Questions and Answers from the ReCover Store

Every week, we receive many questions from customers and donors, regarding the store, its operation, and what we do and why. We thought it might be fun to include some of those questions, and answers, in the newsletter, so here goes:

Q: “Do you keep a list of what people are looking for, and call when the item comes in?”

A: Although some stores, particularly home decorating and antiques stores, have this tying, we do not keep such a list. With the wide variety of merchandise we have in our store, and the varied demand for different goods, we feel that if it were kept, we would have our extremely difficult to keep track of the wants of many individual customers. Additionally, if we miss calling someone, and they see the item on the floor, and then we ask them to call us to say someone’s name, we would have a very unhappy customer. We much prefer having people regularly call or email us to let us know what they want on the floor (and possibly something else they might be looking for, and call them when the item arrives soon).

Q: “Why is everything I like marked sold?”

A: Although many venues that sell used merchandise do negotiate prices, we do not. Prices at the store tend to be very reasonable, and the non-negotiating policy tends to make the transaction process easier for most customers, and for store staff.

Q: “Can I consign something at the store, or can I trade something in?”

A: All items that come through the store are donations. As a result, we cannot consign or trade in items for someone. Trading in items for something you or the store would be similar to us buying an item, so we do not trade. We encourage people to trade in their items through venues such as local thrift stores or advertising newspapers, then come in and purchase the items they desire.

Frank Orzech
ReCover Store Manager

The ReCover Store is open Mondays 10-2; Tuesday – Saturday, 10-5. Check out our website!

www.coverhomerepair.org

Editor: Rob Schultz

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The ReCover Store Manager, Earl, and his son and daughter-in-law, Phil and Ingrid, shared a quote from a great contemporary theologian: “You can watch while the differences between those who have a lot and those who have a little or nothing — that’s not a difficult or a novel glimpse. You can’t have a visible society if you organize the society that way. You don’t live in terms of healthcare delivery, education, or in terms of housing or any of the social goods. If you do not have a practice of neighborliness, society becomes unlivable.”

The real need is a neighborhood. There are many ways to practice neighborliness — it requires the private sector being involved, the corporations, the government, the church. Everybody has a stake in maintaining a viable neighborhood, and it’s got to get caught up in abstract discussions — takes energy away from what our real concerns ought to be.  — Walter Brueggeman

The real issue is neighborliness. You can watch while the differences between those who have a lot and those who have a little or nothing — that’s not an abstract concept on a COVER worksite, but a tangible experience of what we do every workday. Sign up for a work day or two. For too many of our neighbors, getting through the coming winter in their homes is a real concern. We see this concern as belonging to ALL of us. We see it as an opportunity to live as neighbors — which is not an abstract concept on a COVER worksite, but a tangible experience of every day.

Working with COVER is a great way to create and experience “neighborhoods” in one of its best forms — helping your neighbor get in and stay — dry and warm. This summer is the time. Get up for a work day or two. Create the community in which you want to live. — John Heath, Home Repair Director

The room was gutted and a new shower, toilet, sink and flooring were installed. The wiring and lighting was updated and grab bars installed. The work went well and everyone joined to help each other with the tasks. The work was bustling at times while plumbing, wallpapering, and flooring installation was being installed simultaneously. As with all COVER projects, there was a welcoming break for lunch with time to sit and converse.

There are still some odds and ends to finish, but the bathroom is functional and accessible. The new washer and dryer fixed up the main floor offering much needed comfort for safety of Bonnie. The success of this project was the joint effort of the family and the COVER community.

There is a need for making bathrooms accessible for people with disabilities and the elderly. The success of this project encourages us to consider home repairs of this scope that come our way. In this case, having skilled tradespeople AND a grant from a local veterans support group made all the difference.

Dan Coffel, a local plumber and a long-term volunteer member of COVER’s board agreed to help out with the plumbing. Roland Schuttler, an experienced electrician and new homeowner to COVER, wanted to contribute and offered to help. Three long-term volunteers who joined us for the winter, along with Earl and Bonnie’s son and daughter-in-law.

ReCover Home repair is amazing. The staff and volunteers were excellent. Now my family and I will not get wet from the roof leaking. COVER home repair is an outstanding program. Everyone who came to that home was very respectful, knowledgeable and I loved how they kept us notified of everything that was going on. This is the best organization in the state of Vermont, 05001

Earl, WT

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The long cold winter is now over and the best season has already begun building season. We are all very excited. There is a great deal of work to be done and we can FINALLY get out there and do it. But we need YOU! COVER thrives on a “Corps of Volunteers Effecting Reuse and Repair” and that means you and volunteers like you to do some of the work, whether it’s the giving and working that happens every day. Read Dave Knopp’s article about the big community with your neighbors. Learn from working next to the homeowner or similar volunteer. Work in the ReCover Store. Meet the customer. See your neighbors as gifts. Bring your skill and heart to the day. You’ll love it!!

Earl

Getting to the bathroom presented many challenges for them. In addition, their washer and dryer were located on the first floor, but we’ve avoided complete bathroom remodeling. We were able to recruit a great crew to work on the project. Dan Coffel, a local plumber and a long-term volunteer member of COVER’s board agreed to help out with the plumbing. Roland Schuttler, an experienced electrician and new homeowner to COVER, wanted to contribute and offered to help. Three long-term volunteers who joined us for the winter, in addition to Earl and Bonnie’s son and daughter-in-law.

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Thank you all of COVER’s community for your very successful weatherization season. Here are the numbers in a nutshell. 58 families served total, 72 projects, 19 returns, and 5 homes were occupied by 127 willing and able volunteers. In these 79 projects we sealed 91 doors, installed 649 new window kits, patched 660 holes made with our doors, sealed 2 chinks, installed doors in 2 bulkheads, installed heat tape in 4 homes, sealed hot air ducts in 3 buildings, insulated a 10 x 14 room, and filled a case of expanding foam worth of holes. This year’s blower door test showed savings of 123 gallons per home per heating season! Special Thanks also goes out to the High Meadows fund of the Vermont Community Foundation and Pilot Fuels. COVER’s furnace cleaning program to its second year and Patriot fuels was able to clean the furnaces of 15 families that had not had their furnace cleaned at least 13 times. Those families are able to feel a lot more secure in the knowledge that their furnaces are operating safely and reliably.

COVER is able to do what it does because of volunteers. This past fall and winter we had a volunteer extraordinaire, Kathy Kitowski, gave over 100 hours of her time in a three month window. Kathy you rock!

Among our regular group of volunteers, we have a couple of super volunteers who have dedicated themselves to helping us pursuing our mission. We have our small projects specialist who’s been out with us many times in the past that we can see him send us off on our own new and expect great results. And since our weatherization season, we had a volunteer extraordinaire on every weekend we were out, putting in over 100 hours of volunteer service in a two month period. Having the same passions and the drive to work alongside someone with such a drive to help people has been a great experience and really shows you what community service means. When you combine the great work of our volunteer with our other regulars and all other first-time volunteers, it’s very hard to figure out how we’re able to get so much done.

The work is fun, and immensely satisfying. I’ve learned that a curious homeowner oftenMultipurpose for the Groups Who Volunteered for COVER in 2014

Hypotherm Kondal in Hanover
King Arthur Flour Leadership Upper Valley
Milsy St Thomas Church Tuck
TUCK Business School Upper Valley Humatists
VINS Youth in Action

Volunteering

“Love your neighbor by helping them”

W hen I first started volunteering for COVER, I was a little worried that I wouldn’t have the energy or skills needed to keep up with all of those草莓ing young people I saw on the volunteer website. Well, nothing was further from the truth. I was taught what I needed to know (with great patience!) by an energetic, talented and you never know what you’ll learn or another. If you volunteered for COVER in 2014 you can because they’ll be repaid in ways you wouldn’t have imagined. One of the great things about serving with COVER is spending time every weekend with these volunteers and sharing a learning experience with them. Sometimes we have a teaching moment, but just as often you’re talking with these volunteers and sharing a learning experience with them. Sometimes you’ll have a teaching moment, but just as often you’re

C neue to gl%C3%A4ttet VCST 2014 this article to our work with both volunteers and homeowner which makes for a clear and objective project to be involved in.

— Dave Knapp
Enfield, NH

I have humbly witnessed the tangible impact one of our jobs here on earth to look after one another. If we can give a little of who we are and make a difference in another person’s life that is what matters. There is tremendous power when we all pull together.

We have the capacity to change lives for the better. Whether you are in a leadership or volunteer role with such a drive to help people has been a great experience and really shows you what community service means. When you combine the great work of our volunteer with our other regulars and all other first-timers, it’s very hard to figure out how we’re able to get so much done.

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My personal philosophy is that everyone’s job is our job here on earth to look after one another. If we can give a little of who we are and make a difference in another person’s life that is what matters. There is tremendous power when we all pull together.

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