

## FREQUENTLY ASKED QUESTIONS

Richmond Redevelopment and Housing Authority 2-Week Closure

Friday, Dec 20, 2024 – Friday, Jan. 3, 2025

### PUBLIC HOUSING

1. When will RRHA administrative and management offices re-open after the holidays? **Monday, January 6, 2024 at 8:30a**
2. Will RRHA property management offices have office hours during RRHA's holiday closure? **No.**
3. What number should public housing residents call in case of MAINTENANCE-RELATED emergencies during RRHA's closure? **(804) 780-4100 in cases of maintenance related emergencies ONLY. For all OTHER types of emergencies, residents should call 911.**
4. What are considered MAINTENANCE-RELATED emergencies that RRHA will respond to during the closure? **Residents without water or heat, power outages, floods, toilet (commode), bathroom and sink stoppages, \* natural gas leaks, and in rare cases non-working stoves or refrigerators**  
*\* If there is a strong odor of gas, move to an area where the smell is no longer present and call 911*
5. Will there be any move-ins conducted during the closure? **No.**
6. Will senior buildings be cleaned on a regular schedule during the 2-week closure? **Yes. The senior buildings will be cleaned three times per week. The cleaning schedule is as follows:**  
**Week of Dec. 23, 2024 - Monday, Tuesday and Thursday, and**  
**Week of Dec. 30, 2024 - Monday, Wednesday and Friday**
7. Will each community be cleaned of litter and debris during RRHA's 2-week closure? **Yes. DAILY from 7:30 a.m. to until completion. PLEASE NOTE: There will be NO litter pick-up on December 25<sup>th</sup>, 2024**
8. Will there be bulk trash pick-up during the 2-week closure? **Yes. Bulk trash pickup will take place on Dec. 23<sup>rd</sup>, 27<sup>th</sup>, 28<sup>th</sup> and 29<sup>th</sup>. As well as Jan 2<sup>nd</sup> and 3<sup>rd</sup>, 2025.**
9. Will RRHA's Security force be patrolling RRHA communities during the 2-week closure? **Yes. Sentry Force will be performing patrols of all communities on a limited basis during RRHA's closure.**

## SECURITY FOR PUBLIC HOUSING & SENIOR SITES

1. Will RRHA's Security Force be patrolling RRHA communities during the 2-week closure? **Yes. Sentry Force will continue our patrols of all communities.**
2. Will RRHA's Tip Line still be monitored during the 2-week closure? **Yes. Residents should continue using the Tip Line (804) 780-4244 to provide information about crimes or any other information they wish to submit and remain anonymous.**
3. Who should public housing residents contact for resident-related SECURITY matters during the 2-week closure? **Call RRHA's Public Safety Vice President at (804) 382-0278**
4. In cases of criminal and medical related emergencies, who should public housing residents contact? **Residents should continue to call 9-1-1 for criminal and medical related emergencies.**
5. In cases on NON-emergencies, who should public housing residents call? **For non-emergencies, residents should call the police non-emergency number (804) 646-5100**

## VOUCHER PARTICIPANTS

1. Will there be walk-ins during the 2-week closure? **No**
2. When will walk-ins resume? **The week of Jan. 6 on Tuesday, January 7, 2025 from 9a – 12p (Noon)**
3. What office can I call or email during RRHA's 2-week closure with my leasing question? Email [hcvpleasing@rrha.com](mailto:hcvpleasing@rrha.com). **This email will be checked periodically throughout the 2-week closure.**
4. If I have a question about my eligibility status, who can I call? **Please contact RRHA's Customer Call Center at this alternate number of (804) 552-0527. This line will only be able to assist with application/eligibility questions. All other questions can be answered once the office re-opens.**
5. Will inspections for HCVP units be performed during the 2-week closure? **Not during the closure. Inspections are scheduled to take place AFTER RRHA reopens during the second week in January 2025. However, RRHA's Inspection division will**

be available to perform any 24-hour LIFE-THREATENING INSPECTIONS during the agency's closure.

6. **What is considered a LIFE-THREATENING INSPECTION? Unit has no heat, no water, fire damage, no place to go as a result of waiting for new unit to be inspected. Please be sure to contact your property management office and/or landlord FIRST.**  
If you have not received a response within 24-hours please contact RRHA's inspections department at [hcvp inspections@rrha.com](mailto:hcvp inspections@rrha.com) and an inspection will be scheduled.
7. **Is there an email address where inspection questions can be sent during the 2-week closure? Yes. [hcvp inspections@rrha.com](mailto:hcvp inspections@rrha.com)**

## PAYMENT AND CONTRACT VENDORS

1. **Will vendor payments still be processed during the 2-week closure? Yes**
2. **What office do I call if I have a question about my vendor payment? For any vendor payment-related inquiries, please send an email directly to [accounts.payable@rrha.com](mailto:accounts.payable@rrha.com)**
3. **How will deliveries of supplies, materials, and vending items be handled during the closure? For individuals and companies submitting vendor packets, please ensure that all updated vendor information is submitted by close of business on December 19, 2024.**

**RRHA has suspended vending machine services from Dec 23, 2024 – Jan 3, 2025**