



Resident Newsletter

August 2020

KEEPING UP WITH CURRENT TOPICS

IN THIS ISSUE

Summer Heat is Here!

Summer is in full swing and RHA would like to remind residents of best practices when trying to beat the heat.

- **Keep your home set at 78°** to comply with industry recommendations for efficient cooling during the summer.
- **Adjust your inside temperature to a reasonable setting.** Adjustments that are more than 20 degrees lower than outside temperatures will not help keep your home cooler, but will overtax the cooling system and could freeze the lines.
- **Understand that adjusting temperature settings does not impact the time it will take to cool your home.** Turning temperature settings down lower than needed does not impact cooling time, but may tax the A/C system and diminish cooling efficiency.
- **Adjust your A/C system temperature when no one is home.** Turning up the temperature by even 5 degrees can lower energy bills and allow your unit to rest which aids unit efficiency.

- **Do not turn the unit off entirely.** Turning the unit off entirely creates moisture issues.
- **Keep blinds and curtains closed** during the day to keep your home cool.
- **Make sure not to block vents** with furniture, curtains, or other items.
- **Keep outside doors or windows closed during the day.** Box and ceiling fans can be used to increase air circulation.
- **Save household tasks that increase humidity levels for evening hours.** This includes taking long showers, mopping the floors, or doing laundry.
- **If your unit is not working, call in a work order to report it to staff.** Leave a clear message with the issue you are experiencing and your address. Only one work order needs to be requested.
- **Window units may be provided to homes without functioning A/C.** Window units are considered appropriate accommodations until repairs can be made.

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Continuing COVID-19 Protocols

RHA is continuing to employ alternate protocols due to the current COVID-19 pandemic. Changes to operations being implemented include:

- **Altering staff and work schedules.**
- **Closing shared/communal and Office spaces.**
- **Not entering units except for urgent and emergency cases.**

- Requiring residents, staff and contractors to complete Risk Management Questionnaires and/or take temperatures.

- Wearing personal protective gear.

We strongly encourage residents to continue to practice personal hygiene recommendations made by reputable agencies including the CDC, state and local authorities.

Please contact your Property Manager if you or someone in your household tests positive for COVID-19, or if you have any questions about altered operations.

RAD Updates

RHA continues to move forward with its intent to convert some public housing communities to RAD.

Currently, four properties are being looked at to convert the first year.

Because of COVID-19, conversion plans are on hold for the time being. Once we are able to move forward again, contractors will be on-site to review the first four properties to help evaluate anticipated critical needs for the next 20 years. Resident meetings will continue to be held either in person or via conference calls.



Please make sure to look out for notices of any upcoming meetings and make efforts to attend.

Anyone with questions about RAD can contact Laura McCann at (919) 508-1304 and lmccann@rhaonline.com.

Resident Resources

Dolores Cruz, Resident Services Coordinator, has been working hard to match available resources with our residents' needs. A *Resources for Residents* tab has been added to the

Public Housing area of RHA's website.

Recently, a survey was sent out to each family to help evaluate which resources you need most. **Return these surveys to RHA staff by August 21st and be entered into a raffle for a \$25 Walmart gift card!**

Please feel free to contact Ms. Cruz about current resources or additional suggestions for our residents. She can be reached via phone at (919) 508-1202 or via email at dcruz@rhaonline.com.

(Resident Resources List on page 3)

Get Counted!

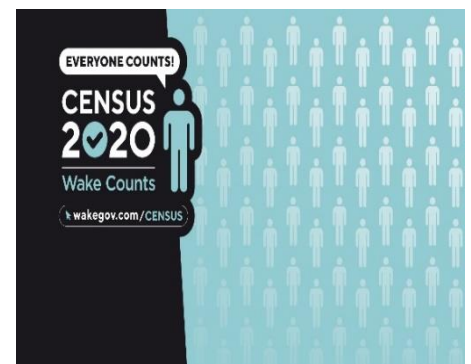
RHA strongly encourages each and every Wake County resident to participate in the 2020 Census. The information collected by the U.S. Census Bureau directly impacts federal housing budgets and the housing services provided to our area. This means that your participation contributes to affordable housing in our community.

It has never been easier to respond on your own, whether online, over the phone or by mail—all without having to meet a census taker. **To complete the Census online or for more information, please visit www.my2020census.gov.**

Those who prefer to complete the Census via telephone can call the numbers below to proceed in your preferred language:

- English: 844-330-2020
- Spanish: 844-468-2020
- Chinese Mandarin: 844-391-2020
- Chinese Cantonese: 844-398-2020
- Vietnamese: 844-461-2020
- Korean: 844-392-2020
- Russian: 844-417-2020
- Arabic: 844-416-2020
- Tagalog: 844-478-2020
- Polish: 844-479-2020
- French: 844-494-2020

- Haitian Creole: 844-477-2020
- Portuguese: 844-474-2020
- Japanese: 844-460-2020
- Telephone Display Device (TDD): 844-467-2020 for those with hearing impairments.



Non-Discrimination

RHA does not discriminate against any applicants, residents, employees, or contractors of its federally assisted programs and activities. Individuals will not be discriminated against due to protected class status (race, color, religion, sex, handicap, familial status, or national origin).

RHA implements its nondiscrimination policy as required by the U.S. Department of Housing and Urban Development's (HUD) regulations and in accordance with Section 504.

Should you have any discrimination complaints in connection with RHA or its programs, they may be addressed by

contacting Laura McCann, Special Assistant at:
Email: lmccann@rhaonline.com
Phone: (919) 508-1304
Address: Raleigh Housing Authority
Care of Laura McCann
900 Haynes Street
Raleigh, NC 27604

Furthermore, discrimination complaints may be filed directly with HUD.

No Discriminación

RHA no discrimina a los solicitantes, residentes, empleados o contratistas de sus programas y actividades con asistencia federal. Las personas no serán discriminadas debido a la protección de su estado de clase (raza, color, religión, sexo, discapacidad, estado familiar u origen nacional).

RHA implementa su política de no discriminación según lo requerido por las regulaciones del Departamento de Vivienda y Desarrollo Urbano (HUD) de los EE. UU. Y de acuerdo con la Sección 504.

Si tiene alguna queja de discriminación en relación con RHA o sus programas, puede dirigirse a Laura McCann, Asistente Especial en:

Correo electrónico:
lmccann@rhaonline.com
Teléfono: (919) 508-1304
Dirección: Autoridad de Vivienda de Raleigh Cuidado de Laura McCann
900 Haynes Street
Raleigh, NC 27604

Además, las quejas de discriminación pueden presentarse directamente ante HUD.

Report a Change of Status

Residents can now report a change of status on RHA's website. All changes to income and household composition can be reported to Management at <https://www.rhaonline.com/public-housing/report-changes-interim-report/>.

Working Together with Raleigh Police Department

RPD and RHA have a continued partnership that spans across all our properties. Residents play a crucial role in this partnership as we all rely on each other to help identify and correct issues.

We ask that residents continue to call 911 anytime they feel a risk to their safety or see criminal activity. Communities that are interested in community watches or other RPD initiatives can reach out to Resident Presidents and Property Managers to discuss implementation.

Resident Resources List

The following providers can be contacted by residents. Additional resources can be found at www.rhaonline.com.

Budgeting

Consumer Education Services, Inc.
www.cesisolutions.org

Operation Hope
<https://operationhope.org/>

Triangle Family Services
<https://tfsnc.org/>

Domestic Violence Resources

Interact of Wake County
<https://interactofwake.org/>

Legal Aid of NC
<http://www.legalaidnc.org/>

Employment

Jobs for Life
www.jobsforlife.org

NC Works
www.ncworks.gov

Raleigh Area Workforce Development
<https://capitalareancworks.com>

Food Resources

Wake County
<https://covid19.wakegov.com/food-resources/>

Friends of Wake Animals (pets)
<https://www.friendsofwakeanimals.org/no-empty-bowl-project>

Homeownership

DHIC Homeownership Center
<https://dhic.org/homeownership-center/>

Habitat for Humanity
<https://www.habitatwake.org/>

Mental Health

National Alliance on Mental Illness
<https://nami-wake.org/>

South Light
<https://www.southlight.org/>

Triangle Family Services
<https://tfsnc.org/>

Senior Citizens

Resources for Seniors
<http://resourcesforseniors.com/pdf/covid19wakecountyresources.pdf>

Rental and Utilities Assurances

Wake County Network of Care
<https://wake.nc.networkofcare.org/>

Wake County Schools Resources

Communities in Schools
<https://ciswake.org/>

Coming Soon to RHA

RHA is in the process of creating simple maintenance videos for residents! These videos will provide instructions for issues that can be quickly and simply addressed. We hope this will help lower repair wait times, charges, and help empower our residents.