

Contractor Operations Makes Donation to Soles4Souls

Our Chattanooga Contractor Operations employees donated nearly 200 pairs of shoes to Soles4Souls, a Nashville, Tennessee-based nonprofit that collects shoe and clothing donations and distributes them to clothing programs for those in need and following natural disasters throughout the world.

"I organized the shoe drive on behalf of the Contractor Operations department ahead of Thanksgiving in order to give back," Andrew Baker, Manager, Technical Specialist, said. "Soles4Souls helps fight poverty, protects the environment and provides basic shoes and clothes for those in need."

Soles4Souls also creates jobs in developing countries by enlisting those in need to sell clothing and shoes through microbusinesses, educating their employees in entrepreneurship. The charity has an environmental focus as well, diverting shoes and clothing from landfills and calculating the amount of carbon emissions diverted by ensuring that additional shoes and clothing are not manufactured.



Through the Contractor Operations employees' donation, 5,880 pounds of carbon emissions were saved, and 245 pounds of shoes were kept out of landfills. Through that donation and Soles4Souls' micro-enterprise model, enough commerce will be generated to keep a family fed, sheltered and educated for three months in one of the developing countries Soles4Souls works in, such as Haiti or Honduras.

Canonsburg Thanksgiving Collection

Our Canonsburg, Pennsylvania, office raised almost \$500 in support of Washington City Mission's Bags of Love event. The Mission gathered meals consisting of turkeys and side dishes, along with board games, for families in need at Thanksgiving. The Mission worked to provide meals for more than 600 families in our local community.



The HomeServe Cares Foundation is a four-pillar Corporate Social Responsibility program and includes pro bono repair jobs for eligible citizens, grant funding for community-based projects, support for veterans, and employee charitable giving and volunteerism.

Since the HomeServe Cares founding in April 2019:



241 HomeServe Cares jobs, worth **\$522,100** completed



\$252,192 in grant funding distributed to charities



\$38,000 in grant funding distributed to veterans groups



93 organizations supported and **1,349** employee hours volunteered

H.O.L.A. BRG Cooks Up Donation for Heritage Foundation

Our H.O.L.A. Business Resource Group (BRG) observed Hispanic Heritage Month by celebrating Hispanic culture, music and food. They also held a fundraiser for the Hispanic Heritage Foundation by offering their favorite recipes in their cookbook, ¡Cocinamos Juntos!, to the HomeServe community. The Hispanic Heritage Foundation is an initiative started by the White House in 1987 to support leadership and entrepreneurship programs in the Latinx community. With the HomeServe Cares Foundation matching what H.O.L.A. raised, \$3,810 was donated to the Hispanic Heritage Foundation in October.

Watch Luis Quiroga teach you how to make a [Pisco Sour](#).



We Cook Together!

Our colleagues shared delicious recipes that reflect their heritage and roots – see a small sampling below.

Arroz con Gandules

- 8 Tbsp sofrito
- 1 can Goya tomato sauce
- 1 packet sazón (orange)
- Sprinkle of adobo
- Sprinkle of garlic powder
- 2 cans gandules with juice
- 1 jar Spanish olives
- 4 ½ cups rice

Instructions:

Cover the bottom of a large pot with oil. Add all ingredients except rice and bring to a boil. Once it is boiling, add the rice and stir. Turn down to low and cover with foil and a lid. Stir every 20 minutes, adding one cup of water.

Fred Rodriguez's family

Dulce de Coco

- 1 fresh coconut
- 1 small ginger
- 3 cups water
- 1 tsp vanilla
- ½ cup sugar
- ¼ can evaporated milk

Instructions:

Grate the ginger and coconut meat. Mix with water and vanilla and cook at medium or low heat for 30 minutes. Add ¼ cup sugar, then slowly add more, mixing until it turns a light brown. Add milk. Mix and cool for three to five minutes. Refrigerate.

Jackie Nieves' family

Chattanooga Toy Drive

Our team in Chattanooga once again answered the call when it came to helping the Chambliss Center for Children at Christmas. The Chambliss Center works with the community to provide affordable childcare and support foster families and kids transitioning out of foster care. With the help of the HomeServe Cares Foundation, employees donated more than \$1,300 worth of toys – topping their 2020 total! – to the Chambliss Center for their annual toy drive. The toys were distributed to nearly 70 families in need.

Putt-Putt for a Purpose



HomeServe's Chattanooga employees collected nonperishable goods for the Chattanooga Area Food Bank in a fun and unusual way: Putt-Putt for a Purpose. Teams of employees built nine putt-putt golf holes utilizing donated canned and dry food goods, so the more food donated, the more elaborate and fun the course. Through this effort, approximately 2,000 items were collected and donated to the food bank.

Caring for People Provides Needed Repairs in North America

The HomeServe Cares Foundation's Caring for People program provides pro bono repairs to qualifying homeowners with emergency home repairs impacting health, safety and quality of life. The program has provided thousands of dollars in repairs to homeowners in need at no cost to them.

From small jobs to large, our network contractors have been busy assisting homeowners in need.

Ola M. of Tulsa, Oklahoma, had a nagging sewer line issue that was causing her drains to run slowly and only gave her partial use of the bathroom. HomeServe Cares Foundation funding allowed her line to be snaked and a camera used to investigate the cause of the problem. HomeServe contractor Colossal Plumbing had bad news for Ola – not only did she have several bellies, or places where the sewer pipe sagged preventing normal flow, but roots infiltrated the line and blocked it completely. The line was in such poor shape that the entire 85 feet of it needed to be replaced. Ola didn't have the more than \$6,000 this three-day project would cost. However, the Foundation once again stepped in to help Ola not only diagnose the problem but fix the problem once and for all – help that was a "God send" as far as Ola was concerned.

Tynicka P. of Baltimore was also experiencing drain problems of her own – her kitchen sink wasn't draining. The garbage disposal in her sink reached the end of its usable life and was causing the drainage problem. Prime Plumbing, one of HomeServe's long-time contractors, was dispatched not only to replace the garbage disposal and repair the kitchen drain and a leak in the sink, but also to repair the refrigerator water line and install a toilet – even more plumbing issues that were discovered while onsite and had been impacting Tynicka's day-to-day quality of life. Although overall they were smaller repairs totaling \$500, Tynicka didn't have the money to pay for them, so the Foundation came to her aid.

Also, in Baltimore, Warren S. was without hot water; his water heater failed and was leaking. Not only that, but the gas line also connected to his water heater was no longer up to current building code. That meant getting a new water heater installed would require new gas lines. Together this \$2,000 expense was well beyond what Warren could afford, so he reached out to city officials for help and was referred to the HomeServe Cares Foundation. Around the Clock Plumbing was dispatched to install a brand-new water heater and upgrade the gas lines

Josel O. in Gaithersburg, Maryland, had a leaking water meter in his basement, but he was unemployed and waiting for his unemployment benefits to begin. He needed the pressure reducing valve replaced or his meter would continue to leak water – water that he wasn't

using, but had to pay for, putting additional financial pressure on Josel. He simply didn't have the \$450 to cover the repair cost. The Foundation stepped in and dispatched Haynes Plumbing and Heating to handle the repair at no cost to Josel.



Deanna F. of Hamilton, Ontario, is a single mother who lost her job during the COVID-19 pandemic and exhausted her unemployment benefits. She also had a big plumbing problem – her cast iron plumbing stack, or the main plumbing pipe running from the basement to the roof, needed replacing. This drain line was leaking so badly that she and her two children had to stay with friends. She reached out to the City of Hamilton, a Service Line Warranties of Canada partner, and the city explored having the more than \$4,000 repair completed through the Ontario Renovates Program, but the repairs were pressing, and Deanna was at the back of the line of more than 30 other resident applicants. City officials reached out to SLWC, and the Foundation agreed to replace the failed plumbing stack and connecting drainage lines in the kitchen and bathrooms to alleviate the immediate problem and get Deanna's family back in their home.

Azeb S. in Silver Spring, Maryland, had a failed water service line leading to his home, causing him to have no running water. What's more, he didn't have the \$1,700 needed to repair the line. With no water in his home, Azeb, who uses a wheelchair, didn't have use of much of the bathroom – until the Foundation dispatched Haynes Plumbing and Heating at no charge. Haynes patched the leaking water line and water service was restored to his home.