



ReStore Arlington Heights Project Description

Retail with a mission...

ReStore accepts donated new and gently used home improvement and building materials from individuals, retailers, manufacturers, distributors and contractors. The materials are sold to the general public and the funds raised support Habitat for Humanity's local home construction and repair program. Habitat for Humanity of Northern Fox Valley (HFHNFV) currently operates two ReStores; located in Elgin and Chicago. The Chicago location is in partnership with Habitat for Humanity of Chicago. ReStores are considered destination retailers.

ReStores mission consists of three elements:

- Raise funds to support the construction, rehab and repairs of homes for families in need of affordable housing.
- Be stewards of the environment by diverting usable building materials from already overflowing landfills.
- Provide new and gently used materials to the public at reduced prices, thereby helping those who may not otherwise be able to afford to fix up their homes.

Operations / Personnel

ReStore Arlington Heights will function in the same manner as ReStore Elgin and ReStore Chicago.

1. **Approximately how many people, max at one time, would work at this location?**

Staff: 4

Volunteers: 4

ReStore utilizes volunteers to aid in store operations. This cuts costs and helps us to provide more funding for the home construction and repair programs. Volunteers work in 3-4 hour shifts, but we hope to have 4 on site at any given point of the day. Minimally there will be 3 staff on any given day. Some positions will be consolidated, therefore a couple of staff would split their time between our ReStore in Elgin and Arlington Heights and not be on site all the time.

2. **Approximately how many customers at one time do you typically expect, based upon your other locations?**

Based on the transaction numbers pulled together for our first several months of operation at ReStore Chicago, it could be approximately 10 customers at any one time. Of course, some days will be busier than others, such as Saturdays. Also, that number should increase over time. Last fiscal year, ReStore Elgin averaged approximately 24 customers at any given time. Elgin has been open since April 2006. ReStore Chicago averaged approximately 19 customers at any given time. Chicago opened in November 2014.

3. **Would the hours of operation be consistent with your other two stores?**

The days of the week we plan to be open would be Wednesday-Sunday. Closed Monday and Tuesday. As for hours of operation, we will either be open 9am-5pm (ReStore Elgin hours) or 10am-6pm (ReStore Chicago). Therefore there will be no late hours of operation.

4. **Can anyone drop off merchandise at any time? Or are there set hours for this?**

Yes, anyone can drop off merchandise. We do encourage the public to call ahead to find out if we are accepting the items they are interested in donating. While we accept donations during our open hours, both ReStore Elgin and ReStore Chicago ask that donations be dropped off a half hour before closing.

Information and Performance Statistics

ReStore Elgin

- Opened April 2006
- 40,000 Square Feet (retail, warehouse, office)
- FY 2018 Sales: \$1,606,192
- FY 2018 Actual Transactions: 62,640
- Materials diverted from landfills: 1,900 tons
- Illinois ranking: Sales and profit - #1
- National ranking (750 ReStores reporting):
Sales- #26 / Profit- #15



ReStore Chicago

- Opened November 2014
- 29,000 Square Feet (retail, warehouse, office)
- FY 2018 Sales: \$1,309,203
- FY 2018 Actual Transactions: 44,291
- Materials diverted from landfills: 854 tons
- Illinois ranking: Sales and profit - #2
- National ranking (750 ReStores reporting):
Sales- #50/ Profit- #33

