

2021 Impact Report



We envision a Lakes Region where everyone lives in a home that supports good physical, mental, and financial health and is empowered to reach their full potential.

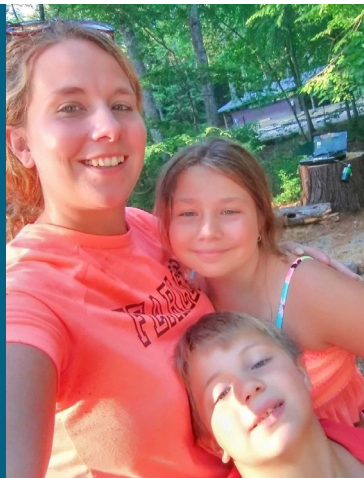
Why do we do this work?

One of our core beliefs is that everyone can play a positive role in their community when they feel a sense of belonging.

If you were ashamed of the home you lived in or if you didn't have a home at all, would you feel like you belonged? If you worked hard all day serving the public in a health care setting, restaurant, or a shop but still couldn't afford to rent a decent apartment, would you feel like you belonged?

This is one reason why housing matters so much.

"A stable home was the base I needed to pursue the life I wanted for myself and my kids. Without a safe, stable home, it is hard to do anything more than try to survive. I never thought I would have my own apartment or that I would be able to be a normal mom."



—Erica Gilbert, tenant at Pinecrest Apartments in Meredith. Erica served in the AmeriCorps Program and is now a Certified Recovery Support Worker at Navigating Recovery of the Lakes Region.

Housing for Essential Workers

In 2021, we intensified our focus on housing for essential workers. The environment was more challenging than ever as costs continued to rise, competition for funding intensified, and local land use regulations remained unfriendly. Despite these challenges, we made significant progress in 2021.



- **Harvey Heights** – After five years of hard work competing for funding in multiple rounds, we finally secured all the funding to renovate this 25-unit apartment complex in Meredith. We purchased the property in 2016 to preserve it as affordable housing.
- **Harriman Hill Homes** – In 2021, bids came in well above the funding we had to begin construction on this development of 20 starter homes in Wolfeboro. We worked with NH Housing to determine if their new funding could help us fill the gap.
- **Building our Pipeline** – We negotiated option agreements on two new sites for multi-family developments and engaged engineering and architecture professionals to help us develop concept plans.

Addressing Homelessness with Supportive Housing

Supportive housing combines affordable housing with support services that help people who face the most complex challenges to live with stability, autonomy, and dignity. In 2021, we were proud to work with Lakes Region Community Services and Lakes Region Mental Health Center to create housing models to better serve people with complex challenges in our communities. We are actively working with both organizations to develop housing for their clients who are homeless or at-risk of homelessness.



Community Building

Residents enjoyed working together to clean up their neighborhoods, throw summer BBQs, build community gardens, and carve lots of pumpkins for Halloween.

Covid has created a lot of disruption and stress, but it has also given us good reason to enjoy being outdoors together as much as possible.



Empowering People

As a non-profit landlord for 30 years, we know that healthy housing is critical. But we also know that many of our tenants face other barriers that hold them back. Over the past few years, we expanded our resident services programming to address specific barriers our tenants encounter. During the pandemic, we also developed new trauma-informed eviction prevention protocols to ensure as many tenants as possible would maintain housing stability through this tumultuous time.

"It's been incredibly important and helpful to me to live somewhere that I'm not just my rent check. I'm a human being, first and foremost, and they care about the wellbeing of me and my family."



– Carrie Duran,
tenant at Harriman Hill in Wolfeboro.

Carrie works as a Legislative Liaison for Lakes Region Community Services and volunteers with many organizations including the New Hampshire Council on Developmental Disabilities, Northern Human Services, and the Wolfeboro Economic Development Committee.

Take the Wheel

This partnership between LRCD, HOMETeam, Grappone Automotive, and Franklin Savings Bank combines financial counseling and affordable financing to help people get into reliable, fuel-efficient cars. We moved beyond the pilot phase and rolled the program out in the community in 2021.



- 162 applicants
- 55 participated in online financial education
- 4 completed one-on-one financial counseling
- 3 graduated and purchased a car

NH Emergency Rental Assistance

With the help of our resident services coordinators, scores of LRCD tenants were collectively approved for \$250,000 in Covid rental assistance in 2021.

We are grateful to New Hampshire Housing and the Community Action Program agencies for working so hard to stand this program up and distribute funds to thousands of New Hampshire households who needed it.

Dental Program

We launched this program in October 2020 to help our tenants without dental insurance find affordable care. We also provide grants to cover half of a tenant's dental costs up to \$1,000.

\$8,946 in grants helped 19 tenants afford dental care.

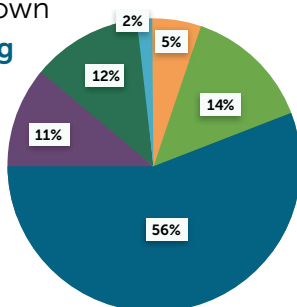
Housing Stability Grants

Some tenants faced financial hardships that were not directly caused by the pandemic. Our new eviction prevention protocols ensured that these households didn't fall through the cracks. We created an eviction prevention fund that our resident services coordinators can pull from when needed. In 2021, we made grants totaling \$14,013 to 15 tenants to help them maintain housing stability.

2021 Finances

This chart shows the breakdown of our **\$1 million in operating revenue in 2021.**

- Government Grants
- Private Grants
- Net Rental Income & Service Fees
- Developer Fees
- Investment Income
- Local Businesses & Individuals



89% of funds raised goes directly to our programs. Only 11% goes to administration & fundraising.

In addition, 22 New Hampshire based businesses invested over \$600,000 in LRCD real estate development projects, including the Gale School redevelopment project, through New Hampshire Community Development Finance Authority's tax credit program. We are grateful to Lakes Region Community Services and the Boys & Girls Club of Central NH for their partnership in the Gale School project.



Thank you to our supporters. We can't do this work without you.

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