

## For Immediate Release

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Date: December 15, 2025

### **RRHA Announces Return of Tenant Selection & Voucher Offices to 918 Chamberlayne Parkway**

**RICHMOND, VA** — The Richmond Redevelopment and Housing Authority (RRHA) is pleased to announce that its Housing Choice Voucher Program (HCVP) and Tenant Selection operations will return to their longtime and former home at **918 Chamberlayne Parkway**, located within the Gilpin Court community. The newly renovated space — originally built in 1956 and home to core affordable housing services for decades — will reopen to residents and staff in **early 2026**, marking a strategic move that strengthens accessibility, familiarity, and service delivery for thousands of Richmond families.

RRHA relocated these offices to 600 East Broad Street in 2023 with the goal of providing a neutral, central location accessible to all residents, including close proximity to City Hall and other essential services. However, after careful evaluation and community feedback, the Authority determined that returning to **918 Chamberlayne Parkway** offers significant long-term advantages for residents, staff, and the agency as a whole—without sacrificing the accessibility provided by a bus line location.

#### ***A Familiar, Community-Centered Location***

The Chamberlayne Parkway building is deeply rooted in the history of RRHA and the Gilpin community. Generations of residents have relied on this location for direct services, eligibility support, and housing counseling. Returning HCV operations to this site restores a sense of stability and familiarity for residents—especially Gilpin Court families - who will once again be within walking distance of the services they use most. For residents who choose to drive, there is free parking at 918, as well as an overflow lot across the street at 901 Chamberlayne Parkway, another RRHA owned property.

#### ***Enhanced Access and Improved Customer Experience***

The building's central placement within a public housing community provides easier access for residents who may face transportation or mobility challenges. Like the downtown location, **918 Chamberlayne Parkway** is also situated along a GRTC bus line, ensuring all RRHA customers—public housing residents, voucher holders, and applicants—can continue to reach services with ease.

Inside, RRHA's investment in modern renovations ensures a **more welcoming, service-oriented environment** designed to improve customer flow, streamline appointments, and support one-

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stop interactions. This upgrade reflects RRHA's ongoing priority: enhancing the resident experience and strengthening public trust in government services.

### **Modern Renovations Designed for Efficiency**

The return is bolstered by significant upgrades to the building's layout, technology infrastructure, and mechanical systems. These improvements will support:

- Greater operational efficiency through better workspace design
- Lower long-term utility and maintenance costs due to modernized systems
- More functional meeting and service areas for residents
- Improved security and accessibility for staff and visitors

The result is a purpose-built facility tailored to the unique needs of housing program delivery.

### **Investing in Employees and Organizational Excellence**

RRHA staff will also benefit from the move. The redesigned workspace promotes improved workflow, collaboration, and productivity. A modern, thoughtfully designed environment contributes to higher employee morale and supports RRHA's commitment to recruiting and retaining top talent to serve Richmond families.

### **Strengthening RRHA's Mission**

"Returning to 918 Chamberlayne Parkway reflects our commitment to placing services where residents need them most," said Steven Nesmith, CEO of RRHA. "This move honors our history, enhances accessibility, and reinforces our pledge to provide high-quality, community-centered support. We are excited to welcome residents back to a renewed space that reflects the excellence they deserve."

Thursday, December 18, 2025 is the last day that walk-in clients will be seen at RRHA's 600 East Broad Street location. On January 20, 2026, RRHA staff will welcome walk-in clients at 918 Chamberlayne Parkway. RRHA will share additional details regarding community information sessions in the coming weeks.

For more information about RRHA progress and developments, visit our website at [rrha.com](http://rrha.com) or contact our Call Center at (804) 780-4200, or toll free at 1-833-750-7742. You can also view current and upcoming news, events and activities on our social media platforms: [Facebook](#), [X](#) (formerly Twitter), [Instagram](#), and [LinkedIn](#).

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