

Frequently Asked Questions

RRHA's New Rental Statement LAYOUT

First bills received by customers starting October 2026

Account & Balance Questions

- 1) **Why did RRHA change the format of their rental statement?** RRHA updated the statement layout to make it more customer-friendly, easier to read, and simpler for residents to quickly identify important account information.
- 2) **Does this new statement mean my account balance or previous payments have been reset?** No. The new statement format does not affect your account balance, payment history, or any amounts owed. Only the appearance and layout of the statement have changed.
- 3) **I had a credit (or outstanding balance) last month. Where can I find it on the new statement?** Any credits or outstanding balances will still appear on your statement. Credits are listed under the "Charges" section. Please refer to item #14 on the sample bill for assistance locating this information.
- 4) **Will my past payment history and receipts still available?** Yes. All payment history and receipts remain secure and unchanged. The only update is the design and organization of the statement.

Payment & Process Questions

- 5) **Are there new ways to pay my rent?** RRHA is exploring additional payment options. At this time, residents can continue making payments through Rent Café, Fidelity Express payment locations, or by mail. Please refer to item #11 under Payment Submissions on the sample bill.
- 6) **Do I need to create a new online account to pay my rent?** No. Residents should continue using the existing Rent Café portal. No new account setup is required.
- 7) **Who should I make my rent payment payable to?** Checks, money orders, and cashier's checks should still be made payable to the Richmond Redevelopment and Housing Authority.
- 8) **Will my automatic bank draft/ACH transfer still go through, or do I need to set it up again?** You do not need to set it up again. The process remains the same.
- 9) **Can I still pay my rent in person or by check?** Yes. The same payment methods currently available – including in-person payments, checks, and digital payment options – will continue to be accepted.

Understanding the New Layout

- 10) **What do the line items, codes, or abbreviations on the new statement mean?** There are no new charges or unfamiliar line items being added. The information shown is the same as before but presented in a new format. Please review the sample bill and numbered references for guidance.
- 11) **Where can I quickly find my total amount due?** Your total monthly amount due is displayed at the top of the statement. Please refer to item #5 on the Sample Bill.

Lease & Policy Questions

- 12) **Does the new statement format change my lease terms, rent amount, or renewal date?** No. The update only affects the appearance of the rental statement. Lease terms, rent amount, and renewal date remain the same.
- 13) **Is RRHA still managing my property?** Yes. RRHA continues to manage the property.
- 14) **Do I need to sign a new lease agreement because of this change?** No. The new bill layout has no relationship to your lease. Residents are not required to sign a new lease due to the updated statement layout.

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