

Community Corner

At Richmond Redevelopment and Housing Authority (RRHA), we know that successful relationships are based on effective communication. That is why we are working diligently to improve how we communicate with you, our RRHA families. This newsletter provides a platform for us to reach out and provide timely, interesting, and requested information about the things happening at the Agency that impact you.

Here at RRHA, we recently acknowledged the dedication of employees who have been with us for more than 30 years. Imagine that! Making this their life's work demonstrates the commitment of those within the Agency to bettering the lives of our families and improving the community. We should all hope to achieve a similar legacy of service in a profession that improves the lives of others. Please enjoy the content of this newsletter as we continue to look for ways to improve the ways we communicate with you.

Sincerely,

Stacey Daniels-Fayson, *Interim CEO*
Richmond Redevelopment and Housing Authority



Rent Assistance Helps Keep RRHA Families Housed During COVID-19 Pandemic

The COVID-19 pandemic has made it difficult—if not impossible—for many RRHA families to keep up with their monthly rent payments. In partnership with ACTS of RVA, HOME, and the City of Richmond's Office of Community Wealth Building, RRHA has been pleased to provide rent assistance to qualified public housing residents.

As of January 2021, RRHA and community partners have enabled 1,100 families—that's 3,200 residents—to stay in their homes!

While funding is still available, RRHA encourages families financially impacted by COVID-19 to reach out to their Property Manager for help.

Learn more at rrha.info/support321

Resident Communications Survey: We Heard You... and We're Taking Action

A big "Thank You!" to the 744 residents who participated in our 2020 resident survey. Knowing the types of information that are of most interest and how best we can provide it enables us to improve our communications and our service to residents.

Efforts are well underway to respond to the feedback we received.

We prioritized responsiveness.

Loud and clear—residents told us we need to do a better job with the basics: answering the phone, returning calls, providing updates regarding maintenance issues and other requests. We created the **Call Center (804-780-4200)** to better address the high-volume of calls received on a regular basis.

A number of residents took the time to share specific concerns with us in their survey response. As of this time, Call Center staff have reached out to all who asked to be contacted.

Need assistance? Call 804-780-4200

Established: September 8, 2020

Staffing: 3 RRHA employees

Total Calls Fielded: 20K+ calls answered to date

Daily Calls: Average 118 call per day in 2021
Winter is a little quieter!

Emails and text are top resident communications preferences.

As the world moves to become more and more digital, it wasn't surprising to hear that a majority of survey respondents prefer electronic communications. While we will continue to distribute printed materials and meet in person when appropriate, RRHA has committed to expanding its digital outreach efforts. How, you ask?

Text Messages

Beginning in April, RRHA will be able to send public safety alerts, upcoming event and meeting notices, program news, etc. to residents via text message!

If you wish to take advantage of this new service, please contact the Call Center at 804-780-4200 to ensure your cell phone number is on file with RRHA.

Emails

RRHA is constantly working to build email lists to which our newsletters, relevant housing information, and program offerings will be distributed. Open to the public! **Subscribe today at rrha.info/emails.**

Achieve Economic Independence Through RRHA's FSS Program

The Family Self-Sufficiency (FSS) Program supports families on their road to financial independence. RRHA program coordinators work one-on-one with participants in goal setting and then identify community resources and services needed to achieve those goals in areas such as education and training, job search skills, credit counseling, transportation, and childcare. Upon successful completion of the 5-year program, participants receive an interest-bearing savings account.

Learn more at rrha.info/fss

FSS is open to families living in public housing as well as HCVP participants. Contact your Property Manager or Housing Specialist to apply!

Check out the [#RRHASuccessStory](https://rrha.info/successstory) for each of these FSS graduates:



LEFT TO RIGHT

LaKeisha Carthorn rrha.info/keisha

Thyraellis Howard rrha.info/thyra

Ebony Bland rrha.info/ebony



VISIT
rrha.com/calendar
for upcoming events



804-780-4200 | info@rrha.com

@VibrantRRHA



THE CREIGHTON COURT CONNECTION

Connecting and sharing updates for residents about the Creighton Court Redevelopment

MASTER PLANNING AND FUNDING UPDATE

Last fall, many Creighton Court families provided their input on how they would like to see their community redeveloped. Feedback on housing types, parks, and streets were provided and helped to shape the Creighton Court Master Plan. This will guide how Creighton Court will be developed over the next several years.

As the next step in the planning process, TCB/RRHA submitted the Master Plan for review as a Community Unit Plan (CUP) application to the City of Richmond. Approval of the application permits the use and development of the Creighton Court site in accordance with the new Master Plan. This new proposed plan requires City Council approval. We anticipate this approval to occur in March.

In addition, we are working diligently on our submission for 9% Low Income Housing Tax Credit request to Virginia Housing, which is due in March. We will also be making an application to the Virginia Department of Housing and Community Development for Housing Trust Fund dollars to support the project also in March.



ONGOING COMMUNICATION

RRHA and TCB remains committed to open and transparent communication with the Creighton Court Tenant Council and residents of this community. Here are the ways available to connect:

- Email us: **CreightonRedevelopment@gmail.com**
- Call the Information Line: **(804) 780-4343**
- Quarterly Newsletter will be distributed by hand and via email.
- Quarterly Community Meetings: April 28, 2021, July 28, 2021, and October 27, 2021 at Noon and 6:00pm

THE CREIGHTON COURT CONNECTION

*Connecting and sharing updates on upcoming
Creighton Court resident relocations*

ON SITE UPDATE AND NEXT STEPS

RRHA and TCB have partnered with Housing Opportunities Unlimited (HOU) to work on the next steps for resident relocation. Housing Opportunities Unlimited (HOU) specializes in assisting tenants and residents that are in transition due to major redevelopment construction projects. HOU's mission is to ensure that residents are treated fairly and experience minimum physical and emotional stress during the relocation process. Starting February and over the next two months, HOU will be performing a resident assessment to understand the preference for resident moves as well as to understand any supports residents may need to achieve those preferences.

During the 1-on-1 resident assessment, we will talk about your families unique circumstance and walk you through the options for future housing, which include:

- Tenant Protection Voucher (TPV)
- Off-site Project Based Voucher (PBV)
- Staying in the newly transformed Creighton Court Community (temporary move to phase 2 or 3, permanent move to PBV at new Creighton phase)
- Homeownership
- Other RRHA public housing

The Proposed Timeline for Phase 1 is

Winter 2021: Resident assessment by HOU

Spring – Summer 2021: Resident relocation

Fall 2021: Demolition

2022: Infrastructure construction

2022: Start new construction

2023: Residents move to new homes at Creighton

MEET YOUR HOU TEAM



Christopher Jones
Vice President of
Client Relations



Cynthia Marbury- McCleod
Project Director



Jeray Wilson
Project Director

Our team along with the RRHA will be onsite in the coming weeks to meet 1-on-1 with all households. The assessment surveys will gather general household information that will allow of team to collect information that will help us ensure your relocation process is as smooth as possible.

If you have any questions prior to our arrival, please contact Chris Jones (617) 657-1792 or cjones@housingopportunities.com.