

BRINGING HOPE TO EDMONTON HOMEOWNERS



ELENA'S STORY

Elena Zerea moved from Eritrea to Canada 17 years ago. She bought her McCauley home in 2004 and likes her neighbourhood for its safety and proximity to the hospital, groceries and bus stops.

Elena knew her house needed work, but getting it done was difficult for someone on disability who knows little about home repairs. One of Elena's friends told her about the City of Edmonton's HOPE program.

In October 2013, Elena decided to call the City. "I was so scared. I've never met this person," she shared. "How do I ask them for help?"

Dennis Lee, a HOPE Inspector, was able to do a home inspection the same day. "Dennis was sincere, helpful and knowledgeable about home repairs and maintenance," said Elena. The one-on-one service Dennis provided eased Elena's stress about the amount of work her home needed.

As contractors started fixing the cracks in Elena's foundation, bigger problems surfaced. They discovered that there were no footings for the foundation support. The contractors stopped their work immediately. "I did not know what to do or whom to call," said Elena. Dennis came to the rescue and advised Elena to hire an engineer. "I was glad Dennis was there to explain what was happening and mediate between the contractor and the engineer," continued Elena.

Thanks to HOPE, Elena's home received new windows, a repaired roof and a repaired foundation. She is also planning to get an energy audit completed.

Elena did not want to leave her McCauley community and thanks to her home repairs, she doesn't have to.

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