

FREQUENTLY ASKED QUESTIONS

Richmond Redevelopment and Housing Authority 2- Week Closure

Monday, Dec 22, 2025 – Friday, Jan. 2, 2026

PUBLIC HOUSING

1. When will RRHA administrative and management offices re-open after the end of year holiday closure? **Monday, January 5, 2025 at 8:30a**
2. Will RRHA property management offices have office hours during RRHA's holiday closure? **No.**
3. What number should public housing residents call in case of MAINTENANCE-RELATED emergencies during RRHA's closure? **(804) 780-4100 in cases of maintenance related emergencies ONLY. For all OTHER types of emergencies, residents should call 911.**
4. What are considered MAINTENANCE-RELATED emergencies that RRHA will respond to during the closure? **Residents without water or heat, power outages, floods, toilet (commode), bathroom and sink stoppages,* natural gas leaks, and in rare cases non-working stoves or refrigerators**
**If there is a strong odor of gas, move to an area where the smell is no longer present and call 911*
5. Will there be any move-ins conducted during the closure? **No.**
6. Will senior buildings be cleaned on a regular schedule during the 2-week closure? **Yes. The senior buildings will be cleaned three times per week. The cleaning schedule is as follows:**
 - Week of Dec. 22, 2025 - Monday, Tuesday and Friday, and
 - Week of Dec. 29, 2025 - Monday, Wednesday and Friday
7. Will each community be cleaned of litter and debris during RRHA's 2-week closure? **Yes. Litter and debris cleaning will continue DAILY from 7:30 a.m. until completion. PLEASE NOTE: There will be NO litter pick-up on December 25th, 2025**
8. Will there be bulk trash pick-up during the 2-week holiday closure? **Yes. Bulk trash pickup will take place on the following schedule:**
 - Week of December 22, 2025 – Tuesday, Friday and Saturday
 - Week of December 29, 2025 – Thursday and Friday

SECURITY FOR PUBLIC HOUSING & SENIOR SITES

1. Will RRHA's Security Force be patrolling RRHA communities during the 2-week closure? **Yes. Sentry Force will be performing patrols of all RRHA communities during this time.**
2. Will RRHA's Tip Line still be monitored during the 2-week closure? **Yes, it will be monitored. Residents should continue using the Tip Line at (804) 780-4244 to provide information about crimes or any other information they wish to submit and remain anonymous.**
3. Who should public housing residents contact for resident-related SECURITY matters during the 2-week closure? **Residents should reach out to Mr. Scott Allen with Sentry Force at (703) 987-4779 (primary) or RRHA's Assistant Vice President of Public Safety Theo Reynolds at (804) 965-3491 (secondary).**
4. In cases of CRIMINAL AND MEDICAL RELATED EMERGENCIES, who should public housing residents contact? **Residents should continue to call 9-1-1 for criminal and medical related emergencies.**
5. In cases on NON-EMERGENCIES, who should public housing residents call? **For non-emergencies, residents should call the police non-emergency number (804) 646-5100**

VOUCHER PARTICIPANTS

1. Will there be walk-ins during the 2-week closure? **No**
2. When will walk-ins resume? **Walk-in days will resume the week of January 5th on Tuesday, January 6th, 2026 from 9a – 12p (Noon)**
3. What office can I call or email during RRHA's 2-week closure with my leasing question? **Email hcvpleasing@rrha.com. This email will be checked periodically throughout the 2-week closure.**
4. If I have a question about my eligibility status, who can I call? **RRHA will not be accepting incoming call on the agency's Customer Service line. HOWEVER, RRHA will continue 24-hour service through our Resident/Applicant portals (<https://www.rrha.com/>) for updates regarding eligibility status.**
5. Will initial and annual inspections for HCVP units be performed during the end of year 2-week holiday closure? **No. Initial and annual inspections for HCVP units will not be scheduled during this time. HOWEVER, RRHA's Inspection Division will**

conduct health and safety (emergency) inspections as needed. Regular inspections scheduling will occur AFTER the 2-week closure beginning the week of January 5, 2026.

To request a health and safety (emergency) inspection, HCVP participants will need to make requests through the RRHA inspections email inbox at hcvpinpections@rrha.com.

6. What is considered a HEALTH AND SAFETY (EMERGENCY) INSPECTION? Unit has no heat, no water, fire damage, no place to go as a result of waiting for new unit to be inspected. Please be sure to contact your property management office and/or landlord FIRST.

If you have not received a response within 24-hours please contact RRHA's inspections department at hcvpinspections@rrha.com and an inspection will be scheduled.

7. Is there an email address where inspection questions can be sent during the 2-week closure? Yes. Send your questions to hcvpinspections@rrha.com

PAYMENT AND CONTRACT VENDORS

1. Will vendor payments still be processed during the 2-week closure? Yes
2. What office do I call if I have a question about my vendor payment? For any vendor payment-related inquiries, please send an email directly to accounts.payable@rrha.com
3. How will deliveries of supplies, materials, and vending items be handled during the closure? For individuals and companies submitting vendor packets, please ensure that all updated vendor information is submitted by close of business on Dec. 19, 2025.
4. How will vendor and landlord payments for December 2025 and January 2026 be impacted by the end of year 2-week closure?
 - The last vendor check run for the year will be Dec. 17, 2025. Vendors looking to receive payment prior to the end of year 2-week closure, should submit invoices by Dec. 10, 2025.
 - December HAP payments will go out as anticipated at the beginning of December and mid-month.
 - January HAP payments will be processed for Jan. 5, 2026 for bank processing by Jan. 7, 2026.
 - January Vendor Payments are scheduled for January 7, 2026.
 - Capital invoices related to maintenance services will be paid by Jan. 14, 2026.

RRHA has suspended vending machine services from Dec 22, 2025 – Jan 2, 2026.