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November 3, 2025

Dear RRHA Voucher or Public Housing Family,

As part of our shared commitment to keeping families stably and securely housed, this is a **critical reminder** to all RRHA families:

YOU MUST COMPLETE YOUR ANNUAL RECERTIFICATION, ON TIME

Recertification is not just a routine process; it is how RRHA verifies your household income and determines your continued eligibility for rental assistance. RRHA's top priority is helping you maintain your housing stability. Completing your recertification on time ensures there are no interruptions in your rental assistance and helps protect your family's housing security.

To make the process as simple and accessible as possible, residents are encouraged to complete their recertification through RRHA's online portals. In person assistance is available for both public housing residents and voucher participants.

Public Housing Residents

Visit your property management office for assistance between 8:30am-5:00pm on Mondays, Tuesdays, and Thursdays.

Voucher Holders

RRHA offers walk-in assistance every Tuesday from 9:00 a.m. to 12:00 p.m. and Thursday from 1:00 p.m. to 4:00 p.m. at 600 E Board Street Richmond, VA.

Our team is here and ready to assist you in completing your recertification on time. If you need any assistance, including requesting a reasonable accommodation, you can also contact the Customer Call Center at 804-780-0500.

RRHA remains deeply committed to every family we serve.

Sincerely,

Dasmyne Harrison
RRHA Resident Advocate (Ombudsman)

