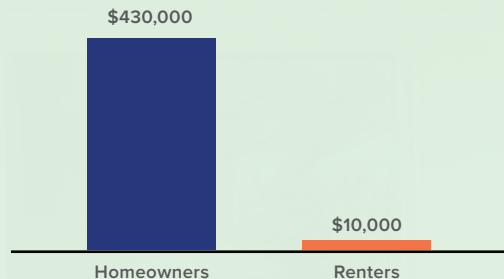


REMODELING TOGETHER

- 27 DIY kitchens sold
- 94% selected cabinets produced in HRS Cabinet Shop
- \$945,000 of value/equity injected into the community
- 412 kitchens have been completed since program inception in 2011

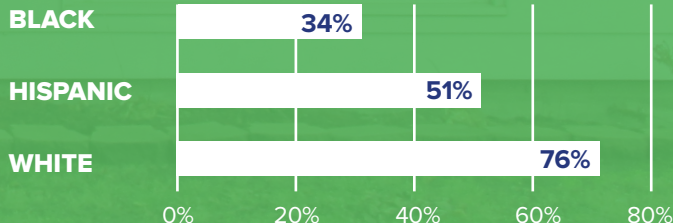
HOMEOWNERSHIP = GENERATIONAL WEALTH

INCREASING GAP IN FAMILY WEALTH



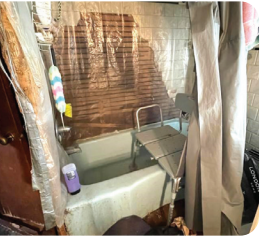
Source: Federal Reserve

METROPOLITAN GRAND RAPIDS HOMEOWNERSHIP RATE BY RACE



Source: Housing Kent as cited in Crains

STORIES FROM HOME: BUILDING STRONG HOMES



Home Repair Services exists to help West Michigan families stay safe and secure in their homes. Last year, we completed 49 bathroom conversions—critical projects that remove barriers, especially for older adults who wish to age in place.

One of those projects took place in a 1924 bungalow just off Buchanan in SE Grand Rapids, where Mr. and Mrs. Johnson, both 69, live on a modest fixed income—less than half of the area’s median income. Like many seniors, they faced a daily challenge: stepping over a bathtub edge to bathe safely.

Our team replaced their outdated tub with a low threshold shower, adding sturdy grab bars to prevent slips and falls. The project wasn’t simple. Staff carpenter Dina Rowland quickly discovered rotted subflooring from years of hidden leaks. “It was so bad I couldn’t remove the tub without replacing the floor first,” Dina recalled. Out came the decayed decking, then layers of ceramic tile, plaster, and lath. Once the floor was solid, the project moved forward. Dina framed in the new shower, while our partners at Cherry

Valley Plumbing installed new water lines, drains, and fixtures.

When the work was done, Mr. Johnson left a voicemail after business hours:

*"Just wanted to let you know I took my first shower in that **wonderful** shower you installed—and it was **wonderful**. The water pressure issue with the old tub is gone. It was a very, very **wonderful** experience, something I had been looking forward to for a long time. Thank you, thank you for the **wonderful** work you did. Bless you. You are making a difference."*

Bathroom conversions like this one save lives. Falls are the leading cause of injury related death for adults over 60. By removing high tub ledges and adding safe, stable surfaces, Home Repair Services helps prevent those falls—while preserving independence and dignity.

For the Johnsons, the best word to sum up this project is the same one Mr. Johnson used: **wonderful**.



STORIES FROM HOME: BUILDING STRONG HOMEOWNERS

When Home Repair Services launched the Home Maintenance Check Up (HMC) Inspection program in 2015, the goal was simple: extend the knowledge and confidence homeowners gained in our Fix It School workshops into their own homes. In many ways, the program was designed for a homeowner like Eric.

Eric first connected with HRS by attending several free DIY workshops. There, he learned about our no cost HMC inspections—a detailed walk through of a home to identify maintenance issues before they become costly problems. He signed up, and our lead inspector, Art Schmeehling, spent hours walking with Eric through his 100 year old NE Grand Rapids home, taking notes, snapping photos, and having a teaching dialogue as they went.

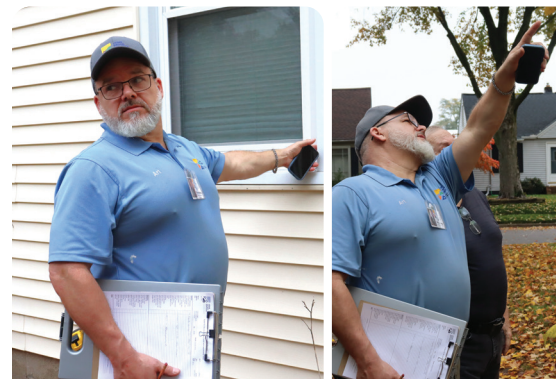
“I can’t thank you enough for the information, and I can’t believe it was free,” Eric later said in an email. “The amount of time you invested was incredible. I’ve already repaired fascia boards and added downspout extensions straight from your report. It’s

remarkable and so appreciated.”

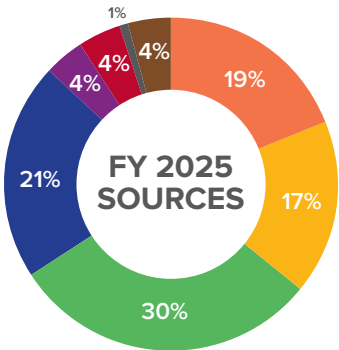
Months later, Eric faced a scare. A foundation specialist told him that cracks in his basement wall indicated serious settling—and quoted a \$50,000 repair. Alarmed, Eric called HRS for a second look. Art returned, reviewed the situation carefully, and reassured him: the cracks were normal and unrelated to sloppy concrete work on the floor done by the previous owner. Eric avoided an unnecessary and crushing expense.

“We approach these inspections as the best way to grow DIY knowledge,” Art explains. “And because we have no agenda to sell services, people like Eric can trust what we share.”

Since its launch, the Home Maintenance Check Up program has provided over 600 inspections across Kent County, empowering homeowners to maintain safe, sound, and efficient homes. For Eric, the value of the program wasn’t just in the advice—it was in the peace of mind and the \$50,000 he didn’t have to spend.



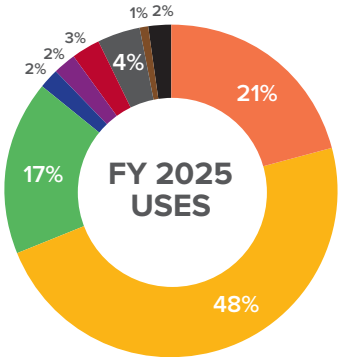
THE IMPACT OF RESOURCES | VOLUNTEERS



\$5,197,514

- FEDERAL FUNDS
- STATE & COUNTY FUNDS
- PRIVATE DONATIONS AND GRANTS
- UTILITY REBATES
- DONATED GOODS & SERVICES
- CLIENTS
- LEASE INCOME
- INVESTMENT & OTHER INCOME

Full audited financial statement
available on HRS website



\$5,197,514

- PROGRAMS PERSONNEL
- PROGRAMS - MATERIALS, SUPPLIES, SUB-CONTRACTORS
- SUPPORT PERSONNEL
- UTILITIES & INSURANCE
- VEHICLES & REPAIRS & MAINTENANCE
- ADMINISTRATIVE
- DEPRECIATION
- OTHER SUPPORT SERVICES
- INCREASE TO RESERVES



We were blown away by a \$55,000 gift from West Michigan Community Bank, made in collaboration with the Federal Home Loan Bank of Indianapolis.



We were honored to attend the Calder Capital “Deal Ball” and grateful to receive their generous matching gift.



We're so grateful to LMCU for their ongoing generosity, helping us keep Fix-it School workshops free and open to everyone in our community.

483

**THE NUMBER
OF FINANCIAL
PARTNERS
LAST YEAR.**

71%

**DONOR
RETENTION RATE
OF HOME REPAIR
SERVICES –
NATIONAL
AVERAGE 40-45%**



LEARN MORE ABOUT SUPPORTING HRS

Contact Steven Nicolet,
Director of Development, at
snicolet@homerepairservices.org
or (616) 241-2601 ext. 223.



RDV Corporation



Horizon Bank



Yale Alumni

Volunteers Build Strong Communities

76 Projects Completed

611 Volunteers

66 Groups

7,157 Hours of Difference!

To learn more about volunteering at
Home Repair Services, visit our website at
www.homerepairservices.org and click on
the volunteer tab.

Follow us
on social media.



1100 S. Division Ave.
Grand Rapids, MI 49507

www.homerepairservices.org
616.241.2601



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