



# Resident Newsletter

## November 2020

### KEEPING UP WITH CURRENT TOPICS

## Items out for Comment

Raleigh Housing Authority currently has multiple documents that are out for public comment. Staff has assembled these drafts and we are looking for residents and the public to read and respond with feedback.

Proposed policies and updates can be found on RHA's website, [www.rhaonline.com](http://www.rhaonline.com). Please submit comments either via US mail to 900 Haynes Street, through RHA's main office drop box, or by email to [info@rhaonline.com](mailto:info@rhaonline.com).

Current public housing items out for comment include:



- **Admissions and Continued Occupancy Policy.**

This policy outlines the policies and procedures that governs the public housing program. Proposed changes will take effect January 1, 2021.

This proposal is in line with HUD regulations specified in 24 CFR, Part 960.

- **Annual PHA Plan.** RHA is updating the annual PHA plan for the 2021-2022 fiscal year. The annual plan provides a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning operations, programs, and services.

This proposal is in line with HUD regulations specified in 24 CFR, Part 903.

- **Utility Allowances.** Each year, RHA reviews the utility allowances afforded to each resident household.

RHA is proposing to keep the current rates in place for the upcoming year, as no rates changed by 10% or more.

This proposal is in line with HUD regulations specified in 24 CFR, Part 965.

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## Refrigeration Basics

Resident households are encouraged to check and follow these refrigeration basics:

- **Fridges and freezers should be set to an appropriate temperature.** Keep your refrigerator between 36 to 38 degrees Fahrenheit.

- **Keep the door closed.** Make sure to minimize the amount of time that the door is open to improve mechanical efficiency and increase food shelf life.
- **Do not overcrowd either the fridge or freezer.** Overcrowding decreases the amount of airflow and reduces cooling ability.
- **Regularly check door seals and gaskets.** Fridge and freezer seals should always be airtight.
- **Spills should be cleaned up quickly and not left to sit.** Immediately wipe up any spills you notice inside, outside or on any gaskets. Residents may be charged for replacement of gaskets if they become damaged due to spilled items.
- **Stick to a "two-hour rule" for leaving items needing refrigeration out at room temperature.** Foods that require refrigeration should not sit at room temperature for more than two hours—one hour if the air temperature is above 90° F.
- **Keep foods covered.** Store refrigerated foods in covered containers or sealed storage bags,

and check leftovers daily for spoilage.

- **Marinate food in the refrigerator.** Keep items refrigerated until you are ready to begin cooking.
- **Check expiration dates.** A "use by" date means that the manufacturer recommends using the product by this date for the best flavor or quality. If you're not sure or if the food looks questionable, do not eat it.
- **Freezer burn does not mean food is unsafe.** Freezer burn is a food-quality issue, not a food safety issue.

Residents should place a Maintenance work order if equipment is not working properly. Staff is working as quickly and diligently as possible address any issues reported.

Additionally, please note that RHA's warehouse has been experiencing difficulties ordering certain size refrigerators. This issue has stemmed from manufacturer slowdowns due to COVID-19.

## Computers from the City

The City of Raleigh has graciously donated computers to twenty-six

resident families! This program is being offered to help overcome barriers that are increasing as our world moves to a more digital and online format.

More computers are expected to be available to resident families in need over the next few months. These computers are provided at no cost to RHA or its residents. More details will be provided to residents in the future via flyers.

## Resident Spotlight

Congratulations to the Black family! This family worked hard and purchased a home after being residents of both Section 8 and public housing through RHA. We are wishing them the best as they start an exciting new chapter!



The Black family in front of their new home.

## Community Watch

Active communities are shown to help deter crimes in and near homes by showing that small crimes and nuisance activities will not be tolerated in your neighborhood.

Community Watch is a crime prevention program that enlists the active participation of citizens to reduce crime in their communities. It involves neighbors getting to know each other and preventing crime by

being aware of what is happening in your neighborhoods. Citizens are trained to recognize and report suspicious activities.

The goal of Community Watch is to give potential criminals the feeling that everyone in the community is watching their every move and reporting it as appropriate. By cooperating with each other and the police, people can help fight crime in

their community in the most effective way -- before it happens!

If your community is interested in establishing a Community Watch, call 919-996-3335. RPD will help you get set up and then the program will be run by the residents for the residents. These programs are not required, but RHA suggests each community decide for themselves if they wish to establish a community watch.

## Pet Responsibilities

Staff would like to take a moment to remind residents that pets are a serious responsibility. All households should give significant consideration prior to adding a new pet. Also, you must contact your Property Manager to receive approval *before* adding a new pet.

All RHA communities are animal friendly and the public housing pet policy is incorporated into the Admissions and Continued Occupancy Policy. This policy provides guidance on the types of pets allowed on the property and provides the expectations to which all resident pet owners will be held. Pet deposits are due in accordance with this policy.

## Resident Services and Programming

We are fortunate there are many agencies who partner together to provide programming for residents. Currently, the following are some of the partners providing services and programming for residents:

### Arts Together

Tap into your creativity and self-expression through fun, exciting ART and DANCE Classes that rotate each week, including lantern-making!

Thursdays, 4:30-5:30 PM at the Kentwood Community Center.

Perfect for ages 7+. Family involvement welcomed! Masks required.

Please contact Dolores Cruz about enrollment.

### Communities in Schools

CIS Wake supports students in schools and in communities. During these uncertain times, some children don't

have a safe and quiet space to focus on their virtual learning assignments.

That's where CIS comes in! Teachers connect with students and their classroom teachers to make certain that work is completed and to help students and their families navigate virtual learning.

Certified teachers are available at learning centers to provide support from 9 a.m. until 3 p.m. on Mondays and Wednesdays.

### Dress for Success

Aimed to help women advance in their professional lives, Dress for Success offers a variety of resources! Current offerings include:

- Career and Image Coaching
- Career Development Workshops
- Interview Clothing Kits which include 2 tops, 2 bottoms, 1 jacket, 2 accessories and 1 pair of shoes
- Résumé Assistance
- Ride Sharing for Interviews

- **Youth Education and Advocacy Association**

YEAA helps to ensure that students are afforded an equal education. This program helps by providing tutoring, including in Math, Science, Social Studies, and English as a Second Language. These programs are student-centered and aim to engage students while effectively teaching the necessary material.

In order to take part in this completely free program, please make sure to submit an application by November 15<sup>th</sup>. Applications can be found at: [tinyurl.com/eepestudents](http://tinyurl.com/eepestudents)

Questions about these programs or any other resources can be directed to Dolores Cruz at [dcruz@rhaonline.com](mailto:dcruz@rhaonline.com) and by phone at (919) 508-1202.

## Rent Payments

Due to the COVID-19 pandemic, RHA has waived late fees through the end of 2020. Residents are still encouraged to make payments in a timely manner. RHA anticipates reinstating late fees again as of January 1<sup>st</sup> in accordance with the lease agreement.

Public housing rent payments are due on the first of each month. Rent is considered late if it is not received by the close of business on the fifth business day of the month.

Residents are reminded that they can now pay rent payments both by check or certified funds and online with an eCheck or via VISA, MasterCard or Discover credit card. Online payments are charged a service fee of \$2.95 per online bank transaction and a fee of 3.00% of the payment amount when using VISA, MasterCard or Discover.

First time online users will need to set up an account prior to making an online payment. Contact your Property Manager to receive an account number to start using the online rent payment service.

## Coming Soon

**Toys for Tots** - As the holiday season is quickly approaching, RHA is looking forward to the 2020 Toys for Tots program. Each year RHA and the ICC partner together to receive toys for our residents.

All RHA households are eligible to participate and ensure that their children have gifts to open this holiday season. Keep a lookout for flyers distributed to households instructing families how to sign up to receive toys through this program.

