

Richmond Redevelopment and Housing Authority Accessibility Needs Survey

The purpose of this survey is to assess the needs of Richmond Redevelopment and Housing Authority (“RRHA”) residents, applicants, and participants to improve services for individuals with disabilities and to inform all RRHA residents, applicants, and participants of their rights to equal access to RRHA’s programs, services, activities, and properties, no matter their disability.

RRHA remains committed to preventing discriminatory housing practices and providing reasonable accommodations for individuals with disabilities, as well as taking appropriate steps to ensure effective communication with residents, applicants, and participants, to ensure that everyone has equal access to RRHA’s services and housing opportunities.

You can request and submit a new survey at any time; there are no limits to the number of submissions.

Once completed, this survey can be submitted ***electronically*** at compliance@rrha.com or ***in-person*** at RRHA’s Property Management Offices or at RRHA’s Main Office located at 600 E. Broad Street.

PLEASE NOTE: Your responses to this survey may be considered a reasonable accommodation request or a request for auxiliary aids and services to ensure effective communication, and if so, a staff member will contact you to discuss your responses further.

RRHA residents, applicants, and participants also may make reasonable accommodation requests or requests for communication-related auxiliary aids and services by completing a Reasonable Accommodation Request Form that can be obtained online at RRHA’s website, RRHA’s Main Office, or at any RRHA Property Management Office.

Please visit <https://www.rrha.com/housing/fair-housing/> for more information.

A disability-related request can be made *in writing or verbally* to RRHA staff.

If you have any questions, please contact:
RRHA’s Section 504 Coordinator, Calandra Trotter
Email: Compliance@rrha.com
Phone: (804) 780-4276

All responses provided will remain completely confidential, and if applicable, the responses to this survey will be maintained in your personal file.

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1. Name: _____
2. Date: _____
3. I am a (Please check all that apply)
 - ☐ Program Applicant
 - ☐ RRHA Public Housing Tenant
 - ☐ Housing Choice Voucher Program (“HCVP”) Participant
4. If a tenant of RRHA, please identify which community you live at:

<input type="checkbox"/> Gilpin	<input type="checkbox"/> 1611 4 th Avenue
<input type="checkbox"/> Whitcomb	<input type="checkbox"/> 3900 Old Brook Circle
<input type="checkbox"/> Fairfield	<input type="checkbox"/> 700 South Lombardy Street
<input type="checkbox"/> Hillside	<input type="checkbox"/> Blackwell Senior Cottages
<input type="checkbox"/> Mosby	<input type="checkbox"/> Frederic A Fay Towers
<input type="checkbox"/> Creighton	<input type="checkbox"/> Melvin C. Fox Manor
<input type="checkbox"/> 1200 Decatur Street	<input type="checkbox"/> Stonewall Place
5. Are you a (Please check all that apply)
 - ☐ Person without a disability
 - ☐ Person with a disability
 - ☐ Person who has a household member with a disability

Definition of a “Disability”:

“A person with a disability means an individual who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.”

A physical or mental impairment includes, but is not limited to, physiological disorders and conditions, mental or psychological disorders, and hearing and visual impairments.

Major life activities include functions such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

6. Have you previously made a reasonable accommodation request to RRHA?
 - ☐ Yes
 - ☐ No

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Definition of a “Reasonable Accommodation”:

“A change, modification, alteration, or adaptation in a policy, procedure, practice, program, or facility.”

A reasonable accommodation must be reasonable and have an identifiable and substantial relationship to the requestor’s disability.

All reasonable accommodations strive to ensure meaningful access to, and participation in, all RRHA programs and activities.

Examples of a “Reasonable Accommodation”:

1) Modifying a unit to include more accessible features such as grab bars, wheelchair ramp, or raising a toilet seat; 2) An assistance or service animal that exceeds the pet policy’s weight requirement; or 3) Having a reserved parking space at an RRHA owned property with a parking lot (excludes any property where only street parking is available).

7. Was your request responded to?

☐ Yes

☐ No

8. If no, when was your request made? (Date you filed your request with RRHA)

9. Did RRHA grant the reasonable accommodation requested?

☐ Yes

☐ No

10. If you are comfortable describing it, what reasonable accommodation did you request?

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11. How many times have you contacted RRHA in the past 6 months?

- ☐ One Time
- ☐ Two Times
- ☐ 3 to 5 Times
- ☐ 6 to 10 Times
- ☐ More than 10 Times

12. When contacting RRHA, do you use any services or aids that help you communicate with RRHA? (For example: a screen reader, hearing aid, sign language interpreter, etc.)

- ☐ Yes
- ☐ No

13. If yes, what accessibility services or aids do you use, and how effective are they when interacting with RRHA?

14. Could RRHA provide accessibility aides or services to you to better communicate with RRHA and access services?

- ☐ Yes
- ☐ No

15. If yes, what accessibility aides or services would you request?

16. For current tenants at RRHA, do you currently reside in a mobility accessible unit?

- ☐ Yes
- ☐ No

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16a. If yes, please state what accessible features your unit has for mobility. (Examples: grab bars in bathroom, wheelchair access, lower counters in kitchens, etc.)

17. For current tenants at RRHA, do you currently reside in a hearing/vision accessibility unit (or sensory accessible unit)?

☐ Yes

☐ No

17a. If yes, please state what accessible features your unit has for hearing and/or vision (Examples: visual smoke detector, bed shaker, etc.).

18. For applicants or current RRHA tenants, do you need additional accessible features?

☐ Yes

☐ No

19. If yes, what accessible features do you need?

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20. For applicants or current RRHA tenants, do you utilize a service animal or assistance animal?

- ☐ Yes, I utilize a service animal
- ☐ Yes, I utilize an assistance animal
- ☐ Yes, I utilize both
- ☐ No

21. How would you rate accessibility at your unit and building?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5
Not Accessible			Accessible	

22. How would you rate accessibility at other RRHA properties? [For example, RRHA's Main Office at 600 E. Broad Street and Property Management Offices]

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5
Not Accessible			Accessible	

23. What recommendations do you have to improve accessibility for RRHA services, properties, and communications?

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24. If you would like RRHA to contact you to discuss your survey responses, please provide your contact information below:

- Address:
- Email:
- Phone Number:

PLEASE NOTE: If your survey response indicates that you may be making a disability-related request, your request will be processed according to RRHA's Reasonable Accommodation Policy and Procedure, Effective Communication Policy and Procedure, and/or Assistance Animal Policy and Procedure.

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