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"The home has always been a special place, but 2020 put that into focus as the pandemic completely altered how consumers use their homes. While the surge in DIY projects is unlikely to continue long term, category players have an opportunity to use the current momentum and the new appreciation Americans have for their spaces to make headway on category challenges."

- Rebecca Cullen, Seniors Household Care Analyst

This report looks at the following areas:

- The impact of COVID-19 on consumer behavior in the home improvement market
- The impact of the recession on consumer spending in the home improvement market
- Important targets for category players including parents and multicultural adults
- Potential strategies companies can use to forge deeper connections with consumers who are improving their homes

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This report is part of a series of reports, produced to provide you with a more holistic view of this market



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# **Table of Contents**

Overview	
What	you need to know
Key is	ssues covered in this Report
Defin	ition
COVI	D-19: market context
Executi	ve Summary
Top ta	akeaways
Marke	et overview
-	ct of COVID-19 on home improvement gure 1: Short-, medium- and long-term impact of COVID-19 on home improvement category, December 2020
Орро	rtunities and Challenges
	the work perception of home improvement projects to increase enthusiasm gure 2: Repertoire of DIY projects undertaken and planned, September 2020
From	need to want: lifestyle motivates as many projects as function does
The p	ath to purchase is long, providing multiple points to connect
The Ma	rket – Key Takeaways
Pande	emic spurs home improvement projects
Few c	lassified as DIY enthusiasts
Rising	home sales should further fuel DIY
eCom	merce encouraged sales growth despite lockdowns
A nev	v set of home needs post-pandemic
Market	Perspective
-	ct of COVID-19 on home improvement gure 3: Short-, medium- and long-term impact of COVID-19 on home improvement category, December 2020
Lockd	lown
Re-er	nergence
Recov	/ery
COVI	D-19: US context
DIY Coi	nsumer Segments
	najority of Americans are classified as non-enthusiasts gure 4: Share of DIY enthusiasts vs non-enthusiasts, September 2020
DIY e	nthusiasts have an above average skill level
DIY n	on-enthusiasts need to be empowered

Figure 5: Share of DIY enthusiasts vs non-enthusiasts, by generation, parental status, household income, living location, September 2020

## **Market Factors**

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Learnings from the last recession

Home ownership on the rise - for now

#### Market Opportunities

Rethink retail strategy

A new world of work

## Companies and Brands – Key Takeaways

Not just do it yourself, but do it for yourself

# Approach DIY with a well-rounded view

#### **Competitive Strategies**

Focus on self-expression and empowerment Figure 6: Lowe's Instagram

#### Holistic approach to home projects

Figure 7: Home Depot, December 2020

### The Consumer – Key Takeaways

DIY projects fairly common, with most enjoying the process and feeling competent in skills

Decor, interior projects most common DIY

Both want and need motivate DIY

Many steps involved in the home project process

Generation, gender gaps in perception of home improvement

Parents more likely to change behavior due to COVID

#### **DIY Participation, Attitudes and Skills**

Most Americans are doing at least some home projects Figure 8: Home improvement project participation, September 2020

### Gender, living situation influence category participation

Figure 9: Home improvement project participation, by gender and age, primary residence, September 2020

#### More than half of Americans enjoy home projects

Figure 10: Attitudes toward home improvement projects, September 2020

#### Half of adults consider their skill level above basic

Figure 11: DIY skills, September 2020

# Parents feel confident in their skill

Figure 12: DIY attitudes and skills, by parental status, September 2020

# **Home Improvement Projects Undertaken**

### Most undertake narrow range of projects, interior projects more common

Figure 13: Repertoire of DIY or professional projects undertaken and planned, September 2020

Figure 14: DIY or professional home improvement projects undertaken, September 2020

#### Women are design-focused

Figure 15: DIY home improvement projects undertaken, by age and gender, September 2020

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## **Reasons for Undertaking Home Projects**

#### Equal shares undertake projects for "want" as "need"

Figure 16: Reasons for undertaking DIY home improvement projects, September 2020

# Younger adults undertake décor-focused projects

Figure 17: Select reasons for undertaking DIY home improvement projects, by age and income, September 2020

## Multicultural DIYers driven by lifestyle

Figure 18: Select reasons for undertaking DIY home improvement projects, by race and Hispanic origin, September 2020

Figure 19: Eva Sonaike, October 2020

#### Home Improvement Shopping Influences and Behaviors

#### DIYers do their research before purchasing

Figure 20: Home improvement shopping influences and behaviors, September 2020

#### Social media serves a key role in project planning for young DIYers

Figure 21: Select home improvement shopping influences and behaviors, by age, September 2020

#### Attitudes toward Home Improvement Projects

#### Home projects provide a sense of identity

Figure 22: Attitudes toward home improvement projects, September 2020

Figure 23: Select attitudes toward home improvement projects, by age and gender, September 2020

Figure 24: Lowe's, December 2020

#### Home Improvement Attitude and Behavior Changes due to COVID-19

#### Pandemic spurs DIY projects, shifts shopping behaviors

Figure 25: Home improvement attitude and behavior changes due to COVID-19, September 2020

#### Parents plan to undertake future projects

Figure 26: Select home improvement attitude and behavior changes due to COVID-19, by parental status, September 2020

#### Appendix – Data Sources and Abbreviations

Data sources Consumer survey data Abbreviations and terms Abbreviations Terms

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