



2024

ANNUAL REPORT



CHAIR REPORT

It is a privilege to serve as board chair of Habitat for Humanity Okanagan and to reflect on a year shaped by impact, growth, and unwavering community support.

This year, four families stepped into safe, affordable homes—each with their own powerful story of resilience, determination, and hope. Hearing their journeys is a reminder of why we do this work. Habitat is not just about building houses; it's about building strength, stability, and self-reliance through homeownership.

Behind every key handover is a community that shows up—through donations, volunteer hours, and creative fundraising efforts like our Jingle Bell Build and 50/50 raffle, which continue to grow in support and participation each year. That spirit of community is what earned us the Community Outreach Award, the One Habitat Award, and the Kelowna Chamber Award of Excellence for Environmental Impact—honours we share with every person who believes in our mission.

Our ReStores are another powerful engine for impact. With over 23 million pounds diverted from landfills in the Okanagan since 2013, they are champions of the circular economy and a vital contributor to our environmental goals. More than that, our ReStores remain in a strong financial position, helping to fund our homebuilding projects and ensuring we can plan with confidence. Programs like kitchen salvage continue to expand this reach—rescuing materials, protecting the planet, and raising the funds needed to serve more families.



This year, we completed our Lake Country build, and thanks to continued community support, we are on the cusp of securing land for our next project. That momentum is only possible because of the dedication of our board, staff, volunteers, donors, and supporters.

As we look to the future, we remain focused on what matters most—helping more families achieve the stability that comes with a home they can call their own.

Lee-Ann McEllister, Chair



CEO MESSAGE

Another rising star is our annual Jingle Bell Build, this event has gained great momentum since its inception during the Covid years. For me this is the highlight of our year, and enjoyable for everyone that participates. It attracts organizations looking to get their teams together for an evening of creative and very competitive fun, many of which are returning year after year, it's a sure sign of the community's desire to support our cause.



In August we finished the final four units of the Lake Country build and welcomed more families into their homes. We were grateful to receive a \$150K grant from the Rona Foundation and a \$100K from the Habitat Canada Build More Faster fund to help with the finishing touches of the units and landscaping, that also benefitted from generous financial support from Kelowna Now, and Kelowna Lake Country Rotarians which was matched by Rotary International.

This project was an amazing success. Despite rising construction costs, we delivered the homes under budget, thanks to the many volunteers, trades, suppliers and financial contributions that helped complete the project.

This achievement demonstrates the strength of connection Habitat has with the community and how these strong relationships really do give a hand up to families who dream of home ownership.



Turbulent is the best way to describe 2024 and we were not alone, many Habitats across the country experienced a downward shift in revenues as economic factors affected consumer spending.

Early into the year we recognized that our ReStore sales were trending lower than we expected and this triggered multiple strategies to minimize the impact to our financial forecasts.

Many measures were taken, the most drastic being consolidation of the two Vernon stores into one to reduce expenses, predominately the high fixed costs. Not only has this cut more overheads, we have also seen an increase in sales and this location is having a great start to 2025.

As a result of the actions taken to realign the ReStore budgets, the impact to the bottom line was not as severe and incomes were boosted by other areas of the organization having a very successful year.

Gaming is proving to be a very popular method of raising funds. Both 50/50 raffles had an amazing year and growing to be a significant alternative revenue source. The ReStore lottery was a sell out and it was nail biting to watch the December online draw hit \$183,050!



In 2024 we implemented our new mortgage model, approved by Habitat Canada it is designed to provide Habitats with a portion of the mortgage funds in advance, as opposed to being fully amortized at zero interest. This method will help us to finance future projects while it assists families to establish their credit rating for future progression along the housing continuum.

I'm delighted to share that we finished the year in a great financial position and with zero debt. Quite an achievement considering we have recently completed our largest project to date and retail revenues were reduced by 17% from 2023. This is a testament to the incredible resilience and passion of the leadership team that strive for success.

It was fabulous for our efforts to be recognized by multiple awards, the ReStores for their impact on the environment, our extensive community engagement and the One Habitat award recognizing the support we provide to other Habitats within the federation.

While there is a lot of uncertainty about the future and economic turmoil, the need for affordable housing is a consistent conversation and its impact is felt across the country. Habitat Canada and local affiliates are continuing to advocate at all levels of government, for more financial assistance to support our home ownership model. Without this, funding it is left to the affiliate to raise funds and relies on community support to make building achievable.

Later in 2025 we will release more news about our future plans, which I'm very excited to share!

Despite some bumps along the way it was a very successful year, with the accumulation of objectives we had set delivering impactful results. I am very fortunate to work with a dedicated, passionate and loyal team, who are fueled by the outcomes of our work, helping families achieve home ownership. I am also privileged to have the support of engaged board directors and committee members that share our vision, contributing their skills and experience to advance our goals.

Finally, a heartfelt thank you to the Okanagan community and beyond, for contributing to our success, with your help we are significantly improving the future lives of the families in our program. Providing them with the opportunity to own a home and long term stability where they can raise children without the stress of uncertain housing prospects and they all thrive.



TREASURER REPORT

This fiscal year end financial report for 2024 provides a snapshot of Habitat for Humanity Okanagan performance over the year. In 2024, HFHO continued its positive financial trajectory with overall operational revenue increasing by 9.03% over 2023. Some of this increase was due to the recognition of previously deferred revenue relating to grants. The Society continues to maintain a healthy and stable financial standing, despite ongoing and current challenges.

A huge boost came from 50/50 tickets sales, which are sold in our ReStores, community events and online. Focusing on gaming sales added \$413,040 gross, exceeding our expectations and was 244% over budget. The 50/50 is growing into a major revenue source and being so successful will continue to be a focus.

Fundraising efforts increased as did the results, due to auctions, donations, operational grants and third party events. This success comes at a time when we needed help to support operational costs using designated grants for these expenses.

The achievement of exceeding our profit margins was mainly due to a number of significant income sources:

- Rona grant of \$150,000. HFHO was one of only seven organizations out of hundreds of applicants to receive a portion, and we were also selected as the charity at their annual store fundraising campaign.
- The Jingle Bell Build - a huge success and raised more than last year in addition to capturing the community spirit.
- Grant from Habitat Canada (\$100,000) and the Regional District of North Okanagan ReStore revenues were under budget by \$821,981 (17%) reflecting a year of downturn across the country for the stores.

To improve performance and mitigate costs we countered by:

- A cost control strategy to reduce overhead, changes to operational hours, not replacing staff positions and consolidation of the two Vernon stores.
- Not shipping product from the national distribution centre in Ontario, reducing cost of goods sold .

The above resulted in operational expense savings of \$110,733 against budget.

HFHO also increased other revenue streams. Sundry income (subcontract revenues) was \$155,969, first mortgage deposits totaled \$603,900 and effective use of GIC's boosted funds (interest revenue of \$83,345.20). All unrestricted funds are being reserved for our future land purchase and build project.



REVENUE \$5,098,333

TREASURER REPORT

The funds were used in the most efficient manner to achieve maximum mission effectiveness, such as:

- Combining grants received during the year and deferred revenue from previous years relating to the Lake Country build recognized as 2024 revenue of \$980,792.
- Selling a vacant property to another non-profit housing provider, taking this action facilitated the balance of the Lake Country mortgage to be paid off 3 years early, saving interest payments.
- Property sales of \$3,946,159.48 as families transferred to mortgage.
- Balance of emergency loan taken in 2019 paid off, making us debt free.

A great achievement was the completion of the 12 unit Lake Country project. Despite starting in the middle of the pandemic, with its supply issues and increases in construction costs, the project was completed under budget. Costs were managed with the help of generous donors and funds from the HFHC Build More Build Faster Fund.



Our appreciation and thanks go to the mission-focused, talented and committed HFHO team who manage and control our financial resources carefully to show accountability, respond to challenges, and initiate continual improvements, all to ensure that we can realize effective mission outcomes.



Julie Pellizzari, Treasurer





OPERATIONS REPORT

Progress in Numbers

2024 RESTORE SALES

\$3,001,063

TOTAL TRANSACTIONS

151,252

BOOK SALES

\$54,367

KITCHEN SALVAGE

\$141,989

ReStore

2024 was another challenging year for ReStore Operations. Although sales were down across the country, out of the 19 stores in British Columbia our two central locations placed in top and 3rd position for sales in the province. This is credited to the staff and many volunteers who work in our stores that receive, clean, fix and merchandise the vast selection of items donated.

Sales in Q1 were down 20% over Q1 over same period in 2023, leading us to take the initiative in Q2 to re-forecast the budget, and to reflect the ongoing market changes and trends. We ended the year with sales down 17 % (\$567,093) from 2023. High occupancy property and payroll expenses had the most impact on overhead costs and were the leading causes for the stores to being under budget 4 % (\$108,984).

We continue to deal with staff shortages and the turnover rate remained high in 2024 as staff are moving to increase their disposable income. For the first time in our history, we implemented winter hours across all locations to help reduce the impact of payroll expenses during the quieter revenue period and staff and shortages.

The Vernon location closed one of its two units in September, the decision was taken to reduce costs and counter the challenge of staffing two locations. This change has proved effective with our new neighbors increasing shoppers to the area.

I am encouraged by the positive results we have achieved from this location going into 2025.



OPERATIONS REPORT

[ReStore Donations](#)

Despite various external factors affecting the economy residential donation levels remained strong at 19,538, just 5% down compared to 2023. Although we have noticed a change in the quality of donations as families struggle to afford the basics and are spending less on other items.

Cooperate donations were also affected, a 28% decrease compared to 2023 at \$272,067, leading to less desirable inventory to attract our customers. The cost to transport good quality new product donations from the Habitat Canada Brampton based distribution center made this source of inventory unattainable. Corporate donation highlights include; 18 skids of bathroom accessories, 150 desks, 100 bathtubs and 30 skids of seasonal fall merchandise. In March 2024 we consolidated all the new textile donations from a national partner into our Kelowna location, increasing sales of textiles from \$3,000 in 2023 to \$13,830 in 2024.

[Kitchen Salvage Program](#)

Despite staffing challenges and limited volunteers, the kitchen salvage program had a great year! We appointed a dedicated associate to grow the program and coordinate the logistics for this service. The program contributed \$78,300 of sales to our total cabinet revenue, and added an additional \$9,000 in other product into our stores. The total kitchen cabinet sales for the year was \$141,989.

\$47.20
REVENUE \$ PER SQ FT

19,538
RESIDENTIAL DONATIONS

\$35,228
TOTAL FUNDRAISED

Despite various external factors affecting the economy We are frequently surprised at some of the items that make their way into ReStores.

To share more information about the unique pieces we have donated, in 2024 we launched a dedicated ReStore Facebook page and will continue to grow the social media presence of the stores.



OPERATIONS REPORT

ReStore 50/50

For several years now, we have also carried out a quarterly ReStore 50/50 draw which has become a fun and anticipated part of the Habitat shopping experience, giving customers the chance to win while helping us give back to the volunteers who help us operate our four stores and help us build homes and hope in our community.

The proceeds go directly to supporting Habitat for Humanity ReStore and community volunteers. It's a win-win that turns everyday shopping into an opportunity to support the people who make Habitat's work possible, one ticket at a time.

Against tough competition the Kelowna ReStore was recognized for the recycling service they offer the community and huge waste reduction impact, winning the Kelowna Chamber of Commerce 2024 Business Excellence Award for Excellence in Environmental Impact. It was good to have a positive end to a year of challenges, and volatility.



Trina Carroll,
Manager, Regional Retail Operations

COMMUNITY ENGAGEMENT AND FUNDRAISING



Record-Breaking Jackpots

The 2024 "You Win, We Build" 50/50 lottery achieved remarkable success, both in fundraising and community engagement.

In July 2024, Tracy from Lake Country won \$81,050, marking the largest prize in the lottery's history. Later, in December 2024, Len from Kelowna surpassed this with a \$91,525 win, as the lottery jackpot soared to over \$183,000.

The lottery's success is attributed to our active participation in local events, including the Peach City Beach Cruise, Vernon's Sunshine Fest, Armstrong IPE, and Kelowna's Block Party. These events provided multiple opportunities for local residents to purchase tickets and support our mission.

In addition to these outreach events, participation in the Canadian Home Builders' Association Central Okanagan Building After Hours networking events have helped boost awareness and drive engagement among building industry leaders. The 2025 lottery is already raising the bar even higher. With better ticket bundles available making it easier and more rewarding for ticket buyers to participate.

Jingle Bell Build Year 3 - Breaks New Ground!

For the third consecutive year, Habitat for Humanity Okanagan hosted the Jingle Bell Build – Corporate Edition, bringing holiday spirit and community impact together under one roof. This festive event saw 26 enthusiastic corporate teams join together for an evening of gingerbread creativity and team-building fun.

Thanks to the generous support of our title sponsor REMAX and the incredible community partners like Kelowna International Airport (YLW), Traine Construction & Development, and BEEM Credit Union, the 2024 Jingle Bell Build was our most successful yet.

We raised over **\$32,000** to support affordable homeownership for families in our community.



COMMUNITY ENGAGEMENT AND FUNDRAISING

[RONA Builds Hope with \\$150K Grant to Habitat Okanagan](#)

Habitat for Humanity Okanagan is proud to acknowledge and thank the RONA Foundation for its very generous \$150,000 grant, which helped bring the Lake Country build project to completion. This vital funding provided enough dollars to complete the final stages of construction and to help us to complete all of the landscaping for the 12-home development in Lake Country BC.

RONA's investment reflects a deep commitment to building strong communities and making a lasting difference for families in need.



[Building Community Together](#)

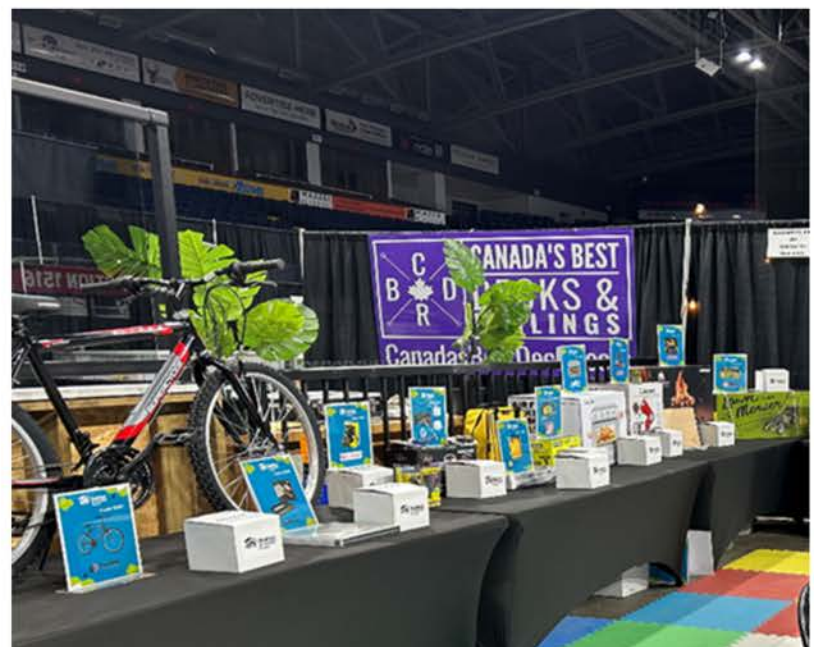
Our ongoing partnership with the Kelowna Spring Home Show continues to strengthen Habitat for Humanity Okanagan's presence and impact within the community.

Once again, show organizers selected Habitat as a beneficiary charity, offering us a highly visible platform to connect with attendees, share our mission, and raise critical funds. At the 2024 event, Habitat's popular chip sheet raffle featuring prizes donated by local vendors and long-time Habitat partners helped draw record participation. This initiative has grown year over year, generating increasing support for our affordable home ownership program.

The show also continued its philanthropic tradition by donating a share of all the admission ticket sales to Habitat for Humanity Okanagan, underscoring the organizers' strong commitment to community betterment.

We believe that strong partnerships are key to building stronger communities. Our collaboration with ShowWorks and the Kelowna Spring Home Show exemplifies the power of a shared purpose, demonstrating how coordinated efforts can inspire generosity and make a lasting difference in the lives of families throughout the region.

Collectively, Habitat raised more than \$16,000 during the 2024 Kelowna Spring Home Show.



COMMUNITY ENGAGEMENT AND FUNDRAISING

[Bobcat of Vernon & Penticton](#)

We are incredibly grateful to Bobcat of Vernon & Penticton for their generous contribution to Habitat for Humanity Okanagan. Thanks to their support, all of our ReStore volunteers are now outfitted in brand-new, vibrant T-shirts that not only increase visibility in the stores but also strengthen team spirit and pride.

Thank you, Bobcat of Vernon & Penticton, for your continued commitment to our mission. Your generosity helps us build more than homes it helps build a stronger, more united community.

THANK YOU!

[Gibson Custom Homes Builds More Than Houses](#)

Gibson Custom Homes once again showed what it means to be a community builder by hosting their annual fundraiser in support of Habitat for Humanity Okanagan. Led by the passionate and dedicated team at Gibson whose roots run deep in the Okanagan, the event brought together local trades, suppliers, clients, and community members, all united by a shared belief in giving back.

Their support goes far beyond financial contributions. The Gibson team has consistently championed the values of Habitat, lending their expertise, time, and energy to help build strength and stability through affordable homeownership. Their hands-on approach and heartfelt commitment continue to inspire others in the local building industry to get involved. We are proud to stand alongside such a generous and community-minded partner.

COMMUNITY ENGAGEMENT AND FUNDRAISING

Builder's Pilsner – A Pour with Purpose

Copper Brewing's Builder's Pilsner is a refreshing way for the community to support affordable housing. Since its launch, this popular locally brewed beer has raised an incredible \$10,000 in support of Habitat for Humanity Okanagan. With a portion of proceeds from every sleeve and four pack sold going directly to our mission, Builder's Pilsner has proven that community partnerships can create meaningful change, one beer at a time.

We are deeply grateful to Copper Brewing for their commitment to building a better future and for raising both funds and awareness through this unique and impactful collaboration.

Show your support Habitat by picking up Builder's Pilsner at Copper Brewing or your local liquor store, and if you don't see it on the shelf, ask your local liquor store to carry it!



Bylands – Growing Community Support

We are grateful to Bylands Nursery for their generous support and commitment to giving back to the community through their partnership with Habitat for Humanity Okanagan.

Their contributions have supported our mission of building safe and affordable housing, demonstrating how local businesses can play a vital role in creating a stronger, more inclusive community. Whether through in-kind donations, volunteer engagement, or financial support, Bylands continues to lead by example cultivating not just beautiful landscapes, but also brighter futures.

We extend our sincere thanks to the entire Bylands team for helping us build more than homes, they helped us build hope for local families.



COMMUNITY ENGAGEMENT AND FUNDRAISING



Lafarge - Putting the Finishing Touches on a New Beginning

Lafarge has played a vital role in bringing our Lake Country project across the finish line. Their generous donation of landscaping materials provided the essential finishing touches that helped transform a construction site into a true neighbourhood complete with safe, welcoming outdoor spaces for children to play and families to gather.

Thanks in part to their support, 12 families now proudly call Lake Country home.

Beyond the materials, Lafarge's local team brought heart and enthusiasm to our Jingle Bell Build fundraiser, rallying support and raising funds to help us continue building strength, stability, and self-reliance through shelter.

We are deeply grateful for Lafarge's commitment to building more than infrastructure they're building community.

Their contribution will be felt for years to come by the families who now have a safe and stable place to grow.



Thank You

COMMUNITY ENGAGEMENT AND FUNDRAISING



[Garden Brought to Life by Rotary Now! Kelowna](#)

We are grateful to the Rotary Now! Kelowna club for their generous funding support in creating the Living Garden at our Lake Country build site. Their efforts brought life and beauty to the development, offering residents not just a place to live, but a space to connect, grow, and build community.

Thanks to Rotary Now! Kelowna, Rotary Lake Country and Big Steel Box's commitment, the Living Garden is now a vibrant, shared space that promotes sustainability, well-being, and a sense of pride among the 12 families who now call Lake Country home. Their contribution reflects the true spirit of service and partnership that helps turn houses into homes.

We thank Rotary Now! Kelowna for helping us plant the seeds of community together, we're growing something truly special.



[Norelco Builds Dreams](#)

Norelco's Dream Kitchen Auction was a standout success, raising vital funds in support of Habitat for Humanity Okanagan's affordable homeownership program.

We're grateful for Norelco's partnership, generosity and community spirit, which helped bring us closer to our goal of building strength, stability, and self-reliance through affordable home ownership for local families.

COMMUNITY ENGAGEMENT AND FUNDRAISING

Largest donations in 2024

\$478,187

GIFT IN KIND DONATIONS

\$150,000

RONA FOUNDATION

\$505,703

TOTAL FUNDS RAISED IN
2024

\$50,000

STOBER FOUNDATION



GIBSON
CUSTOM HOMES



Danielle Smith,
Director Resource Development



Homeowner Services

Following the successful transition of one of the original triplex families, the re-sale of their Vernon unit closed on February 7th this was the first family to purchase on the new stacked mortgage model. This marks a significant step in moving towards a more sustainable future allowing us to build more homes faster.

In 2024 two families successfully completed their house purchase, grandfathered in under the classic zero interest Habitat mortgage model. Six families moved to the new stacked mortgage model, we are now beginning the process to transition the remaining six families in Lake Country onto the new stacked mortgage model.

Two units were refurbished after the previous families moved out, allowing new families to receive keys to their new Habitat homes following a small key ceremony. The Powley court strata was formed in 2024 and a new strata manager appointed.

The past year has been a remarkable period of growth, transformation, and deep community impact for family services. The successful sale of the Vernon unit under the new stacked mortgage model marks a key turning point in Habitat for Humanity Okanagan's approach to sustainable homeownership. With eight families now on this new model and more transitioning in Lake Country, we are taking significant steps toward long-term financial viability and the ability to serve more families.



Homeowner Services



The completion of Powley Court in 2024 stands as a proud milestone. Welcoming four new families through heartfelt key ceremonies, alongside the refurbishment and reallocation of two additional units, has allowed us to extend the dream of homeownership to even more deserving households. The formation of the Powley Court strata also marks the start of a new chapter in community-led living.

We celebrated a major achievement with two families in Rutland fully paying off their mortgages—an inspiring testament to the long-term success of our programs. Throughout the year, our commitment to education continued with a robust series of workshops, empowering families with the knowledge and skills they need to thrive as homeowners.

The heartfelt stories of Shelley and Payton bring into focus the very essence of our mission—helping families rebuild, regain stability, and feel the strength of a supportive community. Their gratitude reminds us why we do this work and highlights the powerful impact of compassion, partnership, and perseverance.

As we look ahead, we carry the momentum of 2024 with us—committed more than ever to building strength, stability, and self-reliance through affordable homeownership. Thank you to all staff, volunteers, donors, and partners who make this life-changing work possible. Together, we are building more than homes—we are building hope.



Alison Miller,
Homeowner Services Manager





Shelley's Story

My journey with Habitat for Humanity started decades ago when I volunteered to build homes in East Vancouver while going to college. I didn't know that the energy that I put into that Habitat build would then come back years later to help us when we needed it the most.

Five years ago, in 2019 our life changed very unexpectedly when just two weeks after we uprooted ourselves and moved back to the Okanagan, [my partner of ten years and my daughters' father, decided to leave and I found myself alone without a job, without friends, without a partner, and without a home. My daughter Charlie moved from the life and friends she had known for eight years; to a new town, a new school, no friends and parents who had just separated.

It was a very traumatic time in our lives and then 6 months later Covid came, and our world was further shut down for another two years. It was the lowest time in my life, and we had to slowly rebuild our lives back up.

I must have collected a lot of Karma points in my life because late November 2021 the Habitat for Humanity board committee announced that we had been chosen for the final unit of twelve townhomes. We are so honored and grateful to have been chosen from hundreds of applicants.

We have been rebuilding our lives from that low point in 2019 and for 3 years have been working with Habitat to realize our dream of owning a safe, secure, and affordable home to call our own. It's been a rocky ride, and we are not only able to see the light at the end of the tunnel, but Habitat for Humanity has reached through and has helped pull us through.

I want to personally thank Alison Miller, Barb Donaldson, Courtney Clark, Danielle Smith and Andrea Manifold from Habitat. This is not just a job to them. As they say this is an 'inside job'. They are driven from within to help those in need and who are reaching out. They are humanitarians who give more than their time and energy; they give their hearts. And in our present economy and society it is more important than ever. I'll never forget Andrea Manifold, the CEO of Habitat Okanagan, in the inflatable gingerbread man costume walking around Orchard Park mall trying to drum up sales for the gingerbread build. This is what these people do day in and day out to make life better for others.

I want to thank Harmony Homes and their trades for partnering with Habitat to build these safe and stylish homes and the many dedicated volunteers that go into builds like these. I don't think this could happen without the volunteers. As we begin our lives in this home, Charlie and I will remember the visits, the effort, and hard work that Habitat and their volunteers put in. I'm sure there literally is blood, sweat, and tears in these homes. ;-)

I would also like to thank my aunt Diane and her friend Linda who graciously volunteered to volunteer at the Restore, and my mom Margret from out of town for doing what she could to help, and donating bottle returns which Charlie loved to feed through the return machines.

I have always believed that it takes a community to raise a child, but I know now it takes a community to build a family and we are so privileged to be part of the Habitat for Humanity community and family.

Thank you. "

Payton's Story

"This home is more than just walls and a roof—it represents a fresh start, a place where my girls and I can finally put down roots and create memories that will last a lifetime. We've moved five times in the past three years, and the thought of finally having a forever home feels incredible. We won't have to leave behind the special moments we create here, and that brings a sense of peace I can't fully describe.

I want to extend a heartfelt thank you to the tradespeople, the Habitat for Humanity team, and all the volunteers—whether you were strangers or loved ones—who dedicated countless hours to making this home a reality. Saying we're appreciative doesn't even begin to capture how we feel. Your hard work, dedication, and generosity have given us a gift that goes beyond bricks and mortar. You've given us stability, safety, and the opportunity to build a future.

A special thank you goes to the Habitat for Humanity team who believed in us and accepted our family into this program. Your commitment to helping others is truly inspiring, and we are forever grateful for the chance you've given us. From my family to all of yours, thank you from the bottom of our hearts. This home is not just ours; it's a testament to the power of community and the love that surrounds us. We are so grateful and will cherish this forever.

Thank you."





VOLUNTEER PROGRAM

500 + hours

Bill Lipsett
Martina Harper
Klaus Grimm
Gavin Moss

The Heart of Habitat

This past year, we made it a priority to show our volunteers just how much we appreciate them. We talk a lot about how volunteers are the heart of Habitat, but this year, we wanted them to feel it, not just hear it. We started with something simple but powerful.

At each ReStore, we installed Volunteer Recognition Doors. Big, bold, and full of names, each one represents someone who showed up, rolled up their sleeves, and made a difference. These doors are now a permanent part of our space. When people walk in, they see more than a store. They see the community behind it.

And then, we went a little bigger.

In the spring, we hosted a BBQ and lake cruise with Kelowna Cruises. We invited all of our volunteers for a fun afternoon out on the water. There was food, music, a little rain, and lots of laughter. But most importantly, there was connection. Volunteers from different stores and our build site got to meet, share stories, and just enjoy being part of something together. No shift. No to-do list. Just a moment to relax and celebrate the work we've done, side by side.

They're on the sales floor helping customers. They're in the back moving furniture and sorting donations. They're at events, on build sites, at fundraisers. They answer questions, sweep floors, lift heavy things, and make sure we never lose sight of why we're here.

This year was full of milestones and growth. But none of it would have been possible without the people behind the scenes. The ones who come in early, stay late, and bring their energy and care every single time.

To all of our volunteers - thank you.

Janie Gaudet
Abel Martins
Grant MacWilliam
Robert Vandyke
Ken Finlayson
Jerry Heikel
Carol Finlayson
Tom Hanik
Jane Mckay
Glenn Hutton
Colleen Stefan
Mike Nielsen
Shirley Peterkin
Zac Angus-Gaxida
Thelma Viker
Armin Bergmann
Doreen Welsh
David Drysdale
Sandy Thompson
Gerry Betts

18,873

**TOTAL #
VOLUNTEER
HOURS LOGGED
IN 2024**

16,231

**TOTAL #
VOLUNTEER
HOURS LOGGED AT
THE RESTORE IN
2024**

\$336,883

**DOLLAR VALUE OF
VOLUNTEER HOURS
IN 2024**

2024

AT A GLANCE







THANK YOU!