



Resident Newsletter August 2022

KEEPING UP WITH CURRENT TOPICS

Policy Updates

RHA staff is reviewing multiple policies and documents for this year's updates. As a part of this process, staff assembles drafts and encourages residents and the public to read them and respond with feedback.

Residents will be notified of these updates as they are ready for your review. Each proposed update will be available for review in multiple places including RHA's website, www.rhaonline.com. Comments can be submitted either via US mail to 900 Haynes Street, through RHA's main office drop box, or by email to info@rhaonline.com.

Comments received will be reviewed and considered before any changes are accepted. Final copies will be reviewed by the

Board of Commissioners for approval and submitted to HUD.

Keep a lookout for updates to these documents over the next several months:

- **Admissions and Continued Occupancy Policy.** This policy outlines the policies and procedures that govern the public housing program.
- **Annual PHA Plan.** This Plan provides information to interested parties about basic PHA policies, rules, and requirements concerning operations, programs, and services. RHA will be updating the PHA plan for the 2023-2024 fiscal year.
- **Grievance Policy.** The Grievance Policy provides the procedures used to resolve disputes between RHA and its residents.

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- **Utility Allowances.** RHA establishes a utility allowance that estimates moderate utility consumption for all resident-paid

utilities. Utility allowances are evaluated at least annually.

Hispanic Heritage Month

“Mes de Herencia Hispana” or National Hispanic Heritage Month runs from September 15th through October 15th. Celebrations are held to honor the heritage and contributions made by members of the Hispanic community.

Originally, Hispanic Heritage Week was declared by President Johnson in 1968. This was expanded to National Hispanic Heritage Month under President Reagan in 1988. Festivities begin on September 15th, marking the anniversary of independence for the Latin American countries Costa Rica, El Salvador, Guatemala, Honduras, and Nicaragua.

Celebrate Hispanic Heritage Month by joining in local celebrations. You can learn more about the contributions Hispanics have made in politics, business, the arts, sports, cuisine and more!

Preventative and Simple Maintenance Videos

RHA’s Maintenance Department has created several simple videos

to help residents address easy items without needing to call in a work order. These videos include tutorials on:

- Unclogging toilets
- Resetting electrical breakers
- Dripping sinks and faucets
- Changing light bulbs
- Running toilets
- And more!

RHA’s maintenance videos can be found on YouTube here:

<https://www.youtube.com/channel/UCgEfo5D-rGYxmW3ou1osiqq/videos>

and on RHA’s website here:

<https://www.rhaonline.com/public-housing/current-residents/>

Protect Your Personal Information

Data and security breaches affect millions of Americans each year. Personal information breaches can negatively affect your credit score and information, tax returns, refunds, and even your medical data.



Here are some things that you can do to help protect your personal information:

- Reduce the chances that someone will use your credit.

- Consider signing up for fraud alerts, credit freezes or locks.
- Protect your phone, laptop, and other devices with a strong, hard to guess password.
- Do not reuse the same password over and over.
- Set up two-factor authentications. This will send a code to you a second way to verify that it is you accessing your accounts.
- Be careful of your online activity when on a shared wifi network. Save things like online shopping for when you are on a secured network.
- Don’t give out personal information on the phone, through email or text message.
- Be careful about opening email attachments and clicking links. Do not open things if you are not sure of their validity.

Local Event: African American Cultural Festival

Raleigh is holding its 13th annual African American Cultural Festival on September 3rd and 4th. This festival celebrates diversity,

Resident COVID-19 Survey



A resident COVID-19 survey is now live on SurveyMonkey! This survey will help gather feedback on the impact COVID-19 has had on your household and resident comfortability with reopening in-person services. RHA values its residents’ opinions and feedback and hopes that you will take 2 minutes to complete this survey.

Residents can complete the survey by: 1) scanning the QR code; 2) by clicking here - <https://www.surveymonkey.com/r/COVID19RHA>; and 3) picking up a paper copy from the portico at 900 Haynes Street.

music, food, art, traditions and more!

Admission is free and will take place outdoors at City Plaza (the 400 block of Fayetteville Street). Come spend time immersing yourself at the African American Cultural Festival! Embracing cultural history and traditions not only broadens your knowledge, but teaches appreciation of all people and customs.

Recertification Packets

Make sure to submit recertification packets to your Property Manager



by the required deadline. All paperwork should be completed fully prior to being turned in. Your packet will specify what paperwork you must submit with your packet. All required documents must be submitted in full. Partial, altered, and redacted documents will make a packet be considered incomplete.

Internet Benefit Program

Claim affordable connectivity! The ACP is a Federal Communications Commission (FCC) program that provides a monthly internet service discount and a one-time connected device benefit from participating internet companies for qualifying low-income consumers.

Qualifying households can receive a monthly benefit of up to \$30 to help cover the cost of internet services. Through the program, your internet company may also offer a one-time internet connected device benefit

of up to \$100 for a computer, tablet, or laptop with a co-payment of more than \$10 but less than \$50.

Households cannot receive ACP benefits from more than one company. Benefits are counted per household, not per person. ACP is separate from the FCC's Lifeline Program. If your household qualifies for both programs, you can apply for and receive both benefits.

Need help? Call the ACP Support Center at 1-877-384-2575.

www.AffordableConnectivity.gov

Notice to Vacate

Residents are reminded that if you plan on moving out, you have to give your Property Manager a 30-day notice to vacate. Residents are responsible for rent and other charges during notice periods.

Once a 30-day notice to vacate has been received, your Property Manager will provide you with instructions on preparing your unit for your departure. Security deposits will be returned within 30 days minus any charges due.

Emergency and Afterhours Calls

Residents should call RHA's work order line to report all maintenance work needed.

RHA contracts with an Answering Service to answer for Maintenance after-hours normal business hours. This service will only dispatch RHA staff for emergency maintenance issues that cannot wait until the next

business day. Regular repair work is not performed outside of normal business hours.

Make sure to leave a clear message stating your name, address, reason for calling and phone number when reporting an issue. The more information you can provide, the better.

Resident Services

We are fortunate to have partners offering services and programs to RHA residents.

A list of resources that may benefit our residents can be found in multiple places including on RHA's website here:

<https://www.rhaonline.com/public-housing/resources-for-residents/>

Questions about programs or other resources can be directed to RHA's Resident Services Coordinator by email at dcruz@rhaonline.com or by phone at (919) 508-1202.

Diaper Train

Diaper Train provides FREE diapers for those in need. The Diaper Train is found in the basement of Saint Saviour's Center located at 616 Tucker Street. Hours are Tuesdays and Thursdays, 9:30am-12:00pm.

RHA can provide resident referrals and monthly supplies may be set-up on request. You can contact their staff at (919) 833-6400 or visit www.SaintSaviourCenter.org to learn about their other offerings.