

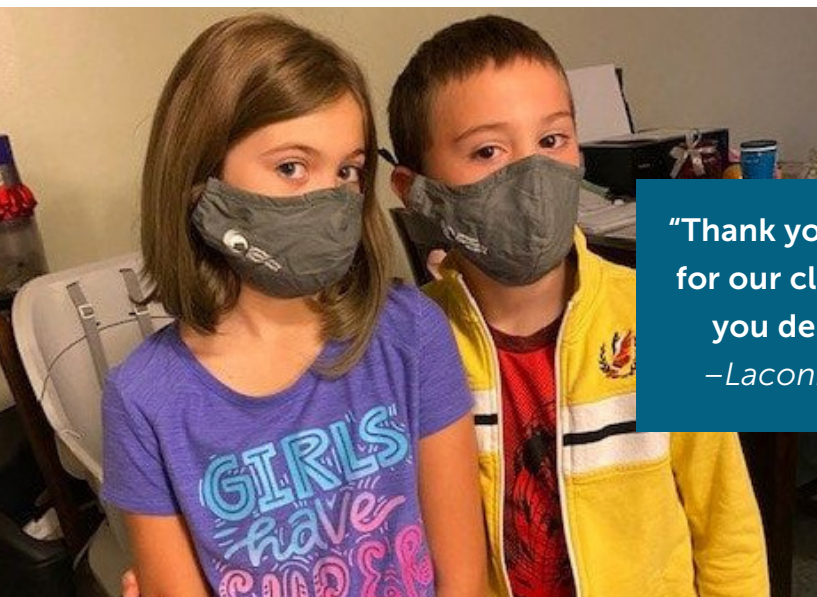
# 2020 Impact Report



Lakes Region  
**Community  
Developers**

*Our vision is for everyone in the Lakes Region to live in a healthy home and be empowered to succeed. We cannot achieve this vision on our own. We are incredibly grateful for the foundations, government agencies, businesses, and individuals who believe in and support our work.*

*Although 2020 was marked by pain, loss, and uncertainty, it also revealed the strength, resilience, and generosity of our community. Every act of kindness, no matter how big or small, kept us focused on our mission and inspired us to work through all the challenges of last year. Thank you!*



**"Thank you so much  
for our cloth masks  
you delivered!"**  
—Laconia tenant



## Ames Brook Apartments

We completed the \$5 million renovation of this 40-unit apartment complex in Ashland in September 2020. This was our first occupied rehab project. We are so grateful to the residents for their good humor throughout 14 months of construction, during which several residents had to move more than once.



"My apartment is so beautiful! After moving four times in one year, it was well worth the moves."

"Moving here has been a great relief. We are in an awesome apartment with all we could ask for."

### Thank you to the following organizations for supporting the Ames Brook project:

Federal Home Loan Bank of Boston

Franklin Savings Bank

NeighborWorks America

New Hampshire Community Development Finance Authority

New Hampshire Housing Finance Authority

North Branch Construction

Raymond James Tax Credit Fund

Rural LISC

Stewart Associates Architects

Town of Ashland

US Department of Agriculture – Rural Development

US Department of Housing & Urban Development



## Gale School Redevelopment

We are partnering with the Save Our Gale School Committee (SOGS) in Belmont to preserve and redevelop the historic Gale School into a community facility.

In July, SOGS was successful in moving the Gale School to its new location at 60 Concord Street in Belmont. Moving the building was a massive undertaking!

With the move complete, we kicked into high gear on planning and grant-writing, which will continue throughout 2021. If all goes well, we could start construction in 2022.

The Boys & Girls Club will operate a daycare center on the first floor of the Gale School. The second floor will be home to a new program center for Lakes Region Community Services. We are excited to partner with these outstanding organizations to help them grow and serve more families.

## Community Building



"I love having a clean, safe, and presentable neighborhood for my son to grow up."  
—Harriman Hill resident, Wolfeboro



"The people here are just trying to live and raise their kids in a healthy environment."  
—Pinecrest Apartments resident, Meredith



## Housing is Infrastructure

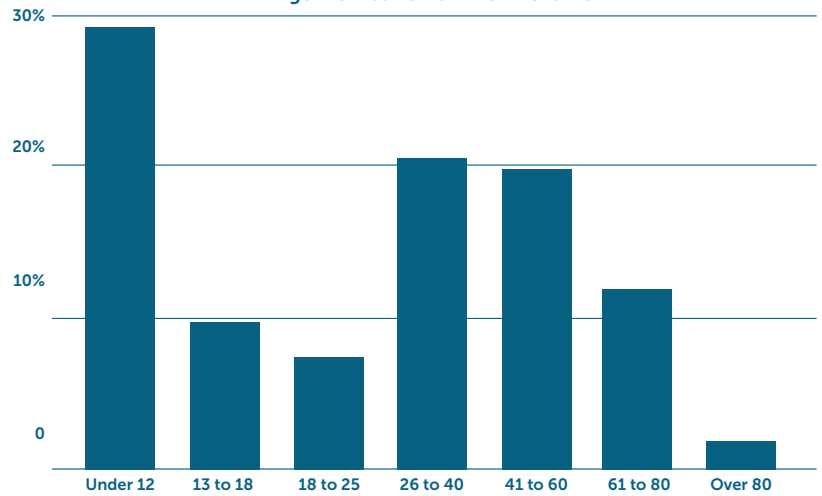
**Healthy Housing** is part of the infrastructure our businesses need to flourish.

We provide healthy housing for 726 people.

Our tenants are the workers that drive the Lakes Region's economy.

62% of LRCD's working age tenants are employed. New Hampshire's overall labor force participation rate is 66%.

Age Distribution of LRCD Tenants



"Living here has afforded me the opportunity to pursue a career to make a better future for my children."

—Lochmere Meadows resident, Tilton

### Our residents work at 145 different local businesses:

17% Healthcare	10% Education	5% Non-profits (not healthcare related)
13% Retail	7% Construction	5% Manufacturing
13% Hospitality		

## Resident Empowerment

Through our annual resident survey, we identified two consistent barriers to success for our tenants: access to transportation and adult dental care. In 2020, we launched two new programs to address these barriers.



**Take the Wheel NH** is a partnership with Franklin Savings Bank, Grappone Automotive, and HOMEteam. Take the Wheel combines financial counseling with low-interest car loans to help families afford reliable, fuel-efficient vehicles.

This program is open to all Lakes Region households below 120% of the area median income.

Unfortunately, COVID-19 caused job losses amongst our first group of participants and they were not able to purchase new vehicles. However, they did benefit from financial counseling – one participant improved her credit score by 200 points! Despite the pandemic, we continued to market the program and enroll new participants who are at various stages of financial counseling.

Thank you to The Linden Foundation, NeighborWorks America, Truman Charitable Fund and Rural LISC for providing financial support to create Take the Wheel.

### Our Adult Dental Program kicked off in October with two components:

1. Adult Dental Resource Guide – a brief publication mailed to all LRCD tenants to help people without dental insurance find affordable care.
2. Dental Grants – LRCD pays for half of a tenant's dental costs up to \$1,000.

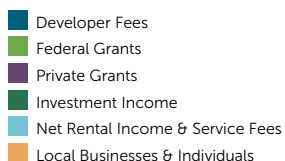


Despite the pandemic, two LRCD tenants used the program to address restorative dental care needs and three more began working on a treatment plan with their dental provider.

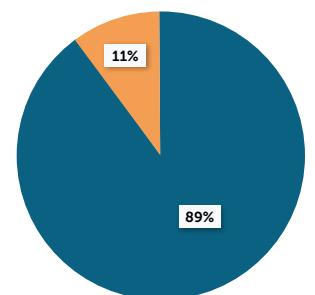
Thank you to Northeast Delta Dental Foundation, Inc., NeighborWorks America, and Spere Memorial Hospital for funding this program.

## 2020 Finances

This chart shows the breakdown of our **\$1.3 million in operating revenue in 2020**.



This graph shows that **89% of our spending is on programs** and **only 11% is for administration & fundraising**.



We are grateful to our community for investing in our work. Thank you.

## Corporate & Foundation Partners

Bangor Savings Bank  
Bank of New Hampshire  
Belknap Landscape Company, Inc.  
Common Man, Inc.  
Common Man Town Docks  
Dobles Foundation  
Emergency Food & Shelter National Board Program  
Evernorth  
Eversource  
Franklin Savings Bank  
Frase Electric  
Granite United Way  
Great American Dining, Inc.  
Greater Lakes Region Children's Auction  
HK Powersports - Laconia  
JMG Marketing & Business Strategy  
Lakes Region Community Services  
Lakes Region Landmark Properties  
Leone, McDonnell & Roberts, P.A.  
Mainstay Technologies  
Martini Northern, LLC  
Melcher & Prescott Insurance  
Meredith Village Savings Bank  
Modern Outdoor Landscaping Company, LLC  
NEF Housing Charities, Inc.  
NeighborWorks America  
Nesseralla & Company, LLC  
New Hampshire Charitable Foundation  
New Hampshire Housing  
New Hampshire Women's Foundation  
NGM Insurance Company  
New Hampshire Community Development  
Finance Authority  
New Hampshire Department of Health & Human Services,  
Bureau of Housing Supports  
Northeast Delta Dental Foundation, Inc.  
Northpoint Engineering  
Northway Bank  
Penny Pitou Travel  
Resilient Buildings Group  
ReVision Energy Inc.  
Rural LISC  
Sheehan Phinney  
Speare Memorial Hospital  
Stewart Associates Architects LLC  
TD Charitable Foundation  
The Hodges Companies  
The Linden Foundation  
Union Bank  
Viva Consulting  
Volunteer NH

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