

Case Study: New York State



We Love NY, Too

The [National League of Cities \(NLC\) Service Line Warranty Program](#) works in partnership with over 700 municipalities and utilities across the U.S., educating homeowners about their water and sewer service line responsibilities and providing optional, affordable coverage for the repair or replacement of broken lines.

The program, administered by Utility Service Partners, a HomeServe company, uses local contractors to perform repairs. Keeping it local is just one way HomeServe works to serve the community.

THE HOMESERVE CARES FOUNDATION (HSCF) HELPS THOSE IN NEED ACROSS NEW YORK STATE

Dedicated to spreading hope and supporting communities, one home at a time, the [Foundation](#) seeks to have a real impact in the community through a variety of programs, from pro bono repair programs for homeowners in financial need to providing grants to organizations providing important services in the local community. And we've been busy! Here are our stories.

“THEY HELPED US OUT WHEN WE WERE IN A VERY BAD SITUATION”

That was the sentiment expressed by Andrew C., a homeowner in [Niagara Falls](#), a new partner of the NLC Service Line Warranty Program, who was grateful to have repairs to his water line covered by the HomeServe Cares Foundation.

Bill Wright, Niagara Falls Water Board Superintendent of Operations, is glad to be rolling out the optional Service Line Warranty Program in his community. “We felt there would be benefits to [this program], so we moved forward...We have a very old infrastructure.”

Joel Tucciarone of network contractor The Plumber is happy with their relationship with HomeServe. “It’s been a great relationship, it’s made our business ... what it is today.”





A HOMEOWNER IN NEED IN YONKERS

Evangelina received a notification from the city that she had a [leak](#) near the main line, and because it was lead, the entire line would have to be replaced in order to bring it to code, which could cost as much as \$10,000, an expense that would have devastated Evangelina. Evangelina was grateful to learn that she qualified for the HomeServe Cares program, and the necessary repairs were covered. “I started crying. ... People were asking me if I was okay, but they were tears of happiness.”

LOCAL KIDS PLAY BALL IN EAST SYRACUSE

Danny Liedka, a former East Syracuse mayor and trustee, an Onondaga County legislator and Visit Syracuse president and CEO, has spent a large part of his adult life working to improve his hometown and the surrounding area.



Among the many hats Danny wears is vice president of the East Syracuse-Minoa Little League. The volunteer team behind the league plans to expand so more children can participate in team sports and benefit from the lessons of sportsmanship, hard work and cooperation – but the [team’s field](#) was in need of some TLC. “Not having running water, not having bathrooms – it’s hard to grow without basic services,” Danny said.

The water line installation cost was covered by [HomeServe Cares](#) funding. “This was a godsend to us, because we would have had to keep kicking the can down the road, year after year, and it would have likely been five or ten years before we were able to do a project of this magnitude.”

A HARDWORKING TEAM GETS A MUCH NEEDED GRANT

The Arc of Monroe has been serving the Rochester-area community for more than 50 years, with a mission to create an inclusive society where the people they support may live truly integrated lives and reach their full potential as a part of the community.



The organization operates 30 residences in the Rochester area, supporting more than 1,400 adults with disabilities through residential, vocational, day habilitation, clinical, guardianship and service coordination programs. The HSCF Caring for Community [awarded its first grant](#) of \$25,000 to this worthy program. It will be used to enhance and improve the conditions for residents in one of The Arc’s residential facilities with a focus on remodeling an aging bathroom to make it more accessible.

“Every day, our work touches people with developmental disabilities who are working hard to achieve their own level of independence,” said Carol Anne DeMoulin, Executive Director at The Arc. “We are so grateful to the HomeServe Cares Foundation for this commitment to enriching the lives of those we serve.”

Have a homeowner in your community who may qualify for a pro bono water or sewer line repair? [Contact us](#) to learn more about the [benefits of partnership](#) with the NLC Service Line Warranty Program and the important efforts of the [HomeServe Cares Foundation](#).