

## **Responses to Public Meeting Questions**

### **Raleigh Housing Authority Board Meeting – September 22, 2022**

#### **Will RHA consider removing work order charges at the Heritage Park community?**

At this time, RHA is not considering waiving work order charges stemming from resident caused issues. These charges are applied to accounts according to 24 CFR § 966.4 (f). RHA will be reviewing the agency's regular maintenance charge sheet and charge rates based on comments received at meetings. Residents are not charged for normal wear and tear items and discounted charge amounts are applied to resident reported items.

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### **Raleigh Housing Authority Board Meeting – May 26, 2022**

#### **What is the purpose of RHA's Board meetings?**

RHA's Board meetings are public meetings that held monthly. These meetings have several different purposes including: acting as a public space to discuss business, providing reports on recent activities, voting on business matters, and receiving public feedback.

#### **Who is the Raleigh Housing Authority? Who do our rent monies go to?**

We are a public housing agency that receives federal funds from HUD in order to provide affordable housing and housing assistance. The Agency is comprised of staff members, and the Board of Directors who are appointed by the Mayor. Rent monies are paid to the Raleigh Housing Authority.

#### **When did RHA update the Trespass Policy?**

RHA adopted a formal Trespass Policy in October 2020. This policy can be found on RHA's website here: <https://www.rhaonline.com/about-us/policies-and-plans/>. Prior to this formal policy, all trespassed individuals were banned from RHA property indefinitely.

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### **Raleigh Housing Authority Board Meeting – February 24, 2022**

#### **How often do public housing residents go through the recertification process?**

Public Housing residents are recertified annually. Staff begins this process a few months ahead of the recertification date to allow enough time to compile all necessary paperwork. Interim reexams may occur between annual appointments depending on any changes the household experiences.

#### **How often do public housing residents receive inspections?**

Public Housing residents go through a HQS inspection annually. These inspections may be completed more frequently for households that have a history of housekeeping or other issues. Additional inspections like REAC, quality control, or preventative maintenance inspections may occur between HQS inspections depending on any work or inspections required by RHA or HUD.

**Water and utility companies have increased their rates. How does RHA plan to address this for residents?**

RHA reviews utility rates annually and adjusts the utility allowances provided to residents accordingly. All residents receive a moderate credit each month for whatever utilities they are required to pay individually. These updates are provided to all residents and a comment period is held prior to the adoption of any rate changes.

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**Raleigh Housing Authority Board Meeting – January 27, 2022**

**What is RHA’s current COVID-19 policy? I asked staff and they couldn’t tell me.**

RHA has altered its operations due to the pandemic and is following guidance from the CDC, DHHS, and other local governance. Due to growing staff and resident safety, inspections have been temporarily halted and resume in the future. Several notices have been provided to residents to help reiterate these operational changes and how it may impact them. Specific questions about changes including inspections and requests for extra copies of COVID-19 memos can be directed to your Property Manager.

**Where is public feedback posted?**

RHA provides written responses to public questions on its website here:  
<https://www.rhaonline.com/about-us/faqs/>.

**What vehicles will be towed at RHA properties?**

Per Sections 9 and 16 of RHA’s Lease agreement, vehicles may be towed in several instances including but not limited to vehicles that are: improperly parked, blocking fire/emergency lanes, blocking dumpsters or service areas, are not registered and tagged according to NC standards, do not have proper parking permitting or are inoperable and/or abandoned. Vehicles will be tagged prior to towing unless they are impeding or blocking emergency lanes or service areas in which case they may be towed immediately.

**I have several issues with my Lease. Can someone look into them?**

Yes, your Property Manager can look into any Lease items or questions. Please contact the Property Manager by phone or email with any questions you may have.

**Who is the Heritage Park Property Manager? Have residents been informed of a new on-site Manager?**

Currently, RHA does not have a permanent Property Manager for Heritage Park. Existing staff members are covering the office until one is assigned. Messages for covering staff can be left at the same office phone number: (919) 508-1240. A hiring announcement will be made to residents once a Property Manager has been permanently hired at that office.

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### **Raleigh Housing Authority Board Meeting – December 2, 2021**

#### **Can meeting minutes be uploaded to RHA’s website more quickly than is happening currently?**

Yes, RHA staff can work on shortening the timeline between meetings and the publishing of minutes as much as is feasible. As RHA’s Board provides minute approval for the previous month’s meeting at each session, minutes will not be posted for any given month until after the following RHA Board meeting. We will continue to work diligently to provide these to the public in timely manner.

#### **Can RHA consider the methods in which it notifies residents about policy changes or items out for comment?**

Yes, RHA is in the process of evaluating its current methods of updating residents of different items. We will be working with P3 to help determine the most effective and preferred method of resident notices and we encourage residents to provide feedback in this effort. Residents will still need to take an active role in receiving and reviewing changes as RHA will not be delivering each household a full pack of policy updates as was suggested. Doing so would be both an administrative and time burden on the Agency.

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### **Raleigh Housing Authority Board Meeting – August 26, 2021**

#### **Will the ICC President be invited to go on RHA retreats?**

The ICC president may be invited to join in on workshops and retreats depending on the scope and if it pertains to residents, services, other related topics, etc.

#### **What certifications are RHA Maintenance Technicians required to have?**

Maintenance certifications/licenses are based on the position title. Regular Maintenance Technicians are not required to have or obtain certifications while licensed positions follow State licensing requirements. RHA Maintenance staff fill out a skills addendum when applying for positions, complete a probationary work period, and receive on-the-job staff training as necessary.

## Repositioning Committee Meeting – August 10, 2021

### Is the request for a co-developer on RHA’s website?

Yes, current open bids can be found here: <https://www.rhaonline.com/business-opportunities/bid-status/open-bids/>

### Is the relocation synopsis on RHA’s website?

Yes, a draft of the synopsis has been posted on RHA’s website here: <https://www.rhaonline.com/heritage-park-news/>. The full relocation plan will also be posted once it is complete.

### Which residents said they want Heritage Park redeveloped?

RHA has been collecting surveys from Heritage Park residents to help gauge interest and feedback on redevelopment. The names of respondents will not be provided in order to preserve resident confidentiality. An overview of the survey responses can be found here: [https://www.rhaonline.com/wp-content/uploads/2021/06/Heritage\\_Park\\_Survey\\_Results\\_as\\_of\\_June\\_2021.pdf](https://www.rhaonline.com/wp-content/uploads/2021/06/Heritage_Park_Survey_Results_as_of_June_2021.pdf)

### Where is RHA’s CARES Act funding?

RHA has been utilizing CARES Act funding according to all issued guidance. These funds have been spent on items including but not limited to: personal protective gear, HEPA filters, sanitizing supplies, bio-cleaning of buildings, maintenance contracts, software updates for mobile work orders, laptops and remote work equipment, DocuSign licensing, administrative expenses, housing assistance payments, and more.

### Is RHA redeveloping Heritage Park as part of the Dorothea Dix Park development?

No, Heritage Park is not being redeveloped as part of Dorothea Dix Park redevelopment. Heritage Park is being proposed for redevelopment because the current buildings have reached the end of their useful life.

### What will four and five bedroom families do if replacement units are not rebuilt at Heritage Park?

Families in the four and five bedroom units may be housed in other public housing communities, may receive vouchers for the appropriate size unit, or may stay on-site during phasing and redevelopment. RHA is still determining the building designs and bedroom sizes of the units that we be redeveloped. This will take into account our current Heritage Park resident families, waiting lists, and local area needs.

### If I decide to move out of Heritage Park before redevelopment, will I still be able to return?

If you decide to move out of Heritage Park before redevelopment begins, your application to return would not be eligible to receive a *preference* to return. You may still qualify to move in to the redeveloped Heritage Park without this preference. Residents

who are in a lease at Heritage Park when the 90-day Notice to Vacate is issued will be eligible for a preference to return as well as other additional support.

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## **Raleigh Housing Authority Board Meeting – June 30, 2021**

### **Are residents screened for criminal activity?**

Residents aged 18 and older are screened for criminal activity prior to being admitted into a RHA program and annually at recertification. Public housing and Section 8 criteria for their programs are outlined in their respective policies. Both plans can be found on our website.

*Admissions and Continued Occupancy Policy* for Public Housing  
<https://www.rhaonline.com/wp-content/uploads/2020/12/ACOP-Board-Approved-12042020.pdf>

*Administrative Plan* for Section 8 [https://www.rhaonline.com/wp-content/uploads/2021/05/Admin\\_Plan\\_Board\\_Approved\\_12042020.pdf](https://www.rhaonline.com/wp-content/uploads/2021/05/Admin_Plan_Board_Approved_12042020.pdf)

### **When did RHA start allowing public comments during Board meetings?**

We have always allowed public comments during Board meetings. We started this new process with a public comment period during the meeting in May 2021.

### **What is the criteria for the Emergency Housing Vouchers?**

Emergency Housing Vouchers will be awarded to households/individuals currently experiencing homelessness. Anyone interested in receiving an EHV should call the Raleigh/Wake Partnership to End Homelessness at (919) 443-0096. More information can be found here: <https://www.rhaonline.com/emergency-housing-vouchers/>

### **When will RHA restart normal (pre-COVID) business procedures?**

RHA is working towards returning to more normal operations based on the relaxing of COVID-19 restrictions by the State and health agencies. We do not have an anticipated date when everything will return to pre-COVID standards as this will largely be impacted by staff, residents and the overall pandemic.

### **What is the reason for extending Dorothea Drive to West Street?**

The final layout for a redeveloped Heritage Park is still being determined. Conceptual designs do explore altered street patterns as a possibility. Considerations for different street patterns will include: resident parking needs, ease of access to the property, and public transportation needs. RHA acknowledges that traffic patterns will impact residents and is taking careful consideration of this.

### **Does RHA currently have resident councils?**

Yes, RHA does currently have resident councils. All public housing communities have the option to establish and operate a council to help improve the quality of life, resident satisfaction, and participate in self-help initiatives to enable residents to create a positive living environment for families living in public housing.

Resident Council elections have been delayed due to COVID-19, but we are hopeful to hold another election within the next few months. Individuals interested in running for office should contact Dolores Cruz at (919) 508-1202.

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### **Repositioning Committee Meeting – June 24, 2021**

#### **Which communities currently have a resident council?**

The following communities have resident representatives on the resident councils: The Oaks, Glenwood Towers, Terrace Park, Eastwood Court and Birchwood.

#### **Who is currently serving on RHA resident councils?**

The following individuals are resident council representatives in their communities:

Lottie Moore – The Oaks	Sandra Pope – Glenwood Towers
Jackie Williams – Glenwood Towers	Sheila Burgess – Terrace Park
Heathery Dunn – Birchwood & Eastwood Court	

Additionally, the Resident Advisory Board is comprised of the resident council presidents.

#### **Does RHA or Oak City adhere to Title 24 section 964.120?**

Yes - The Inter-Community Council (ICC) serves as the Resident Management Corporation referred to in Title 24 section 964.120. Ms. Lottie Moore is president of the ICC.

#### **Who is the resident representative on the Board? When were they elected and by whom?**

Ms. Doris Wrench is the resident representative on the RHA Board. She is a Carriage House resident and was re-appointed to the Board in 2017. The mayor is tasked with appointing members to RHA's Board in accordance with state statutes.

#### **Will the 60% or 80% area median income (AMI) levels of residents impact the surrounding area?**

As a public housing community, Heritage Park already house residents whose income is within this range. HUD has set the income limits for the public housing program from 0-80% AMI.

## **Raleigh Housing Authority Board Meeting – May 27, 2021**

### **Why is RHA attending a City Council work session?**

We have been invited to attend the session by the City Council. While we do not control the agenda, we anticipate sharing information about the Heritage Park redevelopment.

### **Are RHA residents able to join the RHA and City Council work session?**

City Council work sessions are typically open to public viewing, but it is our understanding that they do not open the floor to public comment. The City is responsible for running this meeting.

### **How are RHA newsletters sent to public housing residents?**

Resident newsletters are provided in a variety of ways including as flyers, emails, and on the RHA website here: <https://www.rhaonline.com/public-housing/current-residents/>.

### **Why is RHA staff meeting with the Continuum of Care at the same time as the RHA Board is meeting?**

RHA staff has been invited to present information to the Continuum regarding the Emergency Housing Vouchers at their Board meeting. These meetings are scheduled by the Continuum and happen to coincide with RHA's Board meetings.

### **Will RHA consider hiring a Communications Consultant that has an already established rapport with residents?**

RHA will consider all bids received for the consultant and asks that any individuals interested in nominating a consultant provide their information to us.

### **Has RHA considered that HUD may not provide their approval to redevelop Heritage Park?**

Yes, RHA has considered this as a possibility. Given the age and condition of the property as well as the growing need for additional affordable housing in the downtown area, we are hopeful to receive HUD approval.