IMPORTANT NOTICE ABOUT YOUR NOVEMBER RENT STATEMENT

Dear Resident,

You may have received two rental statements for November 2026 rent charges. One rental statement was a test run of RRHA's new layout. The other rental statement is the current layout. We apologize for any confusion. Please read this notice to learn which statement to use.

Which rental statement is correct?

New rental statement layout with current RRHA logo: The rental statement you received with the logo shown to the left was a test run of the new bill format. **It is for testing only.** It does not change your account balance or add any charges to your account. You do not need to take any action because of this statement.

Current rental statement layout with old RRHA logo: The rental statement you received with the logo shown to the left is your **correct rent bill for November,** unless you have a repayment agreement. All other residents, please use this statement to pay your November rent.

If you have a repayment agreement, an RRHA staff member will reach out to you the week of November 2nd to discuss it or you can contact your management office directly.

What You Need to Know

- You must still pay your November rent.
- **RRHA is waiving late fees for November.** You will not be charged a late fee for this billing cycle.
- If you have questions about your rent amount or account balance, log in to your **Rent Café Resident Portal** to check your account. You may also contact your property manager.

When Will the New Bill Start?

RRHA plans to begin using the new bill format in December. Again, the new rental statement you recently received is only a test. **It does not change your account balance or the amount you owe.**

We apologize for any confusion this may have caused. If you have questions, please contact the RRHA Resident Advocate at **804-780-3473** or email ombudsman@rrha.com.

For additional information visit https://www.rrha.com/residents/ or scan .

Thank you for your patience and understanding.

Sincerely,

Richmond Redevelopment and Housing Authority (RRHA)