

For Immediate Release

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RRHA MANAGEMENT OFFICES REOPEN FOR BUSINESS

RICHMOND, VA—The Richmond Redevelopment and Housing Authority (RRHA), the largest public housing authority in the Commonwealth of Virginia, will kick off 2023 by reopening our property management offices located in our public housing communities to residents beginning Tuesday, January 3, 2023.

Since the COVID-19 crisis, RRHA’s management offices at our “Big Six” communities – Creighton, Fairfield, Gilpin, Hillside, Mosby and Whitcomb have been seeing clients in-person, by appointment only. As of Tuesday, January 3, 2022, **these offices will resume full operation on Mondays, Tuesdays, Thursdays and Fridays from 8:30 a.m. to 5 p.m. and Wednesdays from 8:30 a.m. to Noon.** Appointments are still preferred as it allows residents to discuss specific issues without interruption. Residents will also be offered the option of meeting virtually by appointment. Residents with appointments will be seen first, but walk-ins are also welcome.

“To demonstrate our commitment to our residents and ensure that RRHA is providing excellent customer service, RRHA property managers have developed a detailed process whereby staff will receive and handle resident requests and issues,” stated RRHA CEO Steven Nesmith. “We understand that the nature of our business does not always lend itself well to virtual interaction or even telephone calls. Sometimes our residents and clients just want to talk to someone face to face to have their issues addressed.”

Although not required, residents are asked to wear masks when interacting with RRHA staff. This is to ensure the comfort of both parties.

To make an appointment, residents should call their property management office in the community in which they reside.

For more information about RRHA updates and developments, visit our website at rrha.com or contact our Call Center at (804) 780-4200, or toll free at 1-833-750-7742. You can also view current and upcoming news, events and activities on our social media platforms: [Facebook](#), [Twitter](#), [Instagram](#), and [LinkedIn](#).

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