



RRHA's Voluntary Compliance Agreement/Conciliation Agreement with HUD

On April 16, 2018, an individual filed a complaint against the Richmond Redevelopment and Housing Authority ("RRHA") alleging that the policies and practices of RRHA violated Section 504 of the Rehabilitation Act ("Section 504"), the Fair Housing Act and the Americans with Disabilities Act ("ADA"). Once such a complaint is filed, HUD begins an investigation into the allegations and serves as a conciliator in a process designed to settle the dispute informally.

From the initiation of HUD's investigation, RRHA conducted its own investigation and worked voluntarily to (1) eliminate discriminatory housing practices, (2) prevent future discriminatory housing practices, (3) provide remedial affirmative activities to overcome discriminatory housing practices, (4) improve internal reporting requirements, and (5) more efficiently monitor RRHA's programs. RRHA completed the following affirmative remedial actions: offered training to all staff on effective communication with persons with disabilities; provided notices to all residents informing them of their right to request reasonable accommodations; revised the Reasonable Accommodation Request Form to make it more accessible to residents; reviewed all resident files to determine if disabled residents were properly accommodated; identified units within the current housing inventory that can be converted into units suitable for mobility and sensory impaired persons; ordered accessibility devices for said units; restructured the Compliance Department to create additional capacity to manage and administer reasonable accommodation requests; and worked with our software management provider to develop a Reasonable Accommodation workflow process that will allow for more accurate and consistent tracking and reporting of all reasonable accommodation requests.

Although RRHA made significant changes to its policies and procedures, RRHA, HUD, and the complainant agreed to enter into a Voluntary Compliance Agreement/Conciliation Agreement on October 18, 2024 to voluntarily resolve complainant's complaint and HUD's noncompliance determination. RRHA remains committed to preventing discriminatory housing practices and providing reasonable accommodations for individuals with disabilities to ensure that everyone has equal access to RRHA's services and housing opportunities.

To view the full Agreement, click [HERE](#)