



**Habitat
for Humanity®**

ReStore

ReStories—Summer 2011

Open to the Public! Tuesday—Friday 10 AM—6 PM and Saturday 10 AM—4:30 PM

Mission Statement:

1. Embody HFH's mission to eliminate poverty housing.
2. Financially support HFH of S. Central MN.
3. Promote environmentally sustainable practices in the community.

Thank You!

Product Donors

- Ace Plumbing
- All Saints Catholic Church
- Custom Home Improvers
- Denny's All Season Home Care
- Dick Tilley Construction
- DS Flooring
- Family Podiatry Clinic
- Goodrich Construction
- Good Samaritan Society-Grandview
- Greg Wilmes Remodeling
- Home Depot
- Jackson Construction
- Lloyd Lumber
- Lowe's
- Mainstream Cabinets
- Mankato Cabinetcraft
- Mankato Landshapes
- MSU- Mankato
- Neimeyer Construction
- Northern Comfort Inc.
- Northwinds Plumbing & Heating
- Old Main Village
- River Hills Pet Hospital
- Paul's Plumbing
- Play It Again Sports
- ProBuild
- Schmidt Siding & Window
- Southern MN Children's Museum
- Steve Meister Construction
- Steve Shamp Painting
- Sunrise Cottage
- Tom's Do-It Best Hardware
- Top Shop
- Tractor Supply Store
- True Value
- Wilcon Construction
- Yep Dejong Construction

Special Contributions

- Gustavus Adolphus College- Maintenance help with our floors
- Dotson Iron Casting- Storage Space

Survey Success

This past May, we surveyed you, our customers, to learn a bit more about who you are and how we can better serve you. We tried to get everyone who walked through the doors, whether they bought anything or not that day. Thank you to everyone who took the time to fill out a survey!

The results were very interesting. Demographically, our customers are pretty representative of the Greater Mankato & south-central MN community we represent. We also noticed that our customers now come from a wider area than ever.

Overwhelmingly, the most common way customers learned about the ReStore was by word of mouth. #2 was driving by, seeing the store and stopping in to visit.

The most frequent response given to "How often do you shop" was once a month. "Occasionally" was #2 and "Once a Week" was a strong 3rd with 25% of those surveyed.

Most pleasing was that when asked to rate their ReStore experience, 68% said "Excellent," 29% said "Good, 3% said "Fair" and nobody rated us lower. More than 60 individuals (on their own!) wrote about how they enjoyed our staff. And finally, 100% of those surveyed said they'd come back to the store!

What all this tells us is that we've done a good job in listening to what our customers want and responding to meet those needs. We are very happy that people enjoy their time with us and help us fulfill our mission.

We continue to grow and adapt to our customer needs and hope to continue our success. If you have thoughts you'd like to offer us, by all means stop by, call, e-mail or visit us on Facebook today.



A Very Special Project

On June 8, a freak wind gust blew down a home under construction in Mankato. After making sure everyone was safe, Wilcon Construction contacted the ReStore to see if we wanted to salvage the lumber...and of course we did!

Over the following week, a crew of ReStore staff salvaged hundreds of board feet of lumber, sheets of OSB, doors, floor joists and ceiling trusses. It took several days and a multitude of trips, but we were able to use some in construction of our latest HFH home as well as sell a bunch in the ReStore. It was an exhausting project, but well worth it.

Message from the Manager

I was (clearly) very pleased to see the results of our customer survey. Over our four years, the ReStore has grown immensely, and it's gratifying to see that we're starting to contribute more to our mission to eliminate poverty housing in our community.

When I looked at our survey results, one thing jumped out...we have a great staff! Over 60 people identified "friendly/helpful staff" as one of the things we do well. That's better than one out of five surveys!

I am humbled by the work our staff puts in every day. From hot and steamy summer days to -30 in the winter, our staff comes in and does their job no matter what. So, THANK YOU to all of our volunteers and other staff for your work and dedication to helping us be successful.



Some of our staff in action!

You mean the world to us!



If you'd like to receive this newsletter via e-mail, please tell us at restore@hickorytech.net

HELP! The ReStore lost its warehouse and needs a place to put extra merchandise. If you can donate some or point us in the right direction, we'd be forever grateful!

Fun Facts

During its 4th year, the ReStore...

- Conducted over 10,800 transactions
- Received over 1,850 donations
- Received at least one donation every single day it was open
- Contributed over \$25,000 to building homes locally

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www.HabitatRestoreMankato.org