



November 26, 2019

National Association of the Remodeling Industry
Achievement Awards Committee

Re: Chapter President Award
Teresa Mueller Nomination

Dear NARI Achievement Awards Committee:

I am writing to recommend Teresa Mueller for the Chapter President Award.

During my tenure as Executive Director of NARI Central Virginia from 2014 – 2018, I had the honor of working closely with Teresa through her volunteer roles as Membership Committee Chair, a Voting Director, Treasurer, Secretary, Vice President and President. She is a huge advocate for NARI and works tirelessly to support and promote the Chapter and its members. She has been the glue to hold the chapter together during the hiring process and transition between Executive Directors and has taken on a second term as President when the incoming President had to step down. It would be impossible to describe all the things that she has done to support and grow the chapter so let me simply try to highlight a few:

- Hired and trained a new Executive Director when I announced my departure. Teresa has imparted her love of the chapter and her passion to Sherry and they are a dynamic team.
- Sponsored and helped develop a partnership between NARI Central VA and Rebuilding Together Richmond to support their mission to provide safe, affordable housing.
- Helped develop and prepare the grant proposal for the "One Great Contractor" campaign which was shared with other chapters as a recruitment tool.
- Helped develop and prepare the grant proposal for creating satellite chapters. She worked with the Board and Membership Committee to host events and recruit members in the Charlottesville market.
- Helped grow the chapter from 63 members in 2014 to close to 100 members by 2018.
- Helped increase the chapters gross revenue by 219% from 2014 to 2018.
- Improved member engagement by "Bringing the Fun Back to NARI" through events like a Chili Cook-Off, Shrimp Boil & Cornhole Tournament, Beer & BBQ, Evening of Excellence Gala and more.





- Personally, financially sponsored and /or hosted a number of chapter events and initiatives
- Promoted member to member business by implementing the "It Pays to Do Business with NARI," an ongoing and popular program with cash awards for members doing business with members.
- As a leader in the local Home Builders Association, Teresa invited me and other NARI members to serve on a joint Workforce Development Task Force between the two associations. That task force developed a Student Construction Conference to host hands on exhibits highlighting the vast number of careers in the construction industry. In 2018 they welcomed over 500 middle and high school students and nearly doubled that in 2019.
- Teresa has been a tireless participant and advocate for Workforce Development. Not only having visited Capitol Hill during our previous annual fly-ins, but also meeting with our Senator's offices to promote programs.
- Promoted the NARI brand by writing monthly articles for the Richmond Times Dispatch.
- Promoted NARI as a leader in the community, being involved with numerous charitable and community organizations.

As you can see, Teresa is a powerhouse and a huge asset to NARI Central Virginia and to the Remodeling Industry. I cannot think of anyone more deserving of the prestigious Chapter President Award.

Respectfully Submitted,

Angela Hubbard
Executive Director
NARI Metro DC





November 2019

On behalf of NARI Central VA I would like to nominate Teresa Mueller for a Chapter President's Award. Teresa is the owner of Closet Factory with her husband Bryan. They have been members of NARI Central VA for 11 Years. Teresa has made such an impact on our local chapter as President for 2018-2019. She accepted a second year term for 2019 when the incoming President had to withdraw from the board. She continues in 2020 as our Chairman.



As an active NARI member Teresa offer's her business as a meeting location for special committee's and membership meetings. She attends meetings for Education, Workforce Development, and Membership growth, and personally is responsible for bringing in many of her BNI group to NARI Central VA. Teresa has appeared on local TV news programing promoting our involvement with Home Shows, and promoting the winners of the CotY Awards.



Teresa has attended NARI National Annual meetings in Charlotte, NC and San Diego, California. She has attended multiple NARI National Fly-In's to represent our chapter and the remodeling industry on the hill in DC.



In 2018 Teresa wrote articles in a local paper *Va Up To Code*. It circulated once a month through Richmond Times Dispatch representing NARI Central VA. A sample of some of these articles are included. In one of them she highlighted her personal journey to not attend college and immediately join the workforce. She interviewed other professionals that took the same path.

Different paths can lead to success in the trades industry



BY TERESA MUELLER
President, NARI Central Virginia

As the industry continues its work on the labor-shortage issues, I decided to reach out and interview a few people in the trades industry that did not graduate college or, if they did, decided to take a different path than what their degree might dictate. This project was appealing to me as my husband and I took a path other than college, and hearing these other success stories was inspiring.

My first interview was with Daniel O'Neill, the owner and operator of O'Neill Builders. O'Neill is a 2003 graduate of Godwin High School. He said he was never really a school person, so he knew a four-year college degree was not in his future. He enrolled in a local technical center and took some computer classes. He took a job with the county working with computers. He did not like sitting at a computer all day; it was not for him. He quit and started working in construction. He said he was the laborer and did construction work, but, as he was

willing to learn. He can be reached at aikey1959@gmail.com.

Silver Hammer Carpentry Co. owner Bob Lytle has a story that is a little different because he did go to college. He graduated with a degree in fine arts in the 1960s. After college, he tried several jobs; he was a waiter, a truck driver, and then started into carpentry. He got a job as a union laborer in 1971. He was a carpenter's helper. He wanted to learn as much as possible, so he started reading a lot. In 1974, he bought a house that needed to be renovated. He took some time off to renovate and continue to learn. He found that his passion was to take old stuff and make it work again and look original. He found that he really enjoyed doing this work, and it allowed him to work independently. After teaching himself this skill, his business and name took off. He is proud to say he was the lead finish carpenter on the restoration of the Virginia Governor's Mansion. He also appeared on the television show "Bob Vila's Home Again." He became an educator in this specialized field. His advice to the youth that are considering

Pages

The Perkins Act: Reauthorized



BY TERESA MUELLER
President,
NARI Central Virginia

Along with our continued efforts with workforce development, we are very excited that the Perkins Act passed in July 2018. This will help our skilled labor shortfall tremendously.

The Perkins Act is a federal funding source for career and technical education programs, which translates to dollars for programs for middle-skills jobs.

This development is relevant because, during the economic downturn, a lot of skilled workers left the industry to pursue a different career and never returned. The industry now has an aging workforce without a new generation to backfill those getting ready to retire. With the flourishing home-improvement economy, the industry is seeing a huge demand for skilled trades. A lot of companies in the industry are experiencing a backlog of work, which can increase delivery times to the consumer. The time frame between starting to finishing jobs is growing without an

NARI - Central VA works to strengthen alliances to improve the industry



BY TERESA MUELLER
President,
NARI Central Virginia

The National Association of the Remodeling Industry is not only a great resource for homeowners seeking a great contractor, but it is also great for contractors. Members are full-time, dedicated remodeling contractors who follow a strict code of ethics with high standards of honesty and integrity. NARI allows members to be with others who share the same values. NARI members get to work together to support Central Virginia philanthropically and on political issues.

We have partnered with Rebuilding Together Richmond (RTR) for about seven years. We have helped rehabilitate more than 200 homes for low-

and some of its members recently went to D.C. to meet with members of Congress on workforce development. It is evident that something needs to happen. Every builder, remodeler or trade vendor you talk to has the same problem: "We can't find workers." Our skilled labor pool is very limited. NARI has recently joined alliances with home builders to try and strengthen our continued efforts on workforce development.

We are participating in a recruitment effort called the Student Construction Conference. This will be held Nov. 1 at the Redskins training camp complex. Students will be brought in to a hands-on event where they can explore various trade options from framing, roofing, HVAC, plumbing, cabinet building and more. We are very excited to be a part of this event. Thank you HBAR for taking the lead

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Teresa served on the Work Force Development Committees for NARI Central VA as well as The Home Builders Association of Richmond. She motivated the 2 two groups to join forces for a community event to promote WFD. From that committee's efforts we held our first Student Construction Conference November 1st, 2018 at the Redskins Training Camp. More than 600 local High School Students from 10-12 grades attended this hands-on experience. The two associations members volunteered their time and staff to spend the day offering career opportunities, and demonstrating teamwork in the construction industry.



November 13, 2019 we held our second Student Construction Conference at the Richmond International Raceway. Between 800-1000 High School students were invited to attend and participate.

Teresa hosted our Annual CotY Awards for the second time this year, adding some sparkle and fun to the event.



Closet Factory sponsors our Rebuilding Together Richmond Charity event, CotY Awards, and held a Lunch & Learn at their beautiful showroom for NARI Central VA as well. This year when the sponsor for our 3rd Annual Chili Cook Off needed to withdraw, Teresa stepped up without hesitation to take on the event. To sponsor it, and hold it at their showroom. She reached out to Massey Cancer Center and tied the cook off to Cancer Awareness month and donated \$1000 to their cancer research efforts with our proceeds.



When her staff was asked about Teresa’s philanthropic contributions they said “she always says yes to every donation or community project we bring to her.” From the Forensic Nursing efforts to fight Human Trafficking, to the Student Construction Conference, you will find Teresa not only supporting the program financially but she will have her sleeves rolled up and in the middle of everyone doing the hands on work as well.



Teresa Mueller exemplifies leadership, and selfless giving. I hope you will consider her for the Chapter President’s Award!

Sherry Minson
Executive Director
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November 11,2019

National Association of the Remodeling Industry
Awards Judging Committee

Re: Chapter President Award
Teresa Mueller Nomination

Ladies and Gentlemen:

I am writing in reference to Teresa Mueller's nomination for the Chapter President Award.

Teresa has earnestly guided our chapter, board and members for the past two years (accepting a second term as resolution of the President-elect's inability to continue her service) with outstanding leadership and management toward admirable results.

During her tenure as volunteer leader, our chapter's initiatives, goals and events were well-defined and achieved. Teresa had integral leadership in the following:

- Sought and acquired a capable new Executive Director when our successful past Director gave notice of her departure
- Helped to author and presided over "One Great Contractor" initiative as a model for recruitment
- Sought and successfully earned funding for "One Great Contractor" program
- Proposed chapter geographical expansion and hosted events and recruitment for same
- Sought and successfully earned funding for Chapter expansion initiative
- Assisted with reallocation of budget and revenues to address unanticipated mid-term needs
- Maintained positive cash flow and positive net financial position annually
- Grew non-dues revenues
- Personally, financially sponsored and /or hosted a number of chapter events and initiatives
- Maintained sustainable membership. Teresa has been our all-time leading membership recruiter
- Developed and sponsored "doing business with NARI", an ongoing and popular program with cash awards for members doing business with members
- As a leader in both NARI and the Home Builders Association, Teresa has forged significant partnerships and alliances between the two organizations locally. While we are competitors in some regards, she has eased the potential friction and has harnessed the collective power of the two associations to be greater than the sum of their parts.



- Teresa has been a tireless participant and advocate for Workforce Development. Not only having visited Capitol Hill during our previous annual fly-ins, but also meeting with our Senator's offices to promote programs. She is a leader in our joint task force with HBAR, and has been pivotal in the hugely-successful Student Construction Conference, now entering its second year and hosting nearly 1,000 students to introduce them to career prospects in the trades.
- Wrote and published several articles regarding Workforce Development, mentioning NARI as a resource.
- She has been an exemplary NARI member and leader in the community, being involved with numerous charitable and community functions, often as lead sponsor and fundraiser
- Through her various networking connections, Teresa has been a vocal advocate and community liaison for the great things which NARI does.

These are just a few of Teresa's many accomplishments that I can think of at this sitting. Summarily, she has fully devoted herself to the strength and growth of this organization, as well as promoting our good works for the industry and community. Besides these specific functions, I should also say that the palpable and infectious energy and enthusiasm always displayed by Teresa is a quality which broadens her reach and effectiveness throughout the organization.

Without strong and committed leaders like Teresa at the chapter level, our association would not be viable as a strong ongoing concern and continuing benefit to its members. Teresa has served as a model for chapter leadership. Accordingly, there can be no better candidate for this award than Teresa Mueller.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Mason Hearn', written over a light blue horizontal line.

C. Mason Hearn

HomeMasons, Inc.
President

NARI- Central VA
Chairman



National Association of the Remodeling Industry
Awards Judging Committee

18 December 2019

Re: Chapter President Award
Teresa Mueller Nomination

Dear NARI Achievement Awards Committee:

Today, I am writing to you in recommendation of Teresa Mueller for the Chapter Presidents Award.

As a Senior Designer at Closet Factory in Richmond, Virginia, I hold the honor of working with Teresa Mueller. As an employer, Teresa truly looks after her employees — she is willing to give anyone a chance and support them. This open-minded and accepting attitude is what creates the Closet Factory community. By working with the designers, the installers, and the factory workers, Teresa ensures that all voices are heard and that everyone feels welcome at Closet Factory. Teresa forms the backbone of the Closet Factory community in Richmond.

I first met Teresa when I served as Executive Director of NARI Central Virginia in 2009. I witnessed first-hand Teresa's willingness to support the industry, always working to expand the network of remodelers in the greater Richmond area. I observed Teresa's dedication to NARI through her various roles in the organization over the years — Membership Committee Chair, a Voting Director, Secretary, Treasurer, Vice President, and President. Through her service to NARI, one theme persists: Teresa's passion and dedication to expanding the existing network of remodelers in Richmond, working to create a community.

Teresa never says "no" — from donating gifts certificates to auctions to providing cabinetry at a free or reduced cost to the Ronald McDonald House and Rebuilding Together homes, Teresa is dedicated to giving back to the community. This community-orientated nature allows Teresa to form networks and build bridges wherever she goes.

At Closet Factory customer satisfaction is paramount. This often means working with challenging clients, navigating difficult installs, and negotiating customer expectations. Teresa's support during complex sales allows her employees to best serve the customer.

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Moreover, this support affords everyone at Closet Factory to perform their best, trusting the support and guidance provided by Teresa. As an employee, Teresa has personally supported my efforts to further my customer base through NARI, HBAR and IFDA memberships and sponsorship of rooms in multiple Homearama houses and Richmond Symphony Designer Houses. Teresa truly understands the benefits of marketing. This ability to listen to the needs of her employees — through marketing initiatives, support during complicated sales — allows Teresa to build a strong community at Closet Factory.

Watching Teresa's work both at Closet Factory and at NARI Central Virginia, I cannot imagine a better candidate for the Chapter Presidents Award. Teresa is a dedicated, caring, and passionate member of the remodeling community in Richmond. She is dedicated to building inclusive communities wherever she goes.

Warm Regards,



Georgia Kukoski
Senior Designer, Closet Factory

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