

For Immediate Release

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RRHA Establishes Ombudsman Role to Strengthen Resident, Landlord and Department Relations

RICHMOND, VA – The Richmond Redevelopment and Housing Authority (RRHA) is pleased to announce the creation of an “Ombudsman” position within its Affordable Housing portfolio. This new position is designed to improve communication, strengthen collaboration, and streamline the resolution of resident and landlord concerns.

“This new position is an important step forward in ensuring that resident voices are heard and that concerns are addressed fairly, respectfully, and with accountability,” said Corey Franklin, Senior Vice President of Affordable Housing. “By combining executive-level support with the Ombudsman function, RRHA is strengthening both its operations and its relationships with the communities we serve.”

Dasmyne Harrison, who currently serves as Executive Assistant to the Senior Vice President (SVP) of Affordable Housing, will now have an expanded role serving as Ombudsman. In this position, Harrison will continue providing high-level administrative support to the SVP while also acting as a neutral and confidential resource for residents, staff, and stakeholders.

The Ombudsman function is intended to make RRHA more responsive and transparent by:

- Serving as a central point of contact for residents to report concerns and receive fair, impartial assistance.
- Coordinating across departments to resolve issues efficiently and consistently.
- Identifying recurring challenges and recommending improvements to programs and services.
- Overseeing RRHA's customer service and call center operations to ensure high-quality, timely support for residents and partners.
- Managing resident and stakeholder surveys to capture feedback and drive meaningful change.

The creation of this role underscores RRHA's commitment to continuous improvement, service excellence, and stronger engagement with residents and stakeholders.

For more information about RRHA events, initiative and programs, visit our website or any of our social media platforms at rrha.com, [Facebook](#), [X](#), [Linkedin](#), or [Instagram](#). For general RRHA inquiries and information, call our Customer Call Service Center at (804) 780-4200.

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