



## ReStore Home Improvement Center Turns Five

### *5 Ways You Can Support the ReStore*

1. *Donate materials.*
2. *Shop at the ReStore.*
3. *Tell a friend about us.*
4. *Volunteer - we're always looking for talented people.*
5. *Make a contribution to help us fulfill our mission.*

2006 marked our 5th Anniversary. Over our first 5 years, we have become an engine for environmentally sound economic development that contributes to the health and vitality of the community. The ReStore now serves a vast number of people in the greater Springfield community who need access to low cost home improvement materials. Our truck is constantly picking up high quality building materials that would have otherwise wound up in the landfill. We've created good jobs and provided job training to dozens of community members.



*Store Staff*

In 2001, the ReStore opened its doors in a renovated oil truck garage with a three-fold mission: to reuse valuable materials, make home improvement affordable for more people, and create local jobs and provide job training.

After one and a half years, the store expanded to include a neighboring 5,000 square foot building that had previously housed a soda factory. By 2003, the ReStore was able to fund operating costs through sales revenues and we continue to be self sustaining. To help bring inventory in to meet demand we began providing deconstruction, the careful demolition of structures to maximize reuse. In 2006, we added another 3000 square feet of space, and a seasonal tent in our parking lot!



*Deconstruction Staff*

During these last five years our staff has grown from one employee (an Americorps VISTA member) to eight employees. We now have over 350 commercial donors, thousands of area homeowner donors, and over 20,000 customers who have been able to improve their homes in ways that would have been out of reach without our low cost materials. The ReStore has become a national model for non-profit reuse stores.

We could not have accomplished this without the support of an amazing group of donors, shoppers, partners, employees and volunteers. As we look to the future, we plan to work together to meet growing demand and continue our growth as a community resource for local residents to improve their homes, neighborhoods, and lives.

# Who Makes the ReStore a Reality?

*Many people help the ReStore achieve its community, economic and environmental mission. We'd like to introduce you to five of them.*

**Name:** Jeff Macfarlane  
**Position:** Senior Staff

Jeff has been an employee of the ReStore since before the store opened in 2001. During his more than 5 years here, he has helped the store go through many changes. Those changes, he says, are part of what he finds exciting about his job.

After graduating in 2000 from UMass Amherst with a degree in Forestry Conservation, Jeff became the first ReStore employee - as an Americorps VISTA member. In this first year the ReStore grew dramatically, as people learned about the great deals and an environmentally friendly way to help their neighbors.

Jeff really connected with the store's mission and community involvement. When his VISTA year was over, he decided to stay on. "I was there from the beginning, and really wanted to see the store continue to grow. People come into the store knowing that they can put a little sweat equity into their project, and in the end get a far better result than they might have been able to afford," says Jeff. "At the end of the day I feel like I give back to the community and help our customers improve their homes and neighborhoods, and I like that."



**Name:** Sandi Anderson  
**Position:** ReStore Intern



The ReStore provides a variety of job training opportunities to community members of all skill levels and ages. Sandi Anderson did a two week office assistant internship at the ReStore through the Massachusetts Career Development Institute (MCDI) Office Skills Training Program.

After her manufacturing job moved overseas, Sandi, having no prior office experience, decided to make a career change. She came to the ReStore halfway through her MCDI program. Although working in an office was new to her, Sandi was soon organizing the office, filing donation sheets, and directing customer calls. "It helped me get over my nervousness of being in a new environment. Everyone here works as a team and they made me feel comfortable," she says. "I've had a great experience learning new things and getting to use what I've been taught at MCDI." Sandi believes that her experience will help her as she continues her training program, and have a positive impact on her future.



**Name:** Tom Silva  
**Company:** Triple S Construction Company LLC  
**Location:** Wilbraham, MA  
**Type of Work:** Remodeling, Additions, New Homes

When Tom Silva learned about the ReStore five years ago, he was immediately taken by the concept. “I thought the idea was good,” Tom says. “I can’t see throwing away something that’s still good and could be reused.” Since then, Tom has become a regular donor and a valued supporter. Tom has donated doors, windows, cabinets, sinks, and even plywood to help countless people throughout the community improve their homes. “We can donate so many things from a remodeling job. Instead of going to the landfill, the materials can go to help someone who is less fortunate and doesn’t have the ability to buy new materials.” Although his company has been able to reduce its disposal costs by donating, Tom says the biggest benefit “is the satisfaction of knowing these materials are helping people.”

**Name:** Ralph and Inez Smith  
**Town:** Springfield, MA  
**House:** 1930’s Victorian

Ralph and Inez have been coming to the ReStore for years, as they work to keep improving their home. Ralph says he likes to “be in the habit of keeping up with repairs.” He knows he can come to the ReStore for the materials they need. “We don’t wait for delivery! We like to find it and take it home,” he says. Inez adds, “If it’s not here we just have to keep coming back every week until it is.” Inez and Ralph also find shopping at the ReStore satisfying from an environmental point of view. “I like the thought of reusing and recycling materials that are better for the style and comfort of my home.”



Like many long time ReStore shoppers, they have realized great savings over the years. They’ve gotten sinks, toilets, doors, shelving units, insulation, hinges, lumber, vanities and chandeliers. Ralph comments, “The list is so long because Inez used to come here on her lunch break!” They both seem very happy in retirement, and now Inez can and does come to the ReStore anytime, not just on her lunch break.



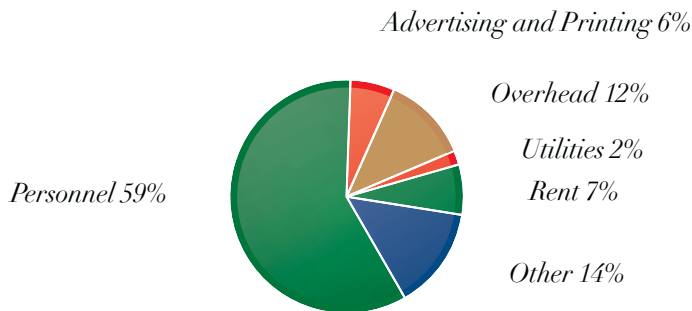
**Name:** Lilly and John Lombard  
**Town:** Northampton, MA  
**House:** Turn of the Century Victorian

Lilly and John Lombard donate regularly to the ReStore because, as they put it, “the mission resonates with us.” The ReStore truck has traveled to their home to pick up wood flooring and bathroom fixtures. The couple also drops off items at the store so they can take a look around for items they can reuse in their home. “The main reason we donate is because we don’t want to see items that have value end up in a landfill.” The Lombards believe part of what makes the ReStore such a great resource is our focus on accepting only high quality home improvement materials. Over the many years of donating and shopping, the Lombards have “given a little and taken a little from the store,” as they put it. Their donations, together with the efforts of many others, have added up to thousands of tons of materials diverted from landfills.

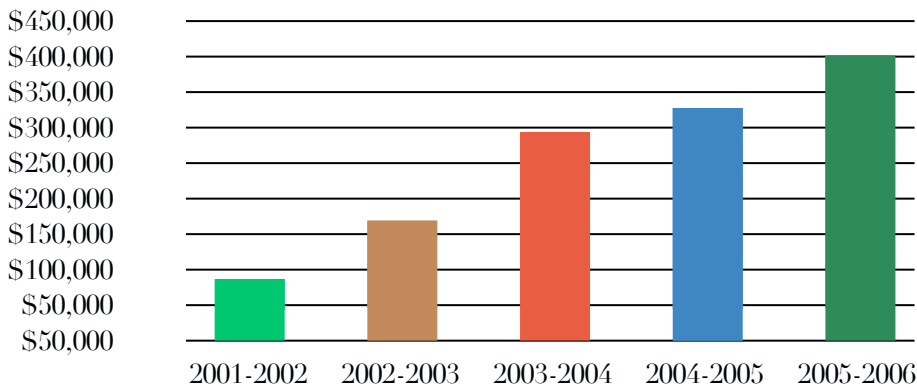
# ReStore by the Numbers

9,700	Number of customers served
1,080	Number of materials donors
100s	Tons of building materials saved from disposal in landfills
\$400,000	Sales revenue
\$1,000,000	Estimated retail value of materials if sold as new
\$600,000	Estimated savings to our customers
24,400	Pounds of metal recycled
5,600	Pounds of cardboard recycled

## The ReStore's FY 05-06 Operating Expenses: \$350,000



## Our Sales are Growing Each Year



The ReStore  
 250 Albany Street, Rear  
 Springfield, MA 01105  
 (413) 788-6900  
[www.restoreonline.org](http://www.restoreonline.org)

The ReStore's mission is to:

- ♻️ Reuse valuable materials
- ♻️ Make home improvement affordable for more people
- ♻️ Create local jobs and provide job training

The ReStore is a nonprofit enterprise of the Center for Ecological Technology (CET), a 30-year-old nonprofit 501(c)(3) community based environmental organization with offices in Northampton and Pittsfield.

As a nonprofit organization, the ReStore does not generate profits for owners or stockholders as traditional businesses do. Instead, any profits are reinvested into the ReStore or other CET activities that benefit the community and environment.



## 5 Things You Might Not Know About The ReStore

1. We offer free workshops on home improvement topics.
2. We deconstruct (remove for reuse) unwanted structures and fixtures.
3. We are a nonprofit, mission based organization.
4. Our revenue goes right back into our self-sustaining organization.
5. Our truck is filled with biodiesel fuel.