WHOLE-HOME REPAIRS

Dominique's Home

Philadelphia County

Dominique's Story

When Dominique bought her house five years ago, she was so excited—as a first time homebuyer and a single mom, she couldn't wait to surprise her two sons with a home that would be welcoming, safe, and all their own. But just under a year later, electrical issues began to surface. It started with a few outlets that stopped working. And then, the baseboard heaters started to go out. Neither the electricians she contacted nor the electric company could figure out what was wrong. It was the dead of winter, so Dominique used space heaters to try keep the home warm. Her utility bills were astronomical. Their home was so persistently cold that one night, she had to pack up her kids to spend a night in an AirBnB to keep them safe.

Whole-Home Repairs

- Dominique searched for "emergency home repairs" online and found the Whole-Home Repairs Program, administered locally by the Philadelphia Housing Development Corporation and the Philadelphia Energy Authority. She filled out the application immediately.
- A few months later, she got a call to arrange for an inspector to look at her home. In addition to the electrical work, the bricks in the back of her home were separating, and the beams beneath her kitchen floor were rotted.
- The work needed was so extensive that without Whole-Home Repairs funding, she would have been deferred. Instead, skilled workers replaced her kitchen floor, did stucco work in the back to stabilize the masonry, and installed energy-efficient heat pumps for heating and cooling.

How It's Going

Dominique's home is now fully electric, and with the heat pumps that PHDC installed, she and her sons can stay warm in the winter and cool in the summer, all while paying just a fraction of what she spent before on utility bills. Without having to worry about how they will stay safe in their home, Dominique and her kids can focus on school, work, and spending time together as a family.

> "When I tell you all that this program is such a blessing, I truly mean it. I thank the Whole-Home Repairs Program and the Philadelphia administrators for everything.
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> ***Dominique***