



RICHMOND REDEVELOPMENT & HOUSING AUTHORITY

NEW RESIDENT ORIENTATION






Congratulations!

You have completed the eligibility screening to reside at one of RRHA's Public Housing Developments.

Please visit our website at www.rrha.com for more information related to the developments.



PROPERTY MANAGEMENT

LEASE



- The most important document you will sign is the **DWELLING LEASE**.
- Your lease is a **legal contract** between you and RRHA.
- Upon being assigned a unit, you will be scheduled for a lease appointment by your community management office.
- Prior to signing any leasing documents, there will be a move-in inspection of the unit.
- **The lease shall be signed by the head, spouse, and all other adult members of the family** and by the CEO or other authorized representative of RRHA, prior to actual admission. ***ACOP page 85 Chapter 8 Section B***

WHAT YOUR LEASE COVERS

- **HOUSEHOLD COMPOSITION** - persons authorized to live in the unit.
 - Any person not listed on the lease who resides in the unit is an unauthorized/illegal occupant. **This is a violation o the lease.**
- **PAYMENT OF RENT**
 - Rent and all charges are **due on or before the 8th of the month**
 - A late notice and \$15 fee will be assessed for all payments received beginning on the 9th day of the month
 - Payments **are not** accepted in the management office. However, payments **are** accepted with the rental statement at a designated authorized agent
 - Postmark is not considered in determining time of receipt. Landlord (RRHA) is not responsible for failure of the U.S. Postal service to deliver rent promptly

WHAT YOUR LEASE COVERS

SECURITY DEPOSIT

- Residents must pay a security deposit in the amount of \$200 at the time of the lease signing
- A new \$200 security deposit is required for all transfers
- Upon termination of your lease, RRHA will apply the security deposit to any outstanding balance owed by the resident or a member of the household
- The security deposit will be returned to the Head of household or approved beneficiary after vacating the unit satisfactorily.

WHAT THE LEASE COVERS

● UTILITIES

- The landlord will furnish heat, electricity, and water
- Additional charges will be assessed in the event a resident's usage exceeds the consumption allowance. Information regarding the consumption allowance will be provided during the lease reading

● DAMAGES AND REPAIR

- Resident, household members, and guests shall not destroy, deface, damage, or remove any part of the unit or community
- Residents are responsible for any damages that are not normal wear and tear
- Residents must pay for any damages caused by fire, if the fire is caused by the negligence or fault of the resident, his/her household, guest(s) or other occupants of the unit.

WHAT YOUR LEASE COVERS

● RE-EXAMINATION

- Once each year residents must complete a re-examination and provide information regarding income, employment, assets, and household composition to determine continued eligibility. As a result the household may require a change in rent and/or unit
- All changes in family composition and income must be reported in writing within 10 calendar days of the change.
- Changes of the household composition excluding birth, adoption and court awarded custody require advanced written approval.
- At the discretion of RRHA, criminal background checks may be required of all adults 18 years and over at re-examination.
- The results of the criminal background check is reviewed based on the screening criteria. **Please be advised that households may face eviction if their criminal background check reveals criminal activity which falls within this criteria.**

FRAUD – IS IT WORTH IT?

You are committing fraud if you sign a form knowing that you gave false or misleading information. If you commit fraud to obtain housing, you could be:

- **EVICTED**
- **REQUIRED TO REPAY ALL OVER PAID RENTAL ASSISTANCE**
- **FINED UP TO \$10,000**
- **IMPRISONED FOR UP TO FIVE YEARS**
- **PROHIBITED FROM RECEIVING FUTURE ASSISTANCE**

RESIDENT INSURANCE



Your lease and Virginia state law provide that the owner's insurance does not cover personal loss of individuals' belongings or liabilities in their household. RRHA carries property insurance on the dwelling unit to cover losses in the event of damage by fire, storm, or other act of nature. RRHA **DOES NOT** carry insurance on the personal property of residents.

Therefore, it is recommended that each Resident obtains a Renter's Insurance Policy to cover personal property.

KEYS AND LOCKS

- Each Head of Household will receive two (2) keys and/or key fobs for the elderly communities. **Under NO CIRCUMSTANCES** are residents to make duplicate keys.
- If a resident is locked out of their apartment **DURING** normal business hours there will be a charge to make duplicate keys.
- **AFTER** normal business hours, lock-out service is not available. If keys to the unit are lost, please notify the call center immediately. On-call personnel is unable to open a unit due to misplaced or lost keys. The family must contact a private locksmith at the family's expense. Additional charges may also be assessed.
- You may not change locks or install any new locks on interior or exterior doors.

HOUSEKEEPING



- Countertops should be cleaned with a mild detergent a minimum of once per week. Refrain from cutting directly on the countertops.
- Dirty dishes must be washed on a daily basis. Additionally, the stainless steel sinks should be cleaned with a sponge or plastic scrubber.
- The stovetop and drip pans must be kept grease-free to prevent fires. If food spills during cooking on the stove or in the oven, clean it when the appliance cools. Ovens should be cleaned regularly with an oven cleaner following the manufacturers directions. **No aluminum foil.**

HOUSEKEEPING

- Clean the bathroom tub, tile, and sink with non-abrasive cleaner (e.g., Soft Scrub)
- Toilets should be cleaned weekly with an all-purpose cleaner. The sewer system has been designed to adequately handle all normal use. If you should experience an over-flowing toilet, immediately turn off the water supply valve located behind the toilet fixture. If you are not able to restore the toilet to function properly contact Central Maintenance.
- The kitchen and other rooms of your home may have vinyl or ceramic floors. To maintain its beauty, wash it regularly with warm water and a mild soap or floor detergent.

LAUNDRY ROOM (ELDERLY BUILDINGS)

- The laundry facilities are available **for resident use only**. The laundry room hours are posted. Only two(2) machines should be used at one time.
- Clothes Washer: Follow recommended instructions. **Do not overload.**
- Clothes Dryer: Clean lint screen and trap before and after each load for faster drying and fire prevention. **Do not overload.**
- Landlord is not responsible for damage or loss of personal items

PLAY LOTS

- Some family communities are equipped with play lots for children. Please instruct young children in the proper use of the equipment for their own safety. Residents are required to limit their children's play activity to those areas of the community that have been designated. Please remind your children not to dig, fight with other children, or cause damage to the property.
- Adult supervision **MUST** be provided at all times for children age 17 and under when "outside" of your unit. Play lots, patios and balconies are considered "outside".

PARKING AND VEHICLES

- Parking spaces are **NOT** guaranteed. Parking is on first come, first served basis.
- No motor vehicle shall be driven, parked or left standing on any part of the Housing Authority's property except for those areas designated by RRHA or the City of Richmond as parking lots, streets, roads, and driveways open to and regularly used by vehicular traffic.

VISITORS OR GUESTS

“Guest” means a person temporarily staying in the unit overnight with the consent of the Resident, or with the consent of another household member who has the express or implied authority to consent on behalf of the Resident.

- Residents may have guests, but Residents must notify the Property Manager if any guest is to stay longer than seven (7) consecutive days or 30 days per year.
- Only those individuals identified on your lease are permitted to occupy your unit. Unless you have prior written permission from Property Management, guests please adhere to the before mentioned guest policy. Please remember it is against federal regulations to have someone living with you who is not on the lease; **THIS CAN BE CAUSE FOR LEASE TERMINATION.**

SATELLITE DISH POLICY

- A satellite dish or antenna may only be installed on a balcony or patio that is totally within the individual leased premises. No part of the antenna or dish may extend beyond the balcony railing line or patio line. Devices that extend the satellite dish beyond the balcony railing or patio may not be used.
- No hole may be drilled in any exterior wall, roof, window, or balcony railing.
- The satellite or antenna system must be a stand-alone system. A professional installer must install the dish or antenna.
- Ensure that cable wires inside and outside the unit are tacked properly to prevent trip hazards.

PET POLICY

- Resident must request and receive written formal approval from Property Management prior to bringing the household pet on the premises.
- Residents may not harbor any more than a total of 2 house pets per unit. Pets may consist of a combination of 1 dog or 1 cat plus 1 bird or 1 tank of fish. *Please refer to the ACOP for a list of prohibited pets.*
- Prior to approval being granted, the resident must show proof of current vaccinations, spaying or neutering, and an alternate pet care provider.
- A photograph of the pet must also be provided to the office. At the time of annual recertification, this information must be updated.
- There is a \$150 pet deposit (\$100 refundable, \$50 non refundable) required for a cat or a dog. Weight limit is 20 pounds at full growth for dogs and 10 pounds for cats.

“GOOD NEIGHBOR” POLICY

No loud noise is acceptable at anytime. If your neighbor is making excessive noise, please speak to them first. If the noise continues, notify the Property Manager or Police. Loud boisterous conduct anywhere on the property that will disturb the comfort of others is prohibited.

Quiet Hours Are After 11:00 p.m. until 7 a.m.

All RRHA staff members and vendors are expected to treat residents with respect and to be equally treated with respect by the residents. Verbal or physical abuse by either party will not be tolerated.

TRANSFER POLICY

It is both costly and labor intensive for residents to move from one apartment to another. Transfers normally will only be considered when a change in family composition requires a larger or smaller unit, emergencies or for medical reasons. The household must be in good standing in order to be placed on the transfer wait list. In order to be determined in good standing, the household must:

TRANSFER POLICY

- Complete a “Request for Transfer” form, and attach documentation to verify the need for a transfer.
- Have a record of prompt rental payment;
- Keep current apartment in a clean, tidy manner;
- Be a resident in good standing with no record of disturbances or other lease violations;
- Sign a new lease at the current rental rate for vacant apartments; and
- For most transfers, pay a new \$200 deposit.

VACATION AND OTHER ABSENCES

- Please notify Property Management if you are taking an extended leave from your apartment. Residents who are gone from the apartment for more than one-hundred and eighty **(180)** days for anything *other than medical reasons* must relinquish their rights to the unit.
- Residents confined to a nursing home or hospitalized for medical reasons on a permanent basis, must relinquish their rights to the unit. RRHA will verify the status of any family member confined for medical reasons. Their ability to live independently will be re-evaluated at the end of a one-hundred and eighty day **(180)** period.

NOTICE OF INTENT TO VACATE

- If you intend to vacate your unit, notice of intent to vacate your apartment should be given in writing to Property Management at least 30 days (one (1) full month) prior to the move-out date.
- Your Property Management office has “Notice of Intent to Vacate” forms available along with move-out instructions
- The resident must pay the final month’s rent, leave the unit and yards clean and free of trash and return all keys to Property Management.

SMOKE-FREE POLICY

Effective July 30, 2018, RRHA is smoke-free. Smoking of lit tobacco products, e-cigarettes, hookah, pipes, etc. will be prohibited within 25 feet of all public housing units, administrative offices, windows, doors, entrances/exits and vehicles.

EVICTION

- You may be evicted for “Non-Compliance”, “Other Good Cause” as stated in the Lease and ACOP, and for failure to carry out any obligation under the Virginia Residential Landlord Tenant Act. The most common form of eviction is for failure to pay rent.
- Your handbook provides examples of prohibited conduct which may result in lease termination. Remember, residents are responsible for the conduct of all household members and guests and may face termination if they engage in prohibited conduct.
- However, Residents are protected by the Lease Agreement against being unjustly evicted from their apartments.

EVICTION

Under RRHA's ACOP:

- If Resident gets two eviction notices in a 12 month period and pays the total amount owed prior to the execution of the eviction, the eviction may be stayed.
- If the Resident appears on the eviction list a third time within a 12 month period of time, they **will** be evicted.

The ACOP is a part of the lease. This policy will be applied consistently, no exceptions. **Please make sure your rent is paid on time each month to avoid legal action.**

EMERGENCY INFORMATION

Dial 911

If you have a serious medical emergency and need assistance, call 911 for the quickest response. Do not waste precious time contacting the management office. Even if you are unable to speak, your name, address, and phone number will show up on 911's computer screen.

FIRE PRECAUTIONS

You are responsible for any damage to your unit as a result of negligence. Precaution suggestions include:

- Do not store paint, oil, gasoline or other flammable items in your dwelling.
- Dispose of newspaper and other refuse regularly. Do not tamper with the smoke detectors.
- Do not place matches or lighters where children can reach them.
- Be attentive while cooking. Clean grease from cooking range and oven regularly.
- Never empty ashtray contents into a wastebaskets.
- Replace worn electrical cords. Be sure not to overload electrical outlets.



MAINTENANCE

MAINTENANCE

- If repairs or service is required, please contact the call center at **804-780-8700**. For after hours emergencies please call **804-780-4100**. Please provide your **name, phone number, apartment number, and a description of the problem**.
- A work order will be completed. However, please remember to request the work order number for future reference and status.
- If an after-hours emergency call is made for a routine repair, the maintenance may be completed and you will be assessed a fee for the service.
- You must be present for after hours calls. Maintenance staff will not enter your unit if you are not at home.

AFTER HOURS SERVICES

When conditions in the apartment are hazardous to life, health or safety, **RRHA will make repairs or otherwise abate the situation within 24 hours.** Service will be provided for the following:

- Explosions, fires, electrical problem or condition that could result in life-threatening occurrences
- Any condition that jeopardizes the security of the unit
- Sewer Backup into unit
- Flooding in the unit (this does not include drain stoppages, toilet overflowing, loose pipes under sinks)
- No heat or hot water in the entire unit when the outside temperature is below 64 degrees Fahrenheit from October 1 until April 15th
- Elevators not operating
- Elderly developments – air conditioner not working when outside temperature is 78 degrees Fahrenheit or above.
- Gas leaks or odor

SMOKE DETECTORS

- Each unit is equipped with a smoke detector. Some smoke detectors will beep or chirp, indicating that they need to be cleaned or the battery replaced. Contact the Management Office/Service Center should this occur or if you are having any trouble with your detectors.
- Residents should also perform two inspections on their smoke detectors each year. Smoke detectors can be checked by pressing the button on the cover plate. If the smoke detector sounds an alarm it is working. If it does not contact the Management Office/Service Center immediately.
- Tampering or disabling the smoke detector in any way is a violation of the lease and may result in a \$50 charge.

WINDOWS AND DOORS

- All windows have locks and screens. Each resident is responsible for keeping his/her windows clean. During the heating season, all windows must be kept closed. This will keep your home much warmer and help save energy.
- It is a violation of the lease to use the oven to heat the apartment.
- Leave shades closed during summer days to keep your unit cooler.

WINDOWS AND DOORS

- **Blankets, sheets, quilts, and other similar items may not be used on any windows.**
- All units have locks on exterior doors. Lock your doors when leaving the unit. **Your unit door or the hallway doors may not be propped open at any time.** No interior door (bedroom, closet or bathroom) may have a keyed lock on it. If found it will be removed and replaced at the resident's expense.
- The doors must remain closed by order of the Fire Department.

PLUMBING AND ELECTRICAL PROBLEMS

During your move-in inspection, the location of all main water shutoff valves should be identified to you. **Should you have a major leak or uncontrollable water flow problem, turn this valve off immediately.** Notify the call center of your problem as soon as possible.

Every unit is equipped with a master circuit breaker box. In the event you experience any lights going off or any appliances stopping for no apparent reason, check the circuit breaker box. A tripped breaker is very easy to identify and is the probable cause for your trouble. Switch the breaker to the “off” position and then back to reset. Should this **NOT** resolve the trouble, or if the breaker continues to go off, contact the call center immediately.

TRASH DISPOSAL

Please dispose of all trash and garbage in the proper designated dumpster and comply with the following rules:

DO NOT permit small children to empty trash.

Place all trash in sealed, plastic bags. This helps to keep the trash area neat and relatively free from odor.

DO NOT leave bags of garbage or trash in your home or outside your apartment door.

DO NOT dispose of furniture or hazardous materials in dumpster without prior written approval. In many instances it is a violation of city codes.

DO NOT place litter or trash on the sidewalks, parking lot, yards and streets of community.

DO NOT dump food or grease outside of your apartment.

Syringes must be disposed of in a proper container.

Failure to comply will result in fines and may result in lease termination.

COMPACTORS – ELDERLY COMMUNITIES

Most of our elderly buildings use trash compactors. Trash compactors compress trash after it is deposited in the hoppers located on each floor. Rules to follow when utilizing the compactors are:

- Only throw trash into the hopper that slides easily – DO NOT FORCE IT
- DO NOT throw mops and broomsticks into hoppers. They they will cause jams.

MOLD

Mold are fungi that are part of the natural environment. Common sites for indoor mold growth include bathroom tile, areas around windows where moisture condenses, and near leaky commodes or sinks.

Contact the call center to report mold in your unit. The call center will issue a work order so that maintenance can correct the condition.

To prevent mold in your home:

- Report plumbing leaks and other water problems as soon as possible.
- Let fresh air into your unit.
- Use your stove only for cooking, never for heating.

ELEVATORS

If the property has an elevator, residents are to adhere to the following policies regarding the elevators:

- **Never prop the door(s) open.** If you need the door(s) open for any other reason than getting on or off, always engage the “Door Open” button.
- Should you not be able to leave the elevator, or should the elevator become stuck, do not worry or panic. Residents are instructed to press the emergency button furnished in the elevator.
- **In the event of a fire or fire alarm do not use the elevator use the closest safe stairwell.**

PREVENTATIVE MAINTENANCE

- You will receive advance notice of a required preventative maintenance inspection of your unit at least once per year. This **yearly inspection is required by the U. S. Department of Housing and Urban Development (HUD).**
- **Maintenance staff will inspect the unit each year** using HUD's Uniform Physical Condition Standards (UPCS). This is an excellent opportunity to have all routine repairs completed.



RESIDENT RIGHTS

CALANDRA TROTTER



TENANT GRIEVANCE PROCEDURE

- This procedure is intended to afford a tenant of the RRHA an opportunity for a grievance if s/he disputes, within the established timeframe, an RRHA action or failure to act involving the dwelling lease or HUD regulations which adversely affect his rights, duties, welfare, or status [24 CFR 966.50].
- Resolution under this procedure refers to any dispute, including rent disputes, which a tenant may have with respect to RRHA's action or failure to act in accordance with the dwelling lease or regulations of RRHA and HUD which adversely affect the tenant's rights, duties, welfare, or status except those disputes and non-grievable actions.
- To initiate the Grievance Procedure you may obtain a packet from your management office.

TENANT GRIEVANCE PROCEDURE

To initiate the Process:

1) **Request for an Informal Settlement Conference** (orally or in writing no later than 10 business days after the occurrence giving rise to the grievance). A meeting will be scheduled and conducted by the Property Manager or designee.

Within five business days after the informal conference, complainant will receive a summary of the Informal Settlement Conference and the disposition of the conference.

TENANT GRIEVANCE PROCEDURE

2) If complainant is not satisfied with the results of the informal conference, complainant shall submit a written request for a **formal grievance hearing** to the Hearing Officer for Property Management in RRHA's central office or to the Management office in the development where the complainant resides no later than 10 business days after the date the complainant receives the summary of the informal conference.

3) **The written request for a Formal Grievance Hearing shall specify:**

- The reason(s) for the grievance; and
- The action or relief sought.
- The election of a Hearing Officer or Hearing Panel to conduct the Formal Grievance Hearing.

The Hearing Officer shall promptly schedule a hearing for the time and place reasonably convenient for the complainant and Management.

4) Decision of the Hearing Officer/Hearing Panel - The Hearing Officer/Hearing Panel shall prepare a written decision, together with the reasons therefore, within fifteen (15) business days after the hearing. A copy of the decision shall be sent to complainant and Management. Management shall retain a copy of the decision in complainant's folder.

TENANT GRIEVANCE PROCEDURE

Final Decision - The tenant has the right to appeal the decision to the Executive Office within 15 business days of the RRHA decision if it is determined that:

1. The grievance does not concern RRHA action or failure to act in accordance with or involving complaints lease or any RRHA regulations that adversely affect the complainant's rights, duties, welfare, or status; or
2. The decision of the hearing officer/hearing panel is contrary to applicable Federal, state, or local law, HUD regulations or requirements of the annual contributions contract between HUD and RRHA Policy.

TENANT GRIEVANCE PROCEDURE

RRHA shall take all actions; or refrain from any actions, necessary to carry out the decision until a final decision is rendered by the Executive Office.

Certain disputes are specifically exempt from resolution under this procedure (Non-grievable actions):

1. any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises of other residents or employees of RRHA,
2. any violent or drug related criminal activity on or off RRHA premises,
3. any criminal activity that resulted in the felony conviction of a household member or
4. disputes between tenants

The aforementioned categories will be exempt from consideration under this Procedure if it involves the tenant, a member of tenant's household, tenant's guest, or anyone under tenant's control.

FAIR HOUSING

- The Richmond Redevelopment and Housing Authority (RRHA) is committed to operating all of its housing programs in a fair and impartial way.
- RRHA shall not discriminate because of race, color, sex, religion, familial status (in non-elderly designated housing), disability, elderliness or national origin in the leasing, rental, or other disposition of housing or related facilities.
- RRHA will make every effort to ensure equal access to housing regardless of sexual orientation or gender identity. RRHA will not discriminate against persons who identify as lesbian, gay, bisexual or transgender (LGBT).



REASONABLE ACCOMMODATIONS

- RRHA is committed to providing programs in a way that does not discriminate against individuals with disabilities.
- A Reasonable Accommodation is a change, modification, alteration, or adaptation in a policy, procedure, practice, program, or facility that provides a person with a disability the opportunity to participate in, or benefit from, a program (housing or non housing) or activity.
- A person with a disability means an individual who has a physical or mental impairment that substantially limits one or more major life activities: such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

REASONABLE ACCOMMODATIONS

- The definition of disability does not include any individual who is an alcoholic abuser whose current use of alcohol prevents the individual from participating in the public housing program or activities, or whose participation, by reason of such current alcohol abuse, would constitute a direct threat to property or the safety of others.
- Reasonable Accommodation request forms are provided during the full application interview and again at annual reexamination. However, **requests can be made at any time** in between. All requests for a reasonable accommodation shall be reduced to writing on the reasonable accommodation form by the resident, RRHA staff, or any person identified by the individual.
- RRHA will seek to identify and eliminate situations or procedures that create a barrier to equal housing opportunity for all. In accordance with Section 504 of the Rehabilitation Act of 1973, RRHA will make such physical or procedural changes as will reasonably accommodate people with disabilities.
- Service Animals are a reasonable accommodation.

VIOLENCE AGAINST WOMEN ACT (VAWA) REAUTHORIZATION ACT

FINAL RULE EFFECTIVE DECEMBER 26, 2016

- Notwithstanding its title, this policy offers women or men, as well as people in same-sex relationships, Native Americans, and illegal immigrant victims of domestic violence, dating violence, sexual assault or stalking.
- The Violence Against Women Act (VAWA) provides that “criminal activity directly relating to domestic violence, dating violence, sexual assault or stalking, engaged in by a member of a resident’s household or any guest or other person under the resident’s control shall not be a cause for termination of assistance/eviction, tenancy, or occupancy rights if the resident or an immediate member of the resident’s family is the victim or threatened victim of that domestic violence, dating violence, sexual assault or stalking.”
- RRHA, in partnership with city and state agencies, will work to coordinate programs and services for children and adult victims.

VIOLENCE AGAINST WOMEN REAUTHORIZATION

- VAWA does not limit RRHA's authority to terminate the assistance or evict any resident if RRHA "can demonstrate an actual and imminent threat to other residents or those employed at or providing service to the property if that resident is not evicted or terminated from assistance." To use "imminent threat" of harm to other residents as a reason for eviction of the victim, the evidence must be real and objective-not hypothetical, presumed or speculative.
- RRHA will exhaust protective measures before eviction
- All information provided to RRHA regarding domestic violence, dating violence, sexual assault or stalking, including the fact that an individual is a victim of such violence or stalking, will be retained in confidence.

For Help, you may contact:

Safe Harbor 804-249-9470

YMCA 804-643-0888

National Domestic Violence Hotline 1-800-799-7233

HOUSING DISCRIMINATION COMPLAINT

If an individual wishes to complain on behalf of himself or someone else against discrimination by the Authority, he may file a complaint with the Authority, the local Office of the U.S. Department of Housing and Urban Development, or The Virginia Fair Housing Office.

TRESPASS/DEBARRED POLICY

- The purpose is to limit access and use of RRHA property to persons who have no legal or legitimate reason to be on the premises.
- Barred persons shall be provided written notice of their banning through the issuance of a “Trespass/Barment Notice” in accordance with RRHA procedures.
- The Notice may be issued by the Richmond Police Department. The Notice shall advise that he/she will be trespassing if he/she returns to any RRHA property (ies) listed; will state the reasons for denying entry; and will reference appropriate grievance/appeal procedures.
- Once trespassed/barred, if found on RRHA property, the individual will be issued a summons or arrested.

TRESPASS/DEBARRED POLICY

If a person is issued a debarred notice they have 21 calendar days to request an informal hearing as to the validity of the debarred decision by writing to:

RRHA Compliance Officer

Richmond Redevelopment and Housing Authority

P.O. Box 26887

Richmond, Va. 23261-6887

Or by calling (804) 780-4276

A list of persons barred from RRHA property is kept in the management office. If you should see anyone named on the “Not Wanted” list on Housing Authority property, notify your management office or the Police.



RESIDENT SERVICES



RESIDENT SERVICES

- **RESIDENT SERVICE COORDINATORS (RSC)**

- Each RRHA community has an assigned RSC located in your management office.
- RSCs conduct intake/registration and assist residents in creating action plans that will enable families to accomplish desired goals.

RESIDENT SERVICES

- **Services offered include:**

- ✓ GED Classes
- ✓ Skills Training
- ✓ Computer Classes
- ✓ Work Readiness Training
- ✓ Job Search Assistance and Section 3 Registration
- ✓ Family Self-Sufficiency Program (FSSP)
- ✓ Budgeting
- ✓ Credit Counseling
- ✓ Workshops (housekeeping, parenting, health, etc.)
- ✓ Youth Services
- ✓ Individual and Family Counseling

RESIDENT SERVICES



❖ YOUTH SERVICES OPPORTUNITIES

- WE ARE PROUD TO OFFER EDUCATIONAL ACTIVITIES, CULTURAL ENRICHMENT ACTIVITIES, AND SPORTS PROGRAMS, THROUGH OUR MANY PARTNERSHIPS.
- **WE ALSO OFFER YOUTH SUMMER EMPLOYMENT AND YOUTH LEADERSHIP OPPORTUNITIES.**
- THROUGH OUR TOMORROW'S PROMISE SCHOLARSHIP PROGRAM, WE PROVIDE COLLEGE SCHOLARSHIPS TO GRADUATING HIGH SCHOOL STUDENTS.

RESIDENT SERVICES

❖ Family Self-Sufficiency Program (FSSP)


- Head of Household and the FSS Coordinator will develop a service plan that outlines specific activities and services needed to achieve their goals and becoming self-sufficient. Services may include but not limited to referrals for education, credit counseling, family counseling and self-help workshops.
- The FSS Coordinator monitors the participant's progress and provides assistance to help participants achieve their program goals.
- Once enrolled in the program and the participant's rent increases due to wages they will be eligible to establish an escrow account. Only when the FSS contract is successfully completed, the participant receives the money. **Participants cannot deposit money into this account.**

RESIDENT SERVICES

Elderly Services

- Resident Service Coordinators (RSC) coordinate services and referrals for our elderly residents that are designed to enable our senior residents 55 and older in our senior buildings and 62 and older in our family developments to remain independent in their homes for as long as possible.
- We offer social, educational, safety and life enrichment activities/programs to keep our elderly healthy and active within their communities.

RESIDENT SERVICES

 **Workforce Development** Workforce development activities are conducted by Resident Services Coordinators in partnership with the City of Richmond's Center for Workforce Innovation and Federal Resource Workforce Centers.

Workforce development activities may include the following referrals:

- GED Classes
- Skills Training
- Section 3 Registration (provides job training opportunities with RRHA contractors)

Meet with your Resident Services Coordinator for more information.



HEALTHY HOMES INITIATIVE

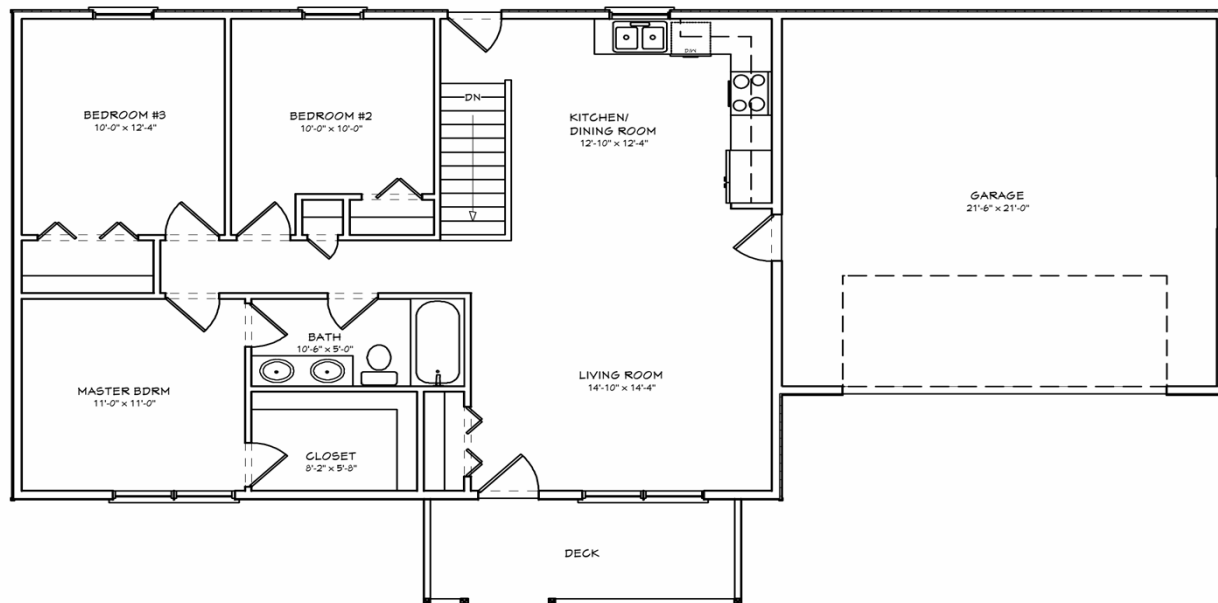
RICHMOND CITY HEALTH DISTRICT



“What Makes A Healthy Home”.

It’s important to think about all the rooms in your home when you think about “What Makes A Healthy Home”.

Each room has different healthy home principles that apply.



Prevention Thru Healthy Homes Practices



Keep It Dry



Keep It Clean



Keep It Safe



Keep It Contaminant-Free



Keep it Ventilated



Keep It Pest-Free



● Keep It Maintained

Green All Purpose Cleaner

In spray bottle, combine

- 1/2 teaspoon of baking soda
- Dash of liquid soap
- 2 cups of water
- Spray and wipe area to be cleaned



Common Asthma Triggers in the Home



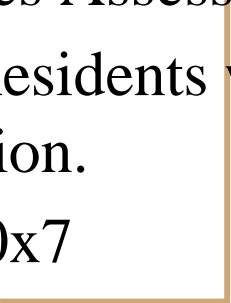


Thank you!

Please contact the Lead-Safe and Healthy Homes Initiative
for our *free* Healthy Homes Assessments

This service is for Richmond City Residents who may have a
medical condition.

804-205-3500x7



WHAT'S NEXT?

- All households successfully completing today's orientation will receive a certificate.
- If there are any changes to current information (income, family composition, address/phone number) prior to a unit offer is made you must contact the Tenant Selection Office.
- Once an offer is made you will be contacted by the Property Manager to schedule the lease reading and all future income changes will be reported to the Property Management staff at that point.
- Please **REFRAIN** from contacting the Tenant Selection Office.