



## Timing *is* Everything

If you're a homeowner, then you're well aware of how important (and expensive) it can be to upkeep your most valuable investment. Without the proper maintenance, your home can decrease in value, lose its curb appeal and worst of all, pose as a risk to those living inside. If you're a landlord, then you know that the demand for upkeep is multiplied times two. You're not only watching out for *your* safety, but you also have to keep in mind the safety and security of your tenants.

Like any responsible landlord, 63 year-old Margaret Wilkerson of Rochester noticed her roof needed to be replaced on her 1915 multi-family home. She took the proper steps to replace her roof three years ago, but due to heavy snow and tree pressure, Margaret's roof needed to be replaced yet again. Margaret also had a porch that was rapidly deteriorating and siding that needed to be replaced. Ever heard the old saying that "Bad news comes in threes"? This was the case for Margaret, but unfortunately she didn't have the disposable income to take care of her trio of problems. That's when she decided to give NeighborWorks® Rochester a call and apply for a Home Improvement Loan.

After the loan was processed, and a contractor was chosen, the work on Margaret's home began. Because she's a landlord, the timeliness and quality of the project was especially important to her.

"I really liked my contractor, and I don't think I could've done any better. The contractor and the staff at NeighborWorks® Rochester worked so well together, and the project was completed in the timing that was promised to me," said Margaret.

When the work was underway and the old roof was torn off, contractors discovered that there were a few small leaks that could have turned bad had they been left unattended. Margaret was so thankful that they caught it just in time before damage was done to her tenants' apartment.

One of her most favorite outcomes of the whole project was the remodel of the porch. "The porch was rotting, and I was so devastated," said Margaret. "It's so nice to have a porch for the winter because it's where we kick our boots off when we come in from the snow. I was afraid to walk on it, but I was fortunate it didn't collapse. Now I have new steps and I am so pleased."

Roof & Siding Before



Roof & Siding After

