



Resident Newsletter

February 2021

KEEPING UP WITH CURRENT TOPICS

Re-Exam Basics

A major requirement of the public housing program is to annually recertify and determine continued eligibility for rental assistance. Each and every family must complete this process which is often referred to as the "Annual Re-Exam".

Annual re-exam packets and required document completion dates now coincide with resident *move-in date anniversaries*. Please note that this may mean a change in your re-exam date as in the past, the re-exam was done with effective dates of either May or December.

Re-exam packets are distributed approximately 90 days before move-in anniversary dates. When completing the re-exam packets, residents must answer *every question*. It is not acceptable to leave questions blank, black out information on forms or not include all necessary attachments.

Within 10 days of receiving the packet, all household members age 18 and older must sign the required forms. Documents may be returned via rent drop-boxes.

RHA has started using electronic signatures for re-exam documents. Please provide your Property Manager your email address in order to utilize this option.

Residents must also provide RHA with the following information and verifications:

- Written proof of income from all entities from whom you receive payments.
- Copies of one or more of your most recent bank statements.
- 12 months of Child Support print outs.
- Written proof of childcare expenses from your childcare provider.
- Emergency contact name and phone number.

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- Elderly and Disabled: 12 months of print outs of amounts of any resident paid medical expenses.
- List of everyone living in the home.
- List of all cars to be parked on RHA property.

Rent Payments

Reminder: you are responsible for paying rent even during the pandemic. Rent is due the first five business days of the month and payments can be made in two ways:

1) Check/money order made out to RHA. Payments can be submitted in the on-site drop boxes. Make sure that all payments are filled out legibly and completely including your name, address, and signature.

2) Electronic payment through Zego's website. Payments can be made directly from your bank account with an eCheck (automated clearing house or ACH) or using a VISA, MasterCard or Discover credit card. Please contact your Property Manager to set up a new electronic payment account. Fees may apply.

If you are experiencing hardships due to COVID-19, please contact your Property Manager to discuss your current payment situation.

Zoom Call Questions

Many people and agencies have started using virtual meetings due to the COVID-19 pandemic. RHA is now holding Zoom meetings and has received questions from residents about using this program.

What is Zoom? Zoom is an online platform that allows groups of people to meet together virtually. These meetings use the internet and allow for audio and visual, unlike traditional phone calls.

What is in a Zoom invitation? Zoom invitations provide information needed to access meetings. This includes: dates, times, phone numbers, ID numbers, passcodes, and internet links.

How do I get on a Zoom call? You can join Zoom by: calling from any phone line, using the Zoom app on your smart phone, or by using your computer's internet browser.

What benefits does Zoom have?

There are several advantages to virtual meetings. Zoom allows you to see who you are talking to, share computer screens and documents, record meetings and more.

When might I use Zoom? There may be a variety of times when you find yourself using Zoom. This could include tele-health visits, meetings with RHA staff, and even virtual family gatherings!

Is Zoom free? It is free to join a Zoom meeting. Zoom also allows you to set up meetings for a limited number of people for free. More advanced Zoom meeting functions may require a paid account plan.

Are there other virtual meeting platforms? Yes, Zoom is just one of many companies that offer virtual calls and meetings.

Please let staff know if you have any questions about accessing future RHA Zoom meetings.

Your Spot, Your Shot

The NC Department of Health and Human Services (NCDHHS) has stated that the COVID-19 vaccine will be available to all interested North Carolina residents.

• **COVID-19 vaccines will be available to everyone for free** regardless of your health insurance status.

- **Vaccine supplies are limited** so five groups have been established to prioritize the vaccines.
- **You will likely need an appointment** and you may have to wait to be scheduled.
- **Your doctor may not provide the vaccinations in their office** but may be able to help you find a place that is vaccinating.

- **You may need two shots** to build up your immunity.
- **Regardless of your vaccine status, keep practicing the 3 W's** - wear a mask, wait six feet apart, and wash your hands!
- **Visit www.covid19.ncdhhs.gov or call (888) 675-4567** to learn more or find a vaccine location near you.

1 Health Care Workers and Long-term Care Staff and Residents

ACTIVE GROUP

2 Older Adults

ACTIVE GROUP

3 Frontline Essential Workers

4 Adults at High Risk for Exposure and Increased Risk of Severe Illness

5 Everyone

Housekeeping Importance

RHA has temporarily halted routine housekeeping inspections due to COVID-19. However, this does not mean that your housekeeping should be any different than normal. You should continue to keep homes as clean and orderly as if inspections were on-going.

A clean home is a healthy home and benefits of an orderly home include:

- **Reduced stress and fatigue.** Keep your home clutter free and organized to reduce stress, fatigue and risk of illness.
- **Reduced allergy and asthma symptoms.** A cleaner home means better air quality.
- **Reduced safety hazards.** A clear walk way means less risk of tripping.
- **Reduced fire risks and hazards.** Clutter can act as a trip hazard, hasten the spread of fires, and limit a rescuers ability to get to you in the case of an emergency.
- **Reduced risk of spreading germs.** Kitchens and bathrooms are home to higher levels of germs. Aim to wipe down surfaces daily and do a deeper clean at least once a week.
- **Fewer bug and infestation issues.** Bugs can come from all types of different places, but are much harder to get rid of from messy homes.
- **Fewer consumed calories.** People with unorganized kitchens have been found to consume nearly twice as many calories as those with an organized kitchen.

A clean and organized house is everyone's responsibility. So make it a family affair and get the kids involved!



Building Futures Initiative

RHA is excited to have been chosen as one of three pilot sites for HUD's Building Futures Initiative. Staff is working with HUD and its contractors to begin visualizing the best way to implement this program throughout RHA's communities.

The program's aim is to increase and improve employment opportunities for residents who participate in Section 3 employment, education and training opportunities. The program will focus on the construction and building performance sectors.

More information will be provided to residents in the future as this program becomes a reality. Staff is eager to be able to help expand resident employment opportunities!

Fats, Oils and Grease Oh My!

The City of Raleigh is urging its residents to help keep drains and sewers clear from items and materials that don't belong. Be especially careful of kitchen substances that contain fats, oil, and grease as they are known to clog drains and block pipes.

Do not pour grease down the drain. Instead, drain fats from cooking into a collection container like a glass jar or empty soup can. Once the drained grease is sealed and has cooled, you can place the container in the trash.

Do not wash fryers, griddles, pots or pans with water until all the oil and grease has been removed. Try using a rubber scraper or paper towel to remove remaining grease and food scraps before washing.

Make sure to never put the following down the pipes:

- Meat and food scraps

- Lard and shortenings
- Oil
- Sauces
- Bacon grease
- Other fat drippings
- Dairy products like yogurt, cheese, heavy cream
- Coffee grounds and creamers
- Baking goods

KEEP FATS, OILS,
AND GREASE
OUT OF THE SINK.



THEY BELONG IN
THE TRASH!



Thank you
for doing your part
to help protect
Raleigh Water!

Smoke Free Housing

Residents are reminded that all RHA residential and administrative properties are smoke free. This means that smoking is not permitted in common areas or within a 25 foot perimeter outside of all buildings.

Smoke free housing guidelines apply to all current and new residents, guests, employees, contractors and visitors.

Resident Councils

Resident Councils play an important role across RHA properties. Resident Councils provide a united voice that helps communicate concerns to staff, make improvements, ensure resident voices are heard, and strengthen community bonds.

Resident Council elections will be held in the next few months. Please consider what role you may be willing to share for the betterment of your community. You can make a difference in your neighborhood!

Questions about Resident Councils can be directed to Dolores Cruz at dcruz@rhaonline.com and by phone at (919) 508-1202.

Resident Services and Programming

We are fortunate that the following services and programs are currently being offered to RHA residents.

Arts Together

Arts Together offers FREE art, dance and preschool classes to residents and wants YOU to join the fun!

There are class options for all ages – children, teens and adults! Spring Session 1 Virtual and In-Person Classes have already begun, but you can still join. Visit artstogether.org to see class schedules, then email office@artstogether.org to get signed up.

Spring Session 2 classes begin March 15, so be sure to join the email list at artstogether.org to stay up-to-date on the latest info! Virtual and in-person classes are being held at the Kentwood, Heritage Park and Mayview communities.

Communities in Schools

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.

Teachers and volunteers are now provide support four days a week. CIS learning centers can be found at the Mayview, Kentwood, Heritage Park, Capitol Park, and Chavis Heights communities.

Dress for Success

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

Job Acquisition Classes: Starting March 2nd, this four-week job acquisition class combines classroom curriculum, a certificate from Wake Tech or Durham Tech Community College, networking opportunities, and mock interviews at the Triangle's top companies.

Professional Clothing Kits: Do you need clothes and are looking for contactless service? Schedule a virtual image coaching session then swing by for curbside pick-up of your clothes! Provided for both interview and employment settings.

Virtual Career Coaching: Meet one-on-one to review resumes, review interview questions, and learn salary negotiation tactics.

Virtual Hiring Events: Join staffing companies to learn about opportunities and gain insight into the application process at our monthly recruitment events, plus meet employers from the Triangle's top companies at one of our eight virtual job fairs this year.

Join the next virtual job fair on **Friday, February 19th at 10am!** Sign up at dfstrianglenc.org or call 919-286-2128.

Virtual Networking: Offered on Thursday evenings and late Saturday mornings, these monthly meetings focus on work/life balance, financial literacy, the written and unwritten rules of the workplace, leadership, and health and wellness.

Webinar Wednesdays: Workshops provided every Wednesday on a variety of career development workshops. Upcoming workshops include LinkedIn Training, Online Branding, Video Interviewing, and Overcoming the Overqualified Bias.

Jobs for Life

Free virtual classes/training are being offered to Wake County residents.

Classes include a work-readiness course with a foundation on Biblical values and principles and mentor training. Visit the Jobs for Life website at www.jobsforlife.org.

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 during the month of February. Applications can be found at: tinyurl.com/eepstudents

RHA's Resident Services Coordinator

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

Coming Soon

Centurion Phone System – RHA is working to implement a reverse calling phone system with Centurion. This phone system will allow for automated calls and text messages to go out to RHA residents. Automated messages could range in topics from inclement weather advisories, meeting reminders, and emergency services.

Residents are responsible to make sure that any changes to phone numbers, email addresses, or other contact information is reported to your Property Management office.

