

Rochester Housing Authority times

Housing is our passion service is our mission

Rochester Housing is excited to announce the launch of a new customer focused initiative to help improve your experience when working with us. Our participants, tenants, landlords and community partners are our customers and the reason we're here. Therefore, it is imperative that we provide the best customer service that goes above and beyond expectations.

With this in mind, all our associates have gone through customer service training and even helped develop our new customer care slogan – *Housing is Our Passion, Service is Our Mission*. Moving forward, our associates will be focused on five key areas of **customer care – empathy, friendliness, information and non-bias**.

We look forward to hearing your feedback on this new initiative and providing you with excellent customer service the next time you engage with us.



The Shared Leadership Team, top left to bottom right, Executive Director Mr. John Hill, Deputy Executive Director Mr. Shawn Burr, Diversity, Inclusion & Compliance Officer Mrs. Cynthia Herriott and Executive Personnel Administrator Mrs. Rashondra Martin, Esq.

Town Hall Meetings

a note from the
executive director

When I first joined the Shared Leadership team in the summer of 2016, I held resident town hall meetings at every housing development to better understand the needs and concerns of those living with us. After those meetings, many improvements were made.

This year, my goal is to revisit all the housing developments to see how those changes are being received and learn what additional improvements we can make to provide the best services possible to our residents.

I look forward to meeting with all of you again soon.



John Hill
Executive Director



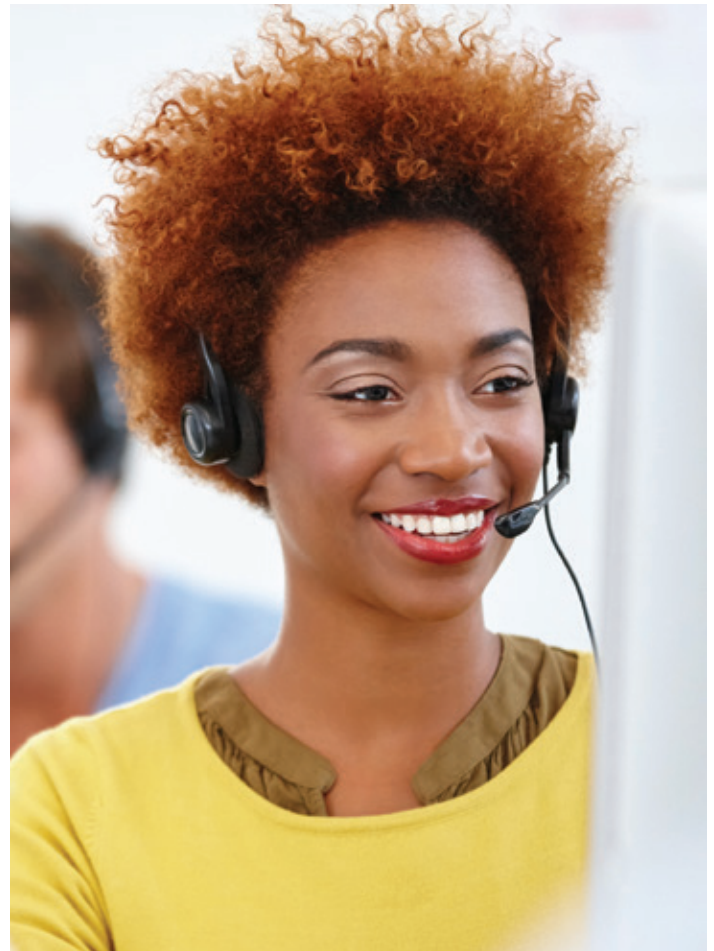
In touch hotline

To make it easier for residents, participants, landlords, employees and community partners to share their concerns with us, we have launched an In Touch Hotline. The unique communication system is designed to make it as convenient as possible for you to confidentially send your concerns, questions, and comments directly to our senior management.

We have signed a contract with a third-party organization to ensure complete autonomy 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.

- Violations of the code of conduct and ethics
- Improper accounting, accounting controls, or auditing
- Bribery
- Conflicts of interest
- Illegal activities
- Theft or fraud
- Discrimination, harassment, or workplace violence
- Safety, health, or environmental issues
- Questions, ideas, and suggestions

Questions on the Hotline can be directed to Contact Cynthia Herriott, Compliance, Inclusion, Diversity and Public Safety Officer at cherriott@rochesterhousing.org, or 585-697-6142.



Call toll-free, send an email or visit the website 24-7, 7-days a week.

844-479-1302 | RHA@getintouch.com
InTouchWebsite.com/RHA



Left to right, Board Chairman George Moses, former Chief Operating Officer Paul Foti, Board Vice Chairman John Page, Legal Counsel, Todd Bullard.

Saying goodbye

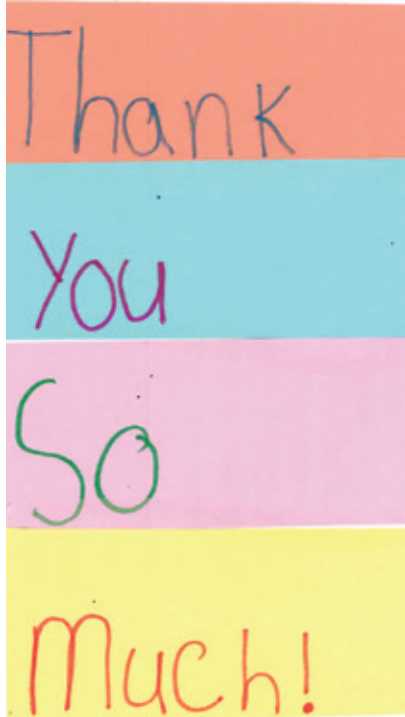
In April our Director of Operations, Paul Foti shared with us that he has accepted a position as Chief Financial Officer with DGA Builders. His last day with us was May 9. The Board of Commissioners is currently seeking to fill the vacancy and will share an update when a decision is made.

We congratulate and celebrate Paul on his new appointment and collectively wish him well as he embarks on this endeavor.

Rochester Housing Authority *Cares!*

Associates from various departments across RHA participated in **United Way's 25th Annual Day of Caring on May 10, 2018**. We helped with spring cleaning at Webster Montessori School, washing windows, dusting, cleaning appliances, washing tables and chairs, etc.

We also helped organize the clothes closet at Mary's Place Refugee Outreach Center. Throughout the day, more than 650 people participated in Day of Caring, 11 of those were our own hard-working, team members. ***Thank you to all who gave their time to support this community-wide effort.***



Top left to right: Harolda Wilcox, Sandra Staheli (also in photo at left), Christal Webb and Yoamny Feliz (also in bottom photo)



Find success *with FSS*

Our Family Self-Sufficiency Program (FSS) promotes and assists individuals and families in their goals of achieving greater self-sufficiency and independence. The FSS team helps families develop a plan and works closely with them, for up to five years, to achieve their goals – from increasing credit score to owning a home and even earning a degree.

Recent Success Story: Andrea Lewis successfully completed the FSS program this past year. The program provided Ms. Lewis with an account coordinator Is this the Human Service Specialist? Whom she worked closely with to achieve self-sufficiency.

After living with RHA for nearly 10 years and going through some very personal hardships, Andrea spoke with an RHA Human Service Specialist and learned she could start her own business. With tuition support from

RHA, hard work and dedication, she became a NYS licensed childcare provider and created a successful small business. She later joined the FSS Five-year program which helped her increase her credit score by 200 points, become debt free and receive a hefty cash grant to purchase her own home.

“RHA has done so much for me, more than I could ever have believed, said Lewis. “They have provided me with a beautiful home, very knowledgeable housing counselors and encouraged me to take the classes that helped me achieve my goals in life. I highly recommend others take advantage of the FSS Program because RHA can help guide you through some very rough spots and all you have to do is pay attention, focus and follow directions and you too can achieve your goals.”

Interested in starting your journey? [Click here to complete the Family Self-Sufficiency Interest Form](#)



“RHA has done so much for me, more than I could ever have believed.” — Ms. Andrea Lewis

Left to right: Monique Mewborn, FSS Graduates Andrea Lewis and Brooke Bush, RHA Executive Director John Hill, Resident Services Supervisor Melissa Berrien.



Upcoming resident and participant events. Keep up-to-date with all our resident and participant events by visiting our **Facebook Page**. Some upcoming activities coming up include: **The Strong Families Extravaganza** at RHA Resident Services office on June 30, and the **Annual Senior Summer Outing** in August.



Our Leasing Operations Department will be implementing changes to its current inspection policies. These changes will ensure best practice of procedures for landlords, participants and RHA. All participating landlords will receive a detailed letter outlining these changes on or before May 30.

Recently implemented changes:

- **Biennial Inspections.** Initial inspections can't be occupied, unless the landlord has allowed the new tenant to move in prior to inspection
- **Inspection Notices.** They will be left at the unit the same day as inspections are completed stating if the unit passed or failed inspection

Recent construction

At Rochester Housing Authority, we're continuously working to improve the quality of life for our residents. In just a few short months into 2018, we have completed several construction projects including: The first R Café at Danforth Tower and sidewalk improvements to Lexington Court, Harriet Tubman, and Tremont Street.

R Café

With the Resident Commissioners input and support, plans for the R Café were created and approved. The new community room, an investment by RHA of more than \$150,000, was opened to residents in March with a special ribbon cutting ceremony with Mayor Lovely Warren and local elected officials.

The updated café-style community room now has more appropriate supportive furniture, fixtures, and amenities



to accommodate the nearly 100 elderly and disabled tenants between Towers East and West. RHA plans to renovate all the tower community rooms into R Cafés by 2019.



Projects on the horizon

Tower elevator renovations

Kennedy Tower is currently undergoing upgrades to their elevators, one at a time. This is the first of several planned elevator upgrades across all RHA towers. Over the next six months, Kennedy Tower will only have one operational elevator. Residents there have been informed of the construction and a detailed plan has been put in place to handle any issues during this time. As always, maintenance dispatch is available to take your calls 24/7 at 464-9600.

Parking signage improvements

Parking issues can have a major impact on the quality of life for residents. To address this, the Compliance, Diversity, Inclusion and Public Safety team has embarked on a plan to update parking signage throughout our various housing locations. Our goal is to ensure the parking process is streamlined, and less troublesome for our residents. Expected completion date is August 2018.