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Introduction

This document covers the 2018-2019 reporting period of NeighborWorks® TOLEDO REGION (NTR), beginning on October 1, 2018 and concluding on September 30, 2019.

The theme of this report is TEAM WORK. In our community, very few enterprises are concluded successfully without the participation of every interested stakeholder. The narrative that follows this introduction describes the role that TEAM WORK played in virtually every aspect of program operation undertaken by NTR during the 2018 – 2019 year.

I must also report, regretfully, the passing of board volunteers who played significant roles in the advance of NeighborWorks Toledo Region in the community and the drive toward self-sufficiency for their respective neighborhoods.

On December 12, 2018, a former President of the Board, Emerson J. Ross, Jr. died in his home in El Centro, California. Mr. Ross served in a variety of volunteer capacities throughout Toledo as an Owens Corning executive. His work with NTR began in 1987 and ran through 1995. Emerson served as President of the board for three years, beginning in 1992.

On February 18, 2019, a long term neighborhood activist and volunteer from South Toledo, Flora Moore passed away. She and her late husband operated the small business known as Dutch Maid Candies and Restaurant in South Toledo, which was located at the corner of Walbridge and Broadway. Flora originally began her volunteerism as a representative to NTR from the former Heritage South Business Association. Her work with NTR began in 1989 and ran through 1998.

On April 13, 2019, NTR suddenly lost a neighborhood powerhouse from the Old West End, Ernest Sawyers. Ernest and his wife Brenda transplanted to our community from their Wisconsin home when American Motors decided to downsize its operations. Together, they decided to adopt Toledo as their new home and started over. When Ernest retired from Jeep, the neighborhood youth gained a mentor. For example, he was the organizer for the summer youth grass cutting project, having served in that capacity for the last six years. His work with NTR began in 2015.

The common thread that ties these volunteers to us is their commitment to home and community. Their inspiration reminds us that the team is made up of many individuals and as one falls, there is usually another to step in. The narrative that follows demonstrates many examples of success that was brought about by TEAM WORK.

If you would like to learn more about NTR products and services, feel free visit us in the NeighborWorks® HomeOwnership/Financial Opportunity Center of Toledo, located at 704 Second Street, or visit our web site at <http://www.nwtoledo.org>, or call us at 419-691-2900.

Stanley Kolebuck
Chairman
October 29, 2019

Public and Private Contributors

2018-2019 Fiscal Year FINANCIAL INSTITUTIONS

Citizens Bank
Fifth Third Bank of Northern Ohio
Huntington Bank
Key Bank, Northern Region
Mary and Bill Parker Charitable Fund
PNC Bank

GOVERNMENT

City of Toledo
Department of Neighborhoods

Lucas County Land Bank

State of Ohio
Development Services Agency
Office of Community Services

NATIONAL INTERMEDIARIES

Local Initiatives Support Corporation

NeighborWorks® America

UTILITY COMPANIES

Columbia Gas of Ohio, Inc.

Toledo Edison, a FirstEnergy Company

FOUNDATION SUPPORT

Mercy St. Vincent Foundation

Toledo Community Foundation

NeighborWorks® TOLEDO REGION

The Year In Review

This section of the Annual Report is dedicated to a brief review of the highlights from twelve months of most recent reporting period (October 2018 through September 2019).

This portion of the Annual Report contains a discussion of our accomplishments as compared to goals, organized by lines of business and significant events that took place throughout the year.

TOTAL REPORTED INVESTMENT

2019 Goal	2019 Actual
\$4.8 million	\$6 million

NeighborWorks Toledo (NTR) operates along several primary lines of business, as defined by NeighborWorks® America. Our current lines include: Homeownership Preservation Service (HPS); Home Ownership Promotion (HOP); Community Building and Engagement (CBE); Real Estate Development/ Asset Management (RED), and; Lending and Loan Portfolio Management (LND).

The Total Reported Investment is a number reported and tracked by NeighborWorks America on a quarterly basis, and relates to goals adopted by the Board of Trustees in April 2017, with the completion of a new strategic plan.

What follows is a discussion of the major achievements for each line.

..... public relations

In September 2018 NeighborWorks Toledo commissioned the creation of a video that highlighted the 40th year anniversary of the launch of Neighborhood Housing Services of Toledo. The video production featured employees, volunteers and consumers telling the story of NeighborWorks Toledo Region. This will serve as a background piece for the celebration of 40 years of doing business.

Later that same month, NTR was again offered an opportunity to participate in a video tape session in preparation of media marketing effort sponsored by LISC aimed at telling the story of NeighborWorks Toledo Financial Opportunity Center. This work will serve as a background piece for the celebration of 20 years of FOC initiative and will be featured in future LISC-sponsored public events.

HOMEOWNERSHIP PRESERVATION SERVICES (HPS)

	2019 Goal	2019 Actual
Preserved Homeownership Customers	300	246
	<u>2019 Objectives</u>	<u>2019 Actual</u>
• Home Weatherization	130	234
• WarmChoice	300	282
• Toledo Edison	320	256
• Foreclosure Intervention	40	135
• HOME Investment	9	11
• Year 16 Initiative	12	6

The mission of the HPS line of business is to assist households with the task of remaining in their homes in an environment of increasing costs, against the backdrop of a potentially shrinking income. Energy efficiency meets this mission by making permanent improvements to the structure so that the household spends less on energy costs.

NTR substantially met its goals related to HPS by delivering program services for the Home

Weatherization Assistance Program, the Columbia Gas of Ohio Project WarmChoice, the Toledo Edison Community Connections program, and Foreclosure Intervention.

On October 30, 2018 NTR Energy Services hosted a Weatherization Showcase event at the home of Mr. and Mrs. Lang, located at 538 Grasser Street in Oregon. The showcase featured insulation work being performed by Weatherization Technicians and a presentation by Tim Petreties of the State office of Weatherization of a proclamation by Governor Kaisch. Congresswoman Marcy Kaptur delivered remarks about the importance of preserving homes so that they remain affordable and encouraged more homeownership, when appropriate House warming gifts were presented to the Lang family by Columbia Gas of Ohio;

.....home investment deployment

The HOME Investment program was designed as a three year effort, with a goal of 27 completed units, combining weatherization and rehabilitation, concentrating efforts in four distinct neighborhoods. Those neighborhoods included: Junction; South Toledo, and; North Toledo.

With the first year already completed, the end of June 2019 represented the end of the second year. By the end of September 2019, the number of project sites with all work completed was weatherization work was 23. Another seven homes are in progress.

.....year 16 initiative

The Year 16 initiative is aimed at providing an incentive to first time homebuyers who are purchasing former affordable rental units that were financed utilizing low income housing tax credits. The incentive is provided in the

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form of a forgivable grant (over five years) that is used to complete buyer directed home improvements.

In 2017 ProMedica and Key Bank joined forces to provide significant private funding for an expansion of the homebuyer incentive program. This investment was established in support of future affordable rental conversions. LISC was placed in charge of managing the effort. Because of its experience with TOTCO Homes and Oakwood Homes, NTR was recruited to deploy the resource.

In August 2019, NTR was invited to share the story of the Year 16 initiative with a broader audience. William Farnsel participated in a taping session at WGTE Channel 30 for the Local Partnerships business show. Kristi Hoffman served as the program host and included Kim Cutcher of LISC and Andrew Waterson of Key Bank.

The main topic was the effort to support tenant to homeowner transition with the provision of a home improvement deferred loan for every Year 16 home. This session was aired in October.

HOME OWNERSHIP PROMOTION SERVICES (HOP)

	<u>2019 Goal</u>	<u>2019 Actual</u>
Home Owners Created	40	40
	<u>2019 Objectives</u>	<u>2019 Actual</u>
• Homebuyer Education graduates	120	86
• Affordable Housing sold	12	12
• FOC income tax preparation	600	556

The NeighborWorks® America definition of **HOP** includes activities that promote home ownership, like home buyer education, and the marketing and sale of single family homes.

During the program year, NTR undertook Homebuyer Education program activities that were responsible for 86 trainees graduating

from the standard course. Homebuyer education is offered at 704 Second Street.

.....oakwood homes sales initiative

The Affordable Housing sales goal for 2018-2019 was twelve homes. Approaching the end of September 2019, a total of five Oakwood units and seven others constituted an outcome of 100% of goal.

The first Oakwood Homes unit was sold in early 2018. Those homes sold, beginning in October 2018 included: 1355 Grand; 1506 Oakwood; 1445 Oakwood; 1246 Oakwood, and; 906 Oakwood.

As an added incentive, Oakwood homebuyers could qualify to receive a home improvement loan of \$7,500. These loans are filed as a second mortgage, with zero payment and a declining balance over five years. The home improvement funding for the Oakwood Homes portfolio was provided by the Lucas County Land Bank.

.....other affordable home sales

In an effort aimed at reducing loss on defaulted mortgage loan accounts, NTR adopted a strategy of taking possession of some homes that supported a neighborhood stabilization strategy. During the program year, NTR sold homes following acquisition: 408 Imani Circle; 442 E. Oakland; 836 Yondota; 702 Brookley; 544 Toronto, and; 4209 N. Haven.

In May 2019, the house at 2437 Maplewood Avenue was sold to a first time home buyer.

NTR purchased 2437 Maplewood in 1994 following a lengthy tax foreclosure and completed a full renovation in 1996 as part of the Lawrence-Woods Phase II. The cost of renovation totaled nearly \$400,000. NTR

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converted this 5,600 square foot structure into five individual rental units. In March 2019 NTR reclaimed ownership following a foreclosure and two months later completed the resale. The new owner of this home, originally built in 1878, will convert it back to a single family residence.

.....financial opportunity center

The Financial Opportunity Center (FOC) is a LISC sponsored framework for providing direct counseling services to consumers on a range of topics, all focused on bettering one's financial position. Services range from credit counseling to job search to household budgeting.

One very important service provided through the FOC is income tax return preparation. The FOC Coaching staff, with the help of evening volunteers, prepared and filed 556 individual income tax returns for 2018.

In May 2019 NTR decided to consolidate office locations and transferred the Financial Opportunity Center operation to 704 Second Street. The move provided an opportunity to rearrange the use of the ground floor office space to better accommodate customers with limited mobility. By May 2019 the transition was completed. The offices once occupied by weatherization inspectors was transformed, and the former employee lunch room was improved and converted to space where individual clients could be better counseled in private surroundings.

COMMUNITY BUILDING AND ENGAGEMENT (CBE)

2019 Goals 2019 Actual

• CLI Participation 2018	1	1
• CLI Action Proposal 2018	1	1
• Community Event 2019	1	1

The NeighborWorks® America definition of Community Building and Engagement (CBE)

includes community organizing and other activities that help residents and other community stakeholders come together to develop and provide leadership to build a stronger community.

NTR has played a supporting role with the Old West End Neighborhood Initiative (OWENI) volunteers since 2015. As a result, OWENI volunteers have exercised the freedom to undertake community activities with minimal administrative burden. Financial support has been provided by the Toledo Community Foundation and NeighborWorks America.

.....community leadership development

In October 2018, NTR sponsored the Toledo Team of community leaders to participate in the Community Leadership Institution, a national training opportunity. This event took place in Houston and involved the gathering of nearly 1,000 distinguished neighborhood residents from around the country.

The completion of the training exercise is the development of a community impact event that receives financial support from NeighborWorks America.

The result of the 2018 training and planning took place the following June. A recognition evening held on June 9, 2019 at the 300 Club. The Old West End Neighborhood Initiative volunteers served as host. Senior citizen residents of the neighborhood were honored for their long term commitment to maintaining community standards. They were treated to food, music and home safety education provided by the Toledo Police Department. All expenses were covered by the Community Leadership Institute grant provided by NeighborWorks America;

.....summer youth leadership initiative

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The Toledo Community Foundation has been a faithful financial supporter of the Old West End Neighborhood Initiative activities since 2015. For 2019 the foundation provided funding for the Summer Leadership Initiative, which involved organized grass cutting, neighborhood improvements fostered by beautification activities and house painting. This year marked the fourth consecutive year of support from the Toledo Community Foundation.

.....complete count committee

Complete count refers to the national effort aimed at obtaining an accurate count of citizens during the 2020 census. The importance of a complete and accurate count relates to Congressional representation and funding by federal agencies based upon the numbers gathered during the census. It is estimated that for every person not counted, it costs the locality \$1,800 per year per person in lost federal funding.

Toledo and Lucas County joined forces to recruit community leaders to participate in a local Complete Count Committee. NTR was invited to participate in the task of spreading the word and assisting citizens with completing their 2020 survey and questionnaire.

The kick-off event took place in April 2019, and featured remarks by Congresswoman Marcy Kaptur and the head of the Pittsburg Bureau of the Census. In the months that followed, the Committee has met to strategize ways to generate participation.

NTR anticipates using its access to weatherization and Financial Opportunity Center customers as its contribution to the overall effort.

**REAL ESTATE
DEVELOPMENT/ASSET
MANAGEMENT (RED)**

	<u>2019 Goal</u>	<u>2019 Actual</u>
Rental Homes Constructed, Acquired and Preserved.	140	118
	<u>2019 Objectives</u>	<u>2019 Actual</u>
• Housing Credit Asset Mgt.	224	264
• General Partner Assignment	1	1
• Self-Management Units.	54	54

NTR engages in the **RED** line of business in neighborhoods in support of existing organizational investments.

Housing credit asset management involves the established relationship between third party professional property management and NeighborWorks Toledo as the general partner.

NTR is the non-profit sponsor and developer of three affordable rental portfolios (South East Toledo Homes I and II, and Cherry Legacy Homes).

In 2018 our role expanded to include General Partner duties for Oakwood Homes III; Oakwood Homes IV; West Central Homes; United North School Homes, and; United North School Homes II. With these additional portfolios, the total single family unit count for NTR grew to 224.

.....*shell corporation formation*

NTR board volunteers investigated the structures of the various housing partnerships that held title to all of the real estate. In particular the Operations Committee headed by Thomas Killam recognized an organizational flaw that exposed NTR to necessary levels of risk. The solution that was ultimately recommended was the formation of new shell corporations. These new entities would replace NTR as the General Partner, and thus serve as a buffer.

Discussion on this strategy began in July 2019. By the following August, a team formed by Mr. Killam, Chris Parker and Randal Shorr began to develop the plan for presentation to the full board of trustees.

On September 9, 2019 the board adopted the proposed plan for the creation of new entities. Implementation of the plan began immediately, just in time for an anticipated change in property managers.

.....*property management change*

In late 2016 NTR had negotiated a global property management agreement with Volunteers of America. This agreement included all properties where, at that time, NTR served as the General Partner.

As time passed on, NTR became the General Partner of all but one single family housing partnership managed by Volunteers of America, whose regional office was situated in Westerville, Ohio.

In October 2018, discussions were initiated with the equity partners (Ohio Capital Corporation for Housing and the National Equity Fund) regarding the recruitment of a different property management firm.

By the following July, an initial meeting was held with Vistula Management, a Toledo-based property management entity.

In September 2019 the Ohio Housing Finance Agency gave approval for the transition to Vistula Management from Volunteers of America. Management agreements were signed, with an anticipated start date of November 1.

.....*englewood senior housing*

During the summer of 2018 NTR senior staff

participated in a conference call involving David Berg of Pirhl Development (Cleveland) to discuss the status of the multi-family Englewood Senior Housing LLC in Toledo. The Englewood project also needed a replacement general partner for the limited liability corporation.

Mr. Berg proposed that NTR step in as the new general partner. Ohio Capital Corporation was already in the role of limited equity partner. The pay-off in the end would be an opportunity for NTR to buy-out all of the other partners and become the sole owner of the facility.

The transfer and assignment of roles were completed by January 2019. The Englewood Senior Housing Project added 40 units to NTR housing credit asset management responsibility. This building is situated between Monroe Street and Waite in west Toledo.

LENDING AND LOAN PORTFOLIO MANAGEMENT (LND)

	<u>2019 Goals</u>	<u>2019 Actual</u>
• Regular Mortgage Lending/ Facilitation	20	38
• Loan Portfolio Delinquency	10%	12.9%

The NeighborWorks® America definition of the LND line of business includes originating, underwriting, brokering and/or servicing amortized loans to individuals. NTR is licensed by the State of Ohio to engage in lending under the Residential Mortgage Loan Act (RMLA) and also holds a General Lending certificate.

The actual results for regular mortgage lending/loan facilitated for 2019 is composed of 9 direct loans and 29 loans facilitated and closed by others.

..... loan portfolio delinquency

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Based upon an assessment performed by NeighborWorks America Organizational Assessment Division in 2018, loan account delinquency was identified with potential for improvement. At the time of the assessment, overall delinquency ranged 18% to 24%.

Senior management set a goal of reducing delinquency to 10% for 2019. Staff responded with a proposal. First, loans with a history of long term non-payment were moved to a segregated status, removing them from the monthly report. Second, through a series of intense borrower outreach, many accounts with 90-day+ delinquency were brought current over a three month trial period. Successful completion of the trial period qualified the account for taking the remaining delinquency and attaching it to the end of the open-ended mortgage, resulting in a current account.

These actions resulted in a significant reduction in the overall loan portfolio rate of delinquency.

In Note D – Loan Receivables, found in the 2018 audited financial statement, it was reported that: “approximately 5% of the loans outstanding at December 31, 2018 were considered greater than 90 days delinquent.”

As of September 2019, the overall delinquency rate was reported at 12.9%, representing a near cut in have compared to the year before.

.....community development financial institutions program

NTR first became a certified Community Development Financial Institution in 1998 when a grant for Technical Assistance was awarded. In 1999 NTR received a Core Award grant/loan of \$2.25 million from CDFI, which served as a match for funds raised from other sources. This pooled resource served as the

principal source of loan capital until 2014.

The technical assistance and core award funding initiated a long term relationship with the Community Development Financial Institutions program, which required annual reports and annual recertification. Most recently, NTR achieved recertification in March 2019.

In September 2019, NTR deposited funds sufficient for the early pay-off of the Community Development Financial Institutions fund loan (approximately \$315,000). This loan began in 1999 and totaled \$1.2 million.

.....net restricted asset change

One of the benefits of membership as a Chartered member of the National NeighborWorks Network is the availability of grants on an annual basis. There are a variety of grants issued on a yearly basis, but the common types provided to all chartered members are: expendable and capital.

Expendable are grants issued to cover costs of operation. Capital grants are issued to support real estate development or lending. A majority of capital funding received from NeighborWorks America has been used in Toledo as loan capital.

For the first thirty years, NeighborWorks America would place a restriction on the capital grants. The recipient would be required to report on the deployment of the asset. Organizations would have to prove the existence of either cash or the corresponding loan receivable asset (combined) and demonstrate that the total was equal to the amount provided by NeighborWorks America.

In 2018 NTR submitted a request to NeighborWorks America to de-restrict up to

\$500,000 of the currently restricted net assets. In September 2018 NTR received written notification of approval. This was the first request for relief.

The following December NTR began an application for a FY 2019 request for a second reduction in the net restricted asset. Our second request for a \$500,000 release was approved in June. As of the date of this report the total that remains restricted is \$2,198,206.

An example of the impact of this change is outlined below.

The second release of restricted assets provided NTR the flexibility to use NeighborWorks America capital to pay off long term debt. The CDFI loan (mentioned earlier) was satisfied before the end of its scheduled term as a result of the release of net restricted assets.

With the satisfaction of the CDFI debt, further interest payments were halted and subsidized quarterly payments to CDFI for delinquent accounts stopped. Loan accounts that were current had an outstanding principal balance more than double the cost of the early pay-off.

In short, long term debt was reduced and loan receivable assets increased.

RESOURCE DEVELOPMENT

	2019 Goals	2019 Actual
• Expand Public sources	1	3
• Expand Private sources	1	1

The NeighborWorks® America definition of Resource Development includes activities that promote the organization and raise money.

In November 2018 NTR submitted a request for expendable and capital grants to NeighborWorks America for FY 2019. By

May 2019 NTR received notice of recommended grant funding in the amount of \$229,000, which represents an increase of \$15,000 over the previous year.

.....community development block grant

The City of Toledo began its annual process of allocating HUD Community Development Block Grant resources to third party partners the end of February 2019. NTR responded by submitting an application to CDBG, requesting a total of \$500,000 in support of four separate activities.

By the middle of June 2019 NTR received notice of an award of \$500,000 from the Department of Neighborhood and Business Development from the 45th year CDBG program.

This funding would be used to support administrative and staff costs to undertake four program activities. This means that NTR must provide the program dollars that the activities will utilize to carry out the objectives.

This level of funding is higher than the amount received the previous year and represents the highest grant ever received by NTR from the City of Toledo;

.....home investment deployment

With the near completion of the HOME Investment fund deployment in the Junction, South Toledo and North Toledo neighborhoods, NTR submitted a bid through the City's Planet Bids online service, requesting additional HOME Investment funds in the amount of \$1.3 million. NTR proposed completing 57 units in three years, beginning July 1, 2019.

The following June, NTR received notice of
NeighborWorks® TOLEDO REGION

an award of \$450,000 from the Department of Neighborhood and Business Development from the HOME Investment program. This funding will be used to continue the work initiated for the homeowner rehabilitation program. This particular effort will now include East Toledo as a project neighborhood, bringing the total count to four.

.....owner occupied rehabilitation loans

On March 1, 2019 NTR officials attended a meeting hosted by the Mayor's office to discuss the LISC Low Interest Loan Program. Key Bank proposed making an investment in the LISC CDFI (\$3 million) that will be matched by \$2 million from Toledo's CDBG allocation. The template for this effort was the loan program currently in operation in Detroit.

NTR was recruited for two specific roles. First, it was anticipated that the Financial Opportunity Center network in Toledo would serve as the intake source of qualified borrowers. Second, NTR would serve as the lender closing first or second mortgage loans or playing the role of mortgage broker, closing qualified loans in the name of LISC.

The initial goal was to roll out the Home Repair Loan Program to the general public by the end of 2019.

Next Twelve Months:

Above and beyond our regular operational priorities, a few major projects are anticipated next year.

With the integration of the Home Ownership Center and the Financial Opportunity Center at one facility, we will aggressively reach out to provide services in previously underserved areas. A priority will be to complete HUD Housing Counseling certification for the entire HOC/FOC staff.

The Oakwood Homes initiative will be entering its third and final year, which means that tenants who have not yet decided on home purchase will be on a deadline in 2020. The offer to purchase that was integral to the lease agreement will expire, along with the opportunity to receive home improvement funds. As a result, we anticipate sales of Oakwood Homes units to increase next year.

The process to bring in a new professional property manager for the housing tax credit financed units began the summer of 2019. The transition date of November 1 represents a beginning point for the real work of bringing the various housing portfolios back to financial stability.

Along with the changing of the property management, one portfolio (Oakwood Homes IV) will complete its initial period of affordability on December 31, 2019. One year later, two additional portfolios (Oakwood Homes III and West Central Homes) will complete the affordability period in December 2020. This means that in the next 14 months, 82 single family homes will be available for sale to tenants who can qualify for financing.

Our success with coordinating weatherization services with HUD HOME investment funds for lower income homeowners has drawn the attention of Congresswoman Kaptur.

In August, NTR received information about a potential source of federal funding for a special pilot, which would replicate the Homeowner Rehabilitation project that has been in operation the last two years.

Congresswoman Marcy Kaptur added a set-aside in the T-HUD appropriation from the House of Representatives that included a \$5 million pilot project that combines DOE and HUD funding for a broader home rehabilitation program. This legislation still has to pass the U.S. Senate and receive the President's signature. If the entire spending

bill becomes law, the pilot project funding would serve as the first such coordination of federal resources from these agencies for the purpose of assisting lower income home owners.

Our agenda for next year was clearly forecasted by the efforts we put in place during 2019. Stay tuned!

Direct Services

2018-2019

T

he following is a listing and brief description of program services that are currently available through the NeighborWorks® TOLEDO REGION through the Home Ownership/Financial Opportunity Center at 704 Second Street:

_ HOME BUYER'S EDUCATION

- Pre-purchase training for future homeowners in a relaxed setting.
- Credit analysis and adjustment plan development.
- Detailed examination of the borrowing process and advice on building a down payment.
- How to shop for and evaluate homeowner's insurance coverage.

_ FORECLOSURE INTERVENTION and MORTGAGE RESCUE

- Personal financial management training.
- Credit analysis and sustainability determination.
- Negotiation with mortgage servicer.
- Rescue funding and/or closing.

_ FINANCIAL OPPORTUNITY CENTER

- Home buyer education.
- Long term credit history repair.
- Job search coaching aimed at improving household income. .
- Access to Ohio Benefits Bank.
- Income tax return preparation.
- Off-site training available.

_ TECHNICAL ASSISTANCE PROGRAM

- Advice about home repairs.
- Referrals to reliable contractors.
- Assistance with construction planning, bidding or construction monitoring.
- Assistance in setting priorities for renovation.

_ STATE OF OHIO "HOME WEATHERIZATION ASSISTANCE PROGRAM"

- Free home energy efficiency assessment.
- Free labor and material focused on items necessary to achieve home energy efficiency.

_ COLUMBIA GAS OF OHIO "PROJECT WARMCHOICE"

- Free home energy efficiency assessment. Work specifications are determined by results of a Minneapolis Blower Door test and infrared camera scan.
- Free labor and material focused on items necessary to achieve energy efficiency.
- Free replacement of unsafe natural gas range
- Free replacement of unsafe gas fired heating unit and/or hot water heater.

_ TOLEDO EDISON (FIRSTENERGY) "COMMUNITY CONNECTIONS" PROGRAM

- Free replacement compact fluorescent light bulbs.
- Free installation of insulation (all electric houses only).
- Free electrical system up-grade.
- Free refrigerator replacement (for qualifying units).
- Free freezer replacement (for qualifying units).

_ AFFORDABLE HOUSING

- Homes available on a lease-purchase financing arrangement in connection with Home Buyer Education.
- New homes available for long-term lease.
- New homes available for purchase with possible down payment assistance.
- Renovated homes available for purchase with possible down payment assistance.

Summary of Accomplishments

2018-2019



he original mission of Neighborhood Housing Services of Toledo, Inc. (d/b/a) NeighborWorks® TOLEDO REGION (NTR) was to restore and revitalize the neighborhood areas for the benefit of the current residents, to restore confidence and trust. Based upon on going surveys of private reinvestment in the neighborhoods, significant progress has been made toward this mission since 1978.

The summary below highlights the progress achieved by NTR in many neighborhoods throughout Toledo, with concentration in East Toledo, the Cherry Street Legacy, Overland Park (Old West End New Initiative) and the Englewood neighborhoods during the 2018-2019 twelve month reporting period:

_ NEW CUSTOMERS

1075 individuals contacted NTR for either HUD Housing Counseling contacts or for the weatherization assistance efforts during 2018-2019.

A total of 18,782 customers have been assisted since 1977.

_ HOME OWNERSHIP EDUCATION

70 households successfully completed the minimum classroom and individual counseling requirements of the HomeOwnership Center of Toledo pre-purchase training program during the past year. This training substantially improves the likelihood of long term customer success as a borrower.

A total of 2,898 households have graduated from the pre-purchase training program since 1994.

_ NHS DIRECT LENDING ACTIVITIES

Neighborhood Housing Services of Toledo, Inc., (d/b/a) NeighborWorks® TOLEDO REGION made **\$139,450** worth of direct loans, adding **9** new mortgages to its loan portfolio.

_ PRIVATE INVESTMENT

NTR customers made “out of pocket” cash equity investments totaling **\$172,154** for down payments, fees, closing costs and cash purchases for homes.

_ HOUSEHOLDS COUNSELED ON PREPURCHASE/HOMEBUYING

209 counseling contacts were established with consumers seeking assistance.

_ AFFORDABLE HOUSING THROUGH ENERGY CONSERVATION

766 units of energy conservation and Weatherization assistance were delivered by NTR to low income households throughout Toledo and Lucas County during 2018-2019 for a total administration, labor and material investment of approximately **\$3.6 million**.

_ SINGLE FAMILY HOUSING RE-DEVELOPMENT

NTR sold fifteen single family homes to first time homebuyers during 2018-2019. In many cases extensive rehabilitation was performed to bring the structures in compliance with the city building code.

Lending & Homeownership Promotion

2018-2019

This section contains a list of loans that have been funded or homes occupied as a result of a lease/option by Neighborhood Housing Services of Toledo, Inc., and (d/b/a) NeighborWorks® TOLEDO REGION during the period of October 1, 2018 through September 30, 2019. This section also contains a list of locations where homeownership was promoted as a result of facilitation through homebuyer education, a mortgage or a direct cash sale. Please refer to the map on the following page that identifies loan transactions, affordable housing sales and homebuyer facilitation.

NTR LOAN TRANSACTIONS (red dot)

- (1) *1620 Woodland (first time homebuyer)
- (2) *4450 Vermas (first time homebuyer)
- (3) *1246 Oakwood (first time homebuyer)
- (4) *841 Hildebrand (first time homebuyer)
- (5) *807 Hildebrand (first time homebuyer)
- (6) *909 Kenwood (first time homebuyer)
- (7) *906 Oakwood (first time homebuyer)
- (8) *33 Melrose (first time homebuyer)

AFFORDABLE HOUSING SALES (dark blue dot)

- (9) *1355 Grand (affordable rental, family)
- (10) *1506 Oakwood (affordable rental, family)
- (11) *1445 Oakwood (affordable rental, family)
- (12) *1246 Oakwood (affordable rental, family)
- (13) *408 Imani Circle (first time homebuyer)
- (14) *836 Yondota (first time homebuyer)
- (15) *702 Brookley (first time homebuyer)
- (16) *544 Toronto (first time homebuyer)
- (17) *4209 N. Haven (first time homebuyer)
- (18) *2437 Maplewood (first time homebuyer)

HOME OWNERSHIP FACILITATED (green dot)

- (19) *2612 Ledyard, 43606
- (20) *1585 Hagley, 43612
- (21) *813 Keil, 43607
- (22) *42 San Rafael, 43607
- (23) *3923 Hazelhurst, 43612
- (24) *1312 Sampson, Columbus, 43219 (not mapped)
- (25) *633 Polonia, 43607
- (26) *616 Woodsdale, 43609
- (27) *1533 Charmaine, 43615
- (28) *411 Waybridge, 43612
- (29) *4363 Kingsbury, 43615
- (30) *4401 Vermas, 43616
- (31) *347 Kenilworth, 43610
- (32) *595 Dixon, 43613
- (33) *544 N. Stadium, Oregon 43616 (not mapped)
- (34) *4242 Terrace View, 43607
- (35) *2635 Latoia, 43606
- (36) *554 Andora, 43609
- (37) *1233 Hamilton, 43607
- (38) *1791 Roxbury, Xenia, 45381 (not mapped)
- (39) *834 Hildebrand, 43615
- (40) *4209 Amsterdam, 43607



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(Resident, volunteer)

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Cathy Schultz
(Resident, volunteer)

Consolidated Statement of Financial Position
Ending December 31, 2018

ASSETS

Current Assets	\$ 2,055,402
Total current assets	<u>\$ 2,806,588</u>
Long-term portion of loans receivable	\$ 2,793,166
Net property and equipment	\$28,441,732
Total other assets	<u>\$ 2,523,354</u>
Total assets	<u>\$36,564,840</u>

LIABILITIES AND NET ASSETS

Current liabilities	\$ 5,034,058
Long-term debt	<u>\$ 9,562,366</u>
Total liabilities	\$ 14,596,424
Net assets	
Without donor restrictions	\$ 19,270,210
With donor restrictions	<u>\$ 2,698,206</u>
Total net assets	<u>\$ 21,968,416</u>
Total liabilities and net assets	<u>\$ 36,564,840</u>

Statistical Results from October 1, 2018 – September 30, 2019

<u>Program</u>	<u>Fourth Qtr. 2018</u>	<u>First Qtr. 2019</u>	<u>Second Qtr. 2019</u>	<u>Third Qtr. 2019</u>	<u>2018/2019 SUMMARY</u>	<u>Cum. Total since 1977</u>
HOME BUYER GRADUATES	21	16	18	17	70	2,898
NTR LOAN ACTIVITY						
- Direct Lending: Number (#) -	4	1	1	3	9	1,177
Dollars (\$) -	\$77,500	\$7,500	\$7,500	\$46,950	\$139,450	\$23,552,319
PRIVATE INVESTMENT						
-Conventional Lender First Mortgages: Numbers (#) -	9	5	5	10	29	1,434
Dollars (\$) -	\$532,479	\$219,322	\$469,637	\$566,618	\$1,788,056	\$63,108,721
-NTR Customer Equity: Numbers (#) -	11	4	6	12	33	607
Dollars (\$) -	\$43,618	\$16,895	\$40,189	\$71,252	\$172,154	\$1,500,692
-Down Payment Assistance: Numbers (#) -	8	4	5	8	25	311
Dollars (\$) -	\$22,492	\$21,079	\$26,649	\$24,053	\$94,273	\$1,787,847
OTHER ACTIVITY						
-HWAP Completions: Number (#) -	63	56	57	52	228	13,804
Dollars (\$) -	\$291,857	\$270,786	\$325,414	\$336,658	\$1,224,715	\$31,968,432
-WarmChoice Completions: Number (#) -	72	72	73	65	282	11,296
Dollars (\$) -	\$427,120	\$439,745	\$439,752	\$391,808	\$1,698,425	\$27,675,239
-Toledo Edison DSM: Number (#) -	63	66	71	56	256	6,806
Dollars (\$) -	\$166,113	\$174,023	\$187,207	\$147,657	\$675,000	\$7,862,546