

Year One Report on Fairfax County Contract for Home Repairs and Accessibility Modifications



Rebuilding Together Arlington/Fairfax/Falls Church (Rebuilding Together-AFF) is pleased to provide this summary report on our accomplishments for Year One of our home repairs contract (#4400013502) with Fairfax County’s Department of Housing and Community Development (DHCD). This report summarizes the home repairs and accessibility modifications we provided low-income homeowners in Fairfax County during the period 1/10/25, the date our purchase order took effect, through 12/31/25.

As Table 1 shows below, Rebuilding Together-AFF has exceeded, and in most cases far exceeded, our contract’s four deliverables and performance metrics. While Table 1 provides the highlights of our work, we urge you to read this full report to understand the various ways Rebuilding Together-AFF helps low-income homeowners remain in their homes, including: stairlifts, wheelchair ramps, appliances, roof replacement, and HVAC systems.

Table 1. Summary of Year One Performance, Target vs. Actual

Contract Performance Metric	Year One Target	Year One Actual	% Change
1. Number of Homes Repaired			
- Under Fairfax contract	78	91	+17 %
- Additional by RT-AFF	<u>14</u>	<u>22</u>	+57%
- Total homes repaired	92	113	+23%
2. Average # of Health and Safety Priorities Achieved per Home	3.5	5.65	+61%
3. Number of Volunteer Hours	2,550	3,923	+54%
4. Number of Sponsors and Supporters (\$1,000+)	22	23	+5%

Fairfax County Homeowners Assisted

In 2025, Rebuilding Together-AFF far exceeded our deliverables, completing repairs to 91 homes compared to our contract's target of 78. Altogether, we completed repairs for 113 Fairfax County homeowners in neighborhoods across the county and in all types of housing, from mobile homes and condominiums to townhouses and single-family homes.

Thanks to referrals from a wide range of agencies, case workers, partner organizations, and former clients, Rebuilding Together-AFF has served households in urgent need of repairs:

- 92 percent are extremely or very low-income households;
- 63 percent are female heads of household;
- 56 percent identify someone with a disability living in the home; and
- 97 percent are age 55 or older, 89 percent over 65, and 56 percent over 75.

Scope and Impact of Repairs



For the 91 homes repaired with contract funds in 2025, Rebuilding Together-AFF completed a total of 867 repairs - and a total of 1,070 repairs in all Fairfax County homes. Of course, the mere number of repairs completed (and the number of homes repaired) are limited metrics because repairs can vary widely in cost and complexity, from replacing a roof to installing a grab bar. For this reason, we use Rebuilding Together's 25 Health and Safety Priorities (Attachment A) to track the impact of our repairs.

Rebuilding Together-AFF's primary goal is to make homes safe and healthy. Rather than simply responding to homeowners' requests for repairs, we conduct a systematic assessment of every home to identify all needed health and safety repairs, in addition to considering the homeowner's needs and priorities. And we track the impact of our repairs based on "Before and After" comparisons of Rebuilding Together's 25 Health and Safety Priorities.

"Before" data highlight the prevalence of health and safety hazards in our clients' homes. For example, the 91 homes repaired under our contract initially presented these hazards:

- 55% needed a grab bar;
- 42% needed other bathroom modifications;
- 49% needed a smoke alarm;
- 38% lacked safe ingress/egress;
- 46% lacked adequate lighting; and
- 16% posed clothes dryer duct hazards.

“After” data make clear the scope and impact of our repairs. For the 91 homes repaired with Fairfax County funds, our repairs achieved an average of 5.65 Health and Safety Priorities per home, far more than our contract target of 3.5. For example, our repairs had the following success rates in correcting the hazards noted above:

- Grab bars installed 98%
- Bathroom modifications made 100%
- Smoke alarms installed 100%
- Safe ingress/egress provided 97%
- Brighter lighting installed 98%
- Dryer vented safely outside 100%

In addition, several repairs cured code violations or homeowner association complaints.

We seek feedback from our clients by mailing a Homeowner Follow-Up Questionnaire a few weeks after repairs have been completed. Of those who responded in 2025:

- 100% indicated they feel safer and more secure in their home;
- 100% expect to be able to remain in their home longer; and
- 98% feel at lower risk of falling in their home.

Volunteers

Rebuilding Together-AFF currently relies on volunteers to complete about 95 percent of repairs. During 2025, 252 volunteers worked 3,923 hours on the 91 homes served by the contract, 54% more hours than our contract deliverable, amounting to more than \$233,350 of in-kind contributions. Volunteers are Rebuilding Together-AFF’s strength and make the cost-effectiveness of our repairs exceptional. A cadre of about 50 volunteers works regularly on projects throughout the year, with skills ranging from retired contractors and professional electricians to seasoned “handymen” (and handywomen) and some novice volunteers.



Our projects’ success is due largely to 10 RT Express volunteer team leaders who conduct home assessments and determine the scope of work with staff, buy materials and assemble tools, organize repairs, mentor new volunteers, and ensure the safety of our homeowners and volunteers. Two licensed Occupational Therapist volunteers provide in-depth assessments and recommend accessibility modifications for clients at high risk of falling. During 2025, we gained about a dozen promising new volunteers with extensive remodeling skills.

Partners and Supporters



In 2025, RT-AFF secured 23 partners and supporters who provided at least \$1,000, slightly exceeding our contract deliverable target of 22. This included faith-based organizations that sponsored a home for National Rebuilding Day, along with individual donors, corporate sponsors, and foundations. Many of our volunteers support Rebuilding Together-AFF financially as well as give their time, evidence of their confidence in our work as well as their generosity.

Additional Accomplishments in 2025

Stairlifts and Ramps

For those challenged by stairs, a stairlift can be life changing. Rebuilding Together-AFF accepts donations of Acorn stair lifts (for straight stairs only), which we install at no charge. One of our Occupational Therapist volunteers conducts an onsite evaluation, and our stair lift team of five skilled volunteers overhauls each unit and makes a custom installation.

During 2025, we received 5 stairlift donations, installed 9 stair lifts, and made 13 other site visits for maintenance, repairs, or battery replacement. Currently, Rebuilding Together-AFF has 34 stair lifts deployed in Fairfax County (plus two in Arlington). Each Acorn stairlifts costs \$5,000+ new, with used units valued at about \$1,500 each. The only stair lift costs that Rebuilding Together-AFF bills to our Fairfax County contract are for batteries, about \$45 per stair lift, and rent for our storeroom.



For those who are unable to use steps to leave their homes, Rebuilding Together-AFF builds and installs wheelchair ramps, both donated aluminum ramps and those we construct using pressure-treated lumber. During 2025, we consolidated all aluminum ramp parts in our storeroom, and we qualified as a “dealer” for RamptUSA, which gives us a 62% discount on parts and materials.

Appliances



An increasing number of our clients need appliances, such as refrigerators, stoves, microwaves, washers, dryers, dishwashers, and water heaters. Our volunteers are skilled at installing appliances, although we hire a professional contractor for all gas appliances. During 2025, Rebuilding Together-AFF developed a partnership with Goodwin House at Bailey's Crossroads to donate gently used appliances, allowing us to stretch our budget

to help more homeowners in need. Rent for our storeroom is the only cost associated with donated appliances we bill to our Fairfax contract.

High-Cost Repairs

Careful stewardship of funds and entrepreneurial efforts by staff and volunteers allowed us to realize savings that made possible higher cost repairs to three homes: one roof replacement, and two HVAC system replacements using a combination of AC Rescue and home repair funds. In the future, we hope to be able to help many more low-income homeowners who need more extensive and expensive repairs.

Professional Contractors

Rebuilding Together-AFF needs to hire professional contractors for complex repairs, such as roofs, HVAC systems, and major plumbing and electrical work. However, the strict insurance and liability requirements for contractors under our Fairfax County contract and our liability insurance policy make most contractors reluctant to work for us. Our ability to offer contractors realistic expectations of multiple projects would help to offset their higher insurance premiums and the additional paperwork involved. Currently, we have standing agreements with five professional contractors. In the future, we hope to hire additional contractors across multiple trades to meet our clients' needs for more significant repairs.



Synergy with AC Rescue

In May 2025, Fairfax County amended Rebuilding Together-AFF's home repair contract to provide funding for AC Rescue to help low-income homeowners (and renters) in urgent need of cooling, primarily with window and portable air conditioning units. In launching AC Rescue and integrating it into our work, we have realized significant synergy with our core home repair program: a majority of AC Rescue clients needed help with other home repairs and accessibility modifications, and two of our home repair clients needed AC Rescue's help with air conditioning.



Conclusion

In Year One of our contract with DHCD, Rebuilding Together-AFF exceeded all contract deliverables and performance metrics in completing repairs for a total of 113 Fairfax County homeowners. We believe our performance makes clear Rebuilding Together-AFF's commitment and capacity to help low-income homeowners stay safe and healthy in their homes as well as the unmatched cost effectiveness of our delivery system. Building on this strong foundation, Rebuilding Together-AFF looks forward to working with Fairfax County to expand services and reach additional homeowners, including those with more extensive repair needs.

Attachment A – Rebuilding Together's 25 Health and Safety Priorities

Attachment A

Rebuilding Together's Health and Safety Priorities		Before	After	Change
		Y/N	Y/N	+
1	Residents can safely enter and leave the home			
2	The roof is watertight			
3	Rainwater is effectively shed and directed away from the structure			
4	Exterior walls have no gaps/cracks/holes that allow intrusion of moisture/pests			
5	Windows and exterior doors open and close, lock securely and seal well			
6	Home is free of live infestation of pests, and sources of attraction are removed			
7	The numerals in the property's street address are clearly visible from the street			
8	A working smoke detector is on each floor and in or near bedrooms			
9	A working CO detector protects home with gas appliances or attached garage			
10	A currently dated Class ABC fire extinguisher is available in or near the kitchen			
11	Water and space heating appliances that produce CO exhaust outside			
12	No known electrical hazards are present, and kitchens and baths have GFCIs			
13	Residents have access to a working water heater, refrigerator and range			
14	The kitchen and bathrooms have an exhaust fan vented outside			
15	Residents have access to a working sink, toilet and bathtub or shower			
16	Residents who need help bathing/toileting have appropriate bathroom mods			
17	Residents at risk of falls have grab bars well located and securely fastened			
18	Stairs and steps have secure handrails that meet residents' needs			
19	Main rooms and stairs are free of tripping hazards			
20	Carpeting that creates a health and safety hazard has been replaced			
21	Clothes dryer, if present, vents outside w/ metal duct and unobstructed airflow			
22	Residents can maintain the interior temperature in a comfortable range			
23	Lighting is adequate for daily tasks and crossing rooms/stairs/entrances			
24	Interior paint, wall covering and drywall is intact			
25	The home is free of active water leaks and serious moisture/mold problems			