



# Resident Newsletter July 2023

## KEEPING UP WITH CURRENT TOPICS

### Words from the New CEO

Dear RHA Residents:

I am excited to be in Raleigh and to serve as the new Chief Executive Officer for the Raleigh Housing Authority. I look forward to serving you and for our staff to have the opportunity to deliver services to you with respect and professionalism. I will be looking to open ways for us to communicate and hear from you so that we know how to best serve you as residents. Please be on the lookout for a survey and respond as soon as you can so that we know how we are doing and how to improve.

An initial area that we are focusing on is in the area of maintenance. Our staff have a goal of ensuring that we respond to your maintenance requests as quickly as possible. We will share with you

monthly how we are doing. For routine work order requests, our goal is to complete the work within an average of three days. We also want to know how well our staff are doing their work when they come to your apartments, and we will inspect a sample of their work monthly so that we can provide high-quality maintenance services.

One of the unfortunate facts about some of our public housing properties is that they are getting older and harder to maintain. In addition, as the costs of maintaining the properties and units increase, the funding for public housing continues to be too low to ensure that they will improve over the long term. If our funding does not increase, the condition of the units will decline and they will eventually not be habitable. We have some options

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to ensure that you live in high-quality housing over the long term. One option is to obtain funding from private sources to be able to

afford the renovations that are required (through the Rental Assistance Demonstration program). Another option is for us to replace the units on our sites through new construction (redevelopment). RHA will be discussing with you what the best option is for each of our public housing sites that are in need of major investments.

My job is to make sure (1.) that you receive respectful and professional service from all our staff and (2) that you live in housing that you are proud of. I look forward to hearing from you and discussing how best I can perform my responsibilities to you and the citizens of Raleigh.

~Ashley Lommers-Johnson



Presenting at a Heritage Park resident meeting.

## New Resident Services Coordinator on Board!

RHA has the pleasure of introducing Suzanne Sands, Resident Services Coordinator! She comes to us having extensive experience in nonprofits and she has held positions as a Case Manager and Job Coach. As a former RHA resident, she has lived

experience in the public housing program and has a vested interest in your community.

We look forward to Suzanne growing RHA resident programming and enhancing resident services. She can be reached by phone at (919) 508-1202 and by email at [ssands@rhaonline.com](mailto:ssands@rhaonline.com). Please take the time to introduce yourself to Suzanne if you see her on-site!

## Housing Safety

RHA views the safety of its residents and communities as one of its top priorities. Efforts and steps have been implemented to increase resident safety including installing security cameras, working with RPD, upgrading community lights, etc. While RHA has implemented these items, we need resident's help keep these communities safe. Please make sure to keep the following tips in an easily accessible spot:

- **Don't bring/allow individuals into to your community** if you are unsure whether they belong there.
- **Make sure to always secure your car, home, and building doors.** Leaving these cracked or unlocked could invite unwanted activity.
- **Be aware of your surroundings** and be present when in communal spaces.
- **Make it difficult to tell when you aren't at home** by using timers on lights, radios and TV's. Making your residence

appear occupied, even when no one is home, will deter others.

- **Don't leave a message on your telephone** telling people that you are away from home.
- **Call 911** to report any observed criminal activity to the Police. Never wait if you feel unsafe.
- **Report known issues to your Property Management office.**
- **Consider setting up a community watch.** A City of Raleigh Crime Prevention officer can help you organize a Community Watch. [For more information, call \(919\) 996-3335.](#)

## Changes to Staff Times

### Maintenance Response Hours

The Maintenance Department is altering their staff's schedule going forward. Regular maintenance staff will respond to routine and non-urgent calls Monday – Thursday 8am-5pm, and Fridays 8am-11am. Urgent and emergency calls placed on the work order line from 11am-5pm on Fridays will now be addressed by our after-hours staff.

RHA does not expect this change to impact its average work order times. Department supervisors will be available Monday – Friday 8am-5pm to help oversee this transition.

### Lunch Hour at 900 Haynes Street

Effective July 17th, the main entrance to 900 Haynes Street close to walk-in traffic from 12pm-1pm everyday. During this time, the entrance portico will remain open for the public to access

documents and flyers. If you need to meet with staff during the lunch break, you must schedule an appointment ahead of time so that staff is prepared to meet you and let you in.

This alteration in hours will not impact remote site hours, the Section 8 front desk or other Housing Authority business. Thank you for your cooperation and understanding as we evaluate Agency hours.

## Beat the Heat

Summer heat is in full swing! Residents should keep these best practices in mind 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 may overtax the cooling system and freeze the A/C unit's 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 strain 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 air 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 and doing laundry.
- **Call in a work order if your unit is not working.** Only one work order needs to be requested per household.
- **Window units may temporarily be provided** to homes without a functioning A/C. These units may be used until a long term repair can be made

Residents should call the work order line at (919) 831-6401 to report any known Maintenance work or needs.

## Drive-Through Drop Boxes

RHA has installed drive-through drop boxes at 900 Haynes Street for both public housing and

voucher programs. Residents are able to drop off rent payments, forms, and other paperwork at RHA without having to get out of their car. Please make sure to take advantage of these boxes the next time you need to drop off one of these items at the main office.



## Gain 'Good Standing' Status

Behind on rent payments? Worried what that means for your housing and rental assistance? There is no better time to talk with your Property Manager about your options.

Missed and late rental payments can be a real issue for your housing. However, RHA wants to work with you to help you return to a 'good standing' status. The following are options available to residents that RHA can assist with:

- **Recalculating your rent** amount when your income decreases.
- **Establishing repayment agreements** to spread out any amounts owed over a period of time.
- **Providing information about benevolence funds.** Churches and other providers may be

able to offer assistance to residents.

Please contact your Property Manager today and ask about these options and how you can regain good standing status.

## Homeownership Information Fair 7/15

Are you looking to purchase your first home? Then you should attend the City of Raleigh's Homeownership Information Session on July 15th!

Purchasing a home for the first time is a complicated and costly process! Drop by to learn about the City's homebuyer assistance programs, affordable homeownership programs in the area, and attend a mini homeownership workshop.

Visit the City's website to learn more about the event and register for a Mini Homebuyer Workshop. This event is free and open to the public. Light refreshments and child care will be available.

<https://raleighnc.gov/housing/news/city-hosting-homeownership-information-fair-july-15>

## Outdoor Recreation

As we move into the summer season, it is more common to see youth playing outside during summer breaks. Under the House Rules section of the Lease, the installation of outdoor play equipment including but not limited to basketball goals, trampolines, and swimming pools is prohibited. Residents should not install outdoor play fixtures and

may be asked to remove items installed by their Management Office.

If you or your child is looking for outdoor recreation, the City offers more than 200 parks in Raleigh featuring classes and programs, art centers, community centers, lakes, playgrounds, swimming pools, open spaces, and more.

Additionally, the City holds the First Friday Series at Moore Square. You can grab a blanket or a chair and meet your friends for a family friendly film. Attendees will enjoy pre-show entertainment on theme with each movie before a full-length screening outside under the stars. The series is free and open to the public.

## Plastic Free July

Plastic Free July is a global movement that helps millions of people be part of the solution to plastic pollution – so we can have cleaner streets, oceans, and beautiful communities. Will you be part of Plastic Free July by choosing to reduce or refuse single-use plastics?

- Swap liquid soaps for bar soaps.
- Reduce take-away cups and straws or reuse them when possible.
- Buy less items that are individually packaged.
- Check your trashcans to make sure you are recycling.
- Avoid buying drinks in single use plastic bottles.
- Use alternatives to cling wrap when storing food.

You can find out more at:

<https://www.plasticfreejuly.org/>.

## 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. 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. Residents can view the current policy here:

[https://www.rhaonline.com/wp-content/uploads/2022/12/Pet\\_Policy\\_from\\_ACOP\\_For\\_01012023.pdf](https://www.rhaonline.com/wp-content/uploads/2022/12/Pet_Policy_from_ACOP_For_01012023.pdf).

## Resident Resources

The following providers can be contacted by residents. Additional resources can be found at [www.rhaonline.com](http://www.rhaonline.com).

### Budgeting

*Consumer Education Services, Inc.*  
[www.cesisolutions.org](http://www.cesisolutions.org)

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

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

### Diaper Assistance

### *The Diaper Train*

<https://www.saintsaviourcenter.org/get-help/diaper-train/>

### **Domestic Violence Resources**

#### *Interact of Wake County*

<https://interactofwake.org/>

### **Employment**

*Jobs for Life* [www.jobsforlife.org](http://www.jobsforlife.org)

#### *NC Works*

[www.ncworks.gov](http://www.ncworks.gov)

#### *Raleigh Area Workforce*

#### *Development*

<https://capitalareancworks.com>

#### *Step Up Ministries*

<https://www.stepupministry.org/>

### **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://www.resourcesforseniors.com/>

### **Utilities Assistance**

#### *Wake County Network of Care*

<https://wake.nc.networkofcare.org/>

### **Wake County Schools Resources**

#### *Communities in Schools*

<https://ciswake.org/>

### **Youth Programs**

#### *Saint Monica Teen Center*

[www.parks.raleighnc.gov](http://www.parks.raleighnc.gov)

## **Coming Soon**

### **Senior Healthy Eating Classes**

The Inter-Faith Food Shuttle will be offering cooking demonstrations to residents at our high-rise buildings as part of their *Eating Well* program. Classes will hold up to 25 residents and prior sign up is required. Sign-up sheets can be found at the Management Offices. Programming will take place at the following times and locations:

1:00 PM on July 24<sup>th</sup> in the Glenwood Towers Community Room.

10:00 AM on July 27<sup>th</sup> in the Carriage Housing Community Room.

### **PROM Night**

RHA will be hosting a PROM night for our Glenwood Towers and Carriage House residents in August. Flyers will be distributed at high-rise buildings with the details and information needed. We are looking forward to having a blast with our residents!

## **CIS Summer Program**

Communities in Schools, Wake is offering their summer program at the Kentwood property Mondays to Fridays from 8:30 AM to 2:00 PM. School aged children can come be a part of the summer fun and learning activities provided by CIS. Breakfast and lunch will be served to community kids who participate.

### **Resident Council Elections**

The next round of Resident Council elections will be held this fall. 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.

RHA urges its residents to consider running for office and/or nominating individuals they wish to represent their community. 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 Suzanne Sands at [ssands@rhaonline.com](mailto:ssands@rhaonline.com) and by phone at (919) 508-1202.

