

# Rochester Housing Authority times

## Fall season brings exciting changes

Dear residents, participants,  
family and friends;

Rochester Housing Authority (RHA) is looking forward to a positive and productive fall and winter season. Our communities are busy and vibrant spaces, and seasonal change brings with it a time to renew and reflect on upcoming goals and milestones.

The team at RHA is grateful for the efforts to encourage dialogue with our residents. This newsletter highlights a longstanding member of our community, Dot Tucker, a true advocate dedicated to helping others for nearly two decades. We are also thankful that the City of Rochester and Brighton are leading the way in support of non-discrimination in housing, with their recent legislation reminding us that diversity and fairness

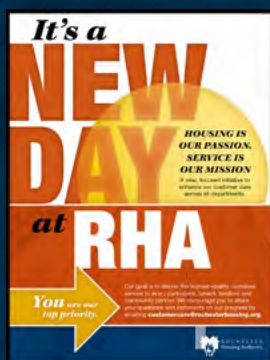
are necessary for all to thrive. We also are excited to announce new funding from Housing and Urban Development (HUD) that will enable us to better serve Rochester's disabled population through our Section 8 (HCV) program.

We hope you enjoy this edition of *RHA Times* and all the exciting news from our departments who are working together to help open doors to brighter futures for all. From all of us on the Shared Leadership Team, may your home be filled with love and joy this holiday season.

Cheers, The Shared Leadership Team:  
*Interim Executive Director Mr. Shawn Burr; Diversity, Inclusion & Compliance Officer Mrs. Cynthia Herriott; Executive Personnel Administrator Mrs. Rashondra Martin, Esq.; and Interim Director of Operations, Christopher Clarke.*



Executive Briefings



## Customer Care is Our Mission

As many of you may have seen around your homes and communal areas, Rochester Housing Authority has recently launched a Customer Care initiative. You will see posters reflecting our dedication to ensuring you have a positive experience with our associates every time you engage with us – because *Housing is our Passion, and Service is our Mission.*

**Administration  
Headquarters**  
675 W. Main St.,  
Rochester, NY 14611  
585-697-3600

**Application  
Processing Center**  
270 Lake Ave.,  
Rochester, NY 14608  
585-697-7180

**Resident Services  
Center**  
495 Upper Falls Blvd.,  
Rochester, NY 14605  
585-232-1112



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# Low-to-No Income Insurance Options

This is a Paid Article by YourCare Health Plan

YourCare Health Plan offers free or low-cost health insurance programs in the Greater Rochester region. Residents in Monroe and Ontario Counties may qualify for one of these great plans – Medicaid Managed Care, Child Health Plus, and the Essential Plan. Our health plans offer full coverage and no deductibles.

As a YourCare member, you can receive one-on-one service from our friendly and knowledgeable team, and specialized care management services for things like prenatal care, asthma, diabetes, and more. We also boast one of the largest provider networks in the region, so you can keep your doctor or search for someone near you. In addition, YourCare offers Be Better Benefits member incentives, where you can earn up to \$125 per year in rewards for completing regular health screenings.



To find out if you or someone in your family qualifies for a YourCare health insurance plan, please call us at 1.866.273.6121, or visit our downtown enrollment center at 16 W. Main St., Rochester. Learn more about YourCare at [yourcarehealthplan.com](http://yourcarehealthplan.com) or follow us on Facebook and Instagram.

## Congrats Family Self-Sufficiency (FSS) Graduates!

Rochester Housing Authority's summer 2018 graduates marked significant milestones, reaching their employment, educational, and personal goals. Together, these graduates have earned a combined \$50,000 in escrow savings to put towards their new homes.

**Ms. Beaty** began her FSS Contract of Participation in December 2015, pursuing credit restoration, education and pre-home ownership qualifications. Ms. Beaty is planning on using her savings to purchase a home.

**Ms. Calloway-Griffith** began her Contract of Participation for the FSS program in September 2011. She sought to restore her credit and obtain full time employment. Ms. Calloway-Griffith is no longer receiving subsidy from Section 8 and has completed the FSS program. Ms. Calloway-Griffith is planning on using her savings towards homeownership.

**Ms. Dillard** began her FSS Contract of Participation in December 2015 and worked diligently to achieve her goal of full-time employment. Ms. Dillard successfully obtained employment in February 2016, and pursued credit restoration and homeownership in addition to her contractual goal.

**Ms. Crews** began her Contract of Participation for the FSS program in April 2018 with the goal of homeownership. She received training through Neighbor Works, obtaining a mortgage through the first home club at Canandaigua National Bank. She was able to purchase her home in June 2018.

**Ms. Morse** began her FSS Contract of Participation in August 2012. Her contract goals were to seek and maintain employment and credit restoration. She increased her credit score by 62 points.



**Ms. Griffin** began her Contract of Participation for the FSS program in July 2011. Her contract goals were to seek and maintain employment and homeownership. Ms. Griffin has completed all the steps for homeownership and closed on her home in August 2018.

## Resident spotlight

This Newsletter's Resident Spotlight shines on **Dot Tucker**. Dot has lived in Hudson Ridge Tower since 1998. A longtime advocate for residents, Dot has served as President of the Resident Council since 2001 and president of the Jurisdiction Wide Council. She has assisted many of the other resident councils with budgeting, training, and fundraising.

"In the beginning, I hit the ground running," she shared. "I was excited about doing it."

Dot's dedication and enthusiasm encouraged the formation of many social groups throughout the years, including bi-lingual Bible Study and the popular "Fun Night," where residents enjoy socializing and playing bingo/dominos several times a week.

Dot is a sounding board for residents and notes that most topics that come up with residents focus on three key areas: management, maintenance and security. Residents are comfortable going to Dot with their concerns, and she is always ready to listen and help them reach solutions independently when possible. Hudson Ridge Tower is fortunate to have Dot serving the community. Her efforts are appreciated and greatly valued.



## Upcoming events



Our residents and families have a busy calendar with a variety of exciting events and educational opportunities.

- **October 30** – Job Fair at Resident Services Office, come learn about exciting community employment opportunities, and interview on-the-spot.
- **November 29** – Area colleges will be onsite at Resident Services to share information about their schools and available scholarship opportunities.
- **December 13** – Annual Toy Giveaway with Santa and Mrs. Clause at Resident Services *\*please RSVP\**
- **December 15** – Senior Holiday Party will be held this year at the Rochester Riverside Convention Center, *\*please RSVP\**

# Important Landlord Updates

Eight months ago, RHA established a Landlord and Participant Advisory Forum and since has met and reviewed various ways to improve services for participants and landlords for our HCV/Section 8 program. Recently, landlords received a letter detailing key improvements to processes including:

## Inspections – Initial or Move-in

- RHA is no longer inspecting units that are occupied by a person.
- Landlords are required to have utilities turned on prior to the unit's initial inspection.
- The landlord must be present for the initial inspection.
- Starting November 1, 2018, RHA will require a \$50 fee for all third and subsequent inspections.
- Units that fail an inspection must have all cited deficiencies corrected and re-inspected within the 30-day allotted time period.

## New Portal System

- For increased communication and sharing, RHA has developed a portal for landlords/owners that provides information on Housing Assistance Payments as well as inspection findings and history.

## Email Addresses

- RHA is requiring landlords to provide an email address, so we can easily, and more efficiently send inspection reports and correspondences.

## HOUSING FOR ALL Removing barriers

We are grateful to the City of Rochester and Brighton for their efforts in fighting discrimination in housing. Thanks to their support, every individual within the city and the Town of Brighton is assured that they will not face discrimination, prejudice or intolerance. By reinforcing the importance of equality—equal opportunity and no discrimination in housing regardless of income—the City of Rochester and Brighton improve the well-being of all.



## 2018 Planning: Your Input Counts!

RHA is now accepting community input on changes to our **2018 Annual and Administrative Leasing Operations (HCV/Section 8) Plan**.

The plan can be accessed at: <http://rochesterhousing.org> or reviewed in-person between 9 a.m. and 4 p.m. Monday through Friday, at 675 West Main Street, Rochester, New York 14611.

On Tuesday, October 16, a public hearing will be held from 5:30 to 6:30 p.m. in the McHugh Room at RHA's 675 West Main Street location. Interested parties are invited to sign-in and speak for a limited time.

Those who have lengthy comments/questions should submit in writing to RHA, Attention: Administrative Plan, 675 W. Main Street, Rochester, NY 14611.

## Recent projects: A place to go when in need

This past August, RHA cut the ribbon at 1-3 Whalin Street in the South Wedge neighborhood. This property is now the region’s first dedicated emergency home for families affected by fire damage. RHA plans to provide additional dedicated “emergency homes” over the coming years, one property in each of the four quadrants of the city, so families have minimal disruption from their regular day-to-day routines.

The duplex property had sat vacant for two years, until Rachael, a single mother, and her two young children (Maddie and Aiden) attended the March 2018 RHA Public Board Meeting and shared their tragic story. They were displaced after a fire destroyed their home, and were left homeless and without their personal belongings during the coldest time of year.

“When Rachael Conrad shared her story that day, I knew we had to do something,” said RHA Board Vice Chair John Page. “It’s heartbreaking to imagine a family on the street with no access to safe shelter, food, or clothing – and even more unbearable that, until we created this program, there was nothing like this to help families longer-term on their road to recovery.”



During the ribbon cutting ceremony, RHA dedicated 1 Whalin Street as “Maddie’s Home” and 3 Whalin Street as “Aiden’s Home” in honor of the family who brought this issue to their attention and who, through sharing their loss and struggle, will help many Rochester families for years to come.

Each home is decorated with a custom dedication plaque signed by the maintenance crew at RHA who took this vacant property and gave it new life.

## Projects on the horizon

Many projects are underway or pending, with improvements for residences. Here are a few highlights:



Lexington Court

**Lexington Court Sitework Project:** Entry renovations at Lexington Court are moving right along with sidewalks now poured. The next step is installing new updated columns and lighting at each entry. Improvements to drainage and repaving of the parking lot have also been made at this location.



Lena Gantt

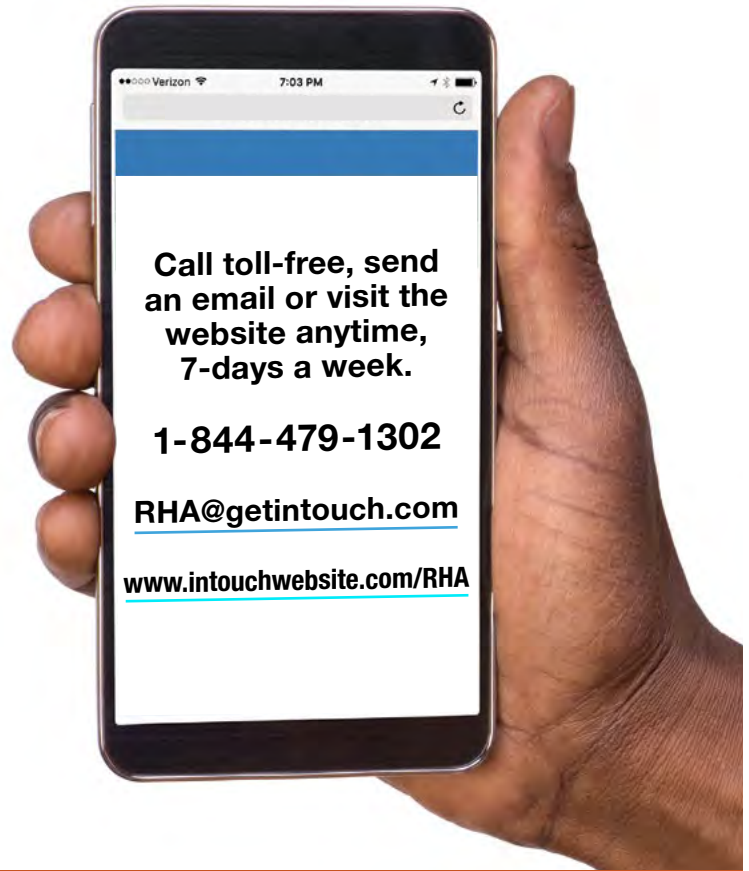
**Bond-Hamilton Redevelopment Project:** As part of RHA’s “Change the Face of Public Housing” initiative, a modern design and major rehabilitation is in the works for this location, to better match the neighborhood’s look and feel. This will include more greenspace and updated interiors and exteriors.

**Lena Gantt Siding & Roofing Project:** Nearly completed new roofs and siding will greatly improve energy efficiencies at this location for the long winter ahead.

# *The InTouch Hotline*

We would like to remind you that the InTouch Hotline is available for residents, participants, landlords, employees and community partners. This communication system is designed to make it as convenient as possible for you to **confidentially** share your concerns, questions, and comments directly to our senior management.

A third-party organization will ensure complete anonymity of messages received, unless there is a physical or verbal threat, illegal activity, or you chose to identify yourself. This arrangement ensures that anything you say can be completely confidential, so you can share your concerns with us openly.



## *Voice Your Choice – Resident Commissioner Election*

On November 1, 2018 from 9:00 a.m. until 9:00 p.m., RHA residents and Section 8 participants will have the opportunity to voice their choice in electing two Resident Board Commissioners. Those elected to serve will advocate on all RHA Public Housing and Section 8 residents' behalf.

For Section 8 Rental Assistance Program Participants voting is at 675 West Main Street, Rochester, NY 14611. For Public Housing Residents voting is at your Respective Management Offices (where rent is collected).

Elected resident board commissioners sit on the RHA Board with full voting rights and will officially take their seat beginning November 14. They are responsible for helping to develop solutions for housing concerns presented by RHA residents and participants. For them to successfully represent you, we ask that you share your thoughts and concerns with them during your building's scheduled monthly input sessions.



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