

End of Year Report

Northwest Home Equity Assurance Program ends 2020 with many accomplishments in its third decade of neighborhood stabilization on Chicago's northwest side. NWHEAP is growing exponentially, and we are excited to share these growths throughout the year with you.

Home Improvement Loan Program

Northwest Home Equity Assurance Program implemented our Home Improvement Loan Program in April 2019 in conjunction with Marquette Bank. The program allows members of NWHEAP to apply for a zero to low-interest Home Improvement Loan. Members can utilize this money to repair, maintain, remodel, alter, or improve their "guaranteed" residence.

Our focus for 2020 was to build and grow our newly implemented Home Improvement Loan Program. We have successfully closed on eight loans totaling \$82,000 since the inception of the program in the Spring of 2019. We have seen an uptick in community engagement and new members. We closed on five of the eight loans during 2020, despite some significant setbacks due to COVID 19.

Governing Commission

This year we said goodbye and welcome a few commissioners. Andrea Mitchell, Cindy Rice and Mike Saladino were dedicated to the mission of NWHEAP and provided a wealth of knowledge and support to the growth of the program. Both of their terms ended in September 2020. We then welcomed two new members appointed by Mayor Lori Lightfoot, Laura Sayen, and Gordon Hawkes, who officially started as commissioners in October 2020.

Community Outreach

We hosted a social distance community event at our new location. We gave away goodie bags, including PPE supplies and treats from local businesses, to community members and our neighbors in the Belmont Central neighborhood. Commissioner Pablo Medina came by to support the event.

Marketing and Promotions

We implemented a YouTube channel, which launched May 2020, features the Governing Commissioners Public Meetings and informational videos, such as our Home Improvement Loan Program video with Marquette Bank. We also rolled out our inaugural issue of the Northwest Quarterly Newsletter. The next issue is scheduled for March 2021. We are also sending out over 2000 holiday postcards to our members to spread holiday cheer.

What's next for NWHEAP in 2021?

We will be focusing on the first half of 2021 on strategic planning. We will be shifting our operations to a customer-centric model; this includes providing more resources, referrals, and strategic partnerships with local non-profits and local businesses to assist our members. We will be addressing neighborhood stabilization in a holistic way that provides for more community engagement and equity.

As we strive to stay committed to equity, we will continuously remain accountable for ensuring all neighborhoods are knowledgeable about our program, and we provide equal access to everyone. We will address language barriers and the technology divide in the communities we serve. Additionally, we promise to commit to doing more mailings and translating our collaterals into several languages. We also plan to engage in more community efforts and outreach across all neighborhoods represented in the Northwest Home Equity District.

Today's social climate and housing disparities is all the more reason for NWHEAP to maintain its mission with a key focus on helping our members and neighborhoods build concrete, factual knowledge about NWHEAP's work and programs. We will continually foster and engage in dialogue with our local officials, community leaders, and members.

Thank you for letting us serve you!

To learn more about us visit: www.nwheap.com or on facebook

Respectfully Submitted,



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Executive Director