

*RHA's Housing Provider*

# *newsletter*

*CHANGING THE FACE OF PUBLIC HOUSING*

## *Mission Statement*

*Everyone living in the region will have access to high quality, safe, affordable housing in communities free of the barriers that prevent individuals and families from realizing and achieving their goals and sustaining self-sufficiency.*



## **Contact Us**

[www.rochesterhousing.org](http://www.rochesterhousing.org)

Housing Provider (Landlord)

Services Private Line:

[ownerservices@rochesterhousing.org](mailto:ownerservices@rochesterhousing.org)

585-697-1601

Visit the link below for more information: [Housing Provider \(Landlord\) Guide](#)

## **Join Our Team**

[Click here](#) for current job opportunities at Rochester Housing Authority



## *Welcome to the first edition of RHA's Housing Provider Newsletter of 2025!*

Thank you to all our housing providers for your ongoing support. In this edition, you will meet some of our newest team members, learn information on updated HUD requirements and passing inspections, receive updates on NSPIRE's guidelines, and receive updates on our upcoming events.



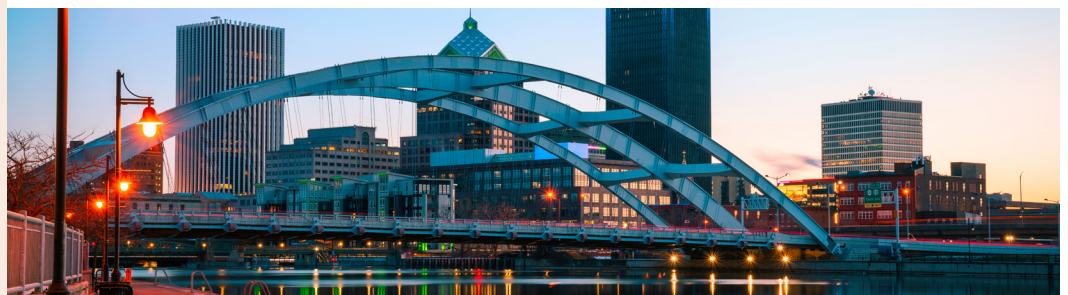
On behalf of Leasing Operations, we would like to invite you to join us for our Annual Housing Provider (Landlord) Casino Event! Save the date for August 8th, 2025. More details will be coming soon, so stay tuned!

As always, please send any comments, questions or ideas for articles to [ownerservices@rochesterhousing.org](mailto:ownerservices@rochesterhousing.org).

RHA's Leasing Operations thanks you again for being an RHA Housing Provider (Landlord).

Warm wishes,

**Cynthia Herriott L.P.E.C., M.S.**  
Deputy Executive Director, RHA



### We're on the upswing to spring!

Spring cleaning isn't just for interiors—use this time to make your property stand out and prevent costly repairs later!

#### Reminder:

- Check all smoke and Carbon Monoxide alarms for proper operation.
- Stabilize all chipping or deteriorated paint in interior and exterior locations.
- Verify interior and exterior handrails and guardrails are secured.
- Clean out debris from gutters and check for damage from winter storms.

### Please Sign Up For The Housing Provider (Landlord) Portal!

Here you can view your inspection results, distribution of rental payments and scheduled appointments for upcoming inspections!

#### Please contact

[ownerservices@rochesterhousing.org](mailto:ownerservices@rochesterhousing.org) for details to sign up.

[Log in here](#) for more information.

## New year, new staff!

We are pleased to introduce you to RHA's newest additions. We are grateful for every one of our team members and for every addition we make.



**Inspectors Pictured: (1st Image, L to R):** Mark Mantione, Christopher Banker, Ryan Pauling, Alexsanras Gedmintas, Julian Laskowycz, Reynaldo Acevedo, Jerry Gilbert



**Clerks Pictured: (2nd Image, L to R):** Edweena McFadden, Shirley Cross, Kimberly Bauman

**Contact Us:** Phone: 1-585-232-1601

Email: [ownerservices@rochesterhousing.org](mailto:ownerservices@rochesterhousing.org)

## Housing Provider /Landlord Breakfast

Please join the team that includes housing managers, county officials, and more for a free breakfast and guest speakers!

**Where:** 100 William Warfield Drive, Rochester, NY 14605

**When:** Thursday, October 30, 2025

**Time:** Anytime between 8:30 a.m. and 10:30 a.m.

**Speakers will review the portal and its use, discuss NSPIRE, and provide updates from HUD and the City of Rochester.**

We encourage you to RSVP at least 24 hours prior to the date of the event, but it is not necessary in order to attend.

**RSVP:** [ownerservices@rochesterhousing.org](mailto:ownerservices@rochesterhousing.org)



### Updated Payment Standards Effective 1/1/2025!

Please [visit our website](#) for updated information.

Would you like to see specific information or certain topics featured in this newsletter?

Please contact our housing provider (landlord) liaison at [ownerservices@rochesterhousing.org](mailto:ownerservices@rochesterhousing.org)!

### Are your smoke alarms in compliance?

HUD requires that federally assisted housing have 10-year smoke alarms that are sealed, tamper-resistant, and non-rechargeable. These alarms can be hardwired or battery powered.

HUD has lowered the elevated **blood lead level (EBLL)** threshold for children under 6 in HUD-assisted housing from 5 µg/dL to 3.5 µg/dL, aligning with the CDC's reference value. This change will be effective **July 16, 2025**.

## HUD Guidelines And Passing Inspections

1st inspection = FREE = Pass = \$HAP

2nd inspection = FREE = Zero \$HAP

3rd inspection (or more) = \$50 fee = Zero HAP = participant may want to look elsewhere = extended vacancy of your unit.

HUD does not allow us to make housing assistance payments on units that do not pass inspection.

Read about the inspection update from HUD New National Standards for the Physical Inspection of Real Estate (NSPIRE) guidelines! Follow the link for detailed information:

[NSPIRE Official Notices and Proposed Rules](#)

[U.S. Department of Housing and Urban Development \(HUD\)](#)

Updates will be posted on [RochesterHousing.org](https://RochesterHousing.org).

NSPIRE's Priorities for RESIDENTS	NSPIRE's Priorities for POAs & PHAs	NSPIRE's Priorities for INSPECTORS	NSPIRE's Priorities for HUD
<ul style="list-style-type: none"><li>• Year-round maintenance with a unit-focused approach</li><li>• Prioritization of residents' health and safety</li><li>• Introducing resident surveys for better service</li><li>• Safe and habitable home</li></ul>	<ul style="list-style-type: none"><li>• Increased inspection consistency</li><li>• Collaboration with HUD</li><li>• Ability to contribute input to standards</li><li>• Access to inspection data</li><li>• Reliable data and presentable reports for portfolio management and risk assessment</li></ul>	<ul style="list-style-type: none"><li>• Electronic-based inspections</li><li>• Increased inspection accuracy</li><li>• Clearly defined inspection standards and protocols</li><li>• Ability to capture pictures</li><li>• Collaboration with HUD</li></ul>	<ul style="list-style-type: none"><li>• Access to reliable, valid, and objective data</li><li>• Alignment of multiple inspection standards</li><li>• Adaption to industry change and modernization of health and safety standards</li><li>• Better performance assessments for HUD-assisted housing</li></ul>

## Changing the Face of Public Housing

HUD's new NSPIRE (National Standards for the Physical Inspection of Real Estate) will soon replace the Housing Quality Standards (HQS) for most Public Housing and Housing Choice Voucher (HCV) program inspections. The new standards prioritize health, safety, and functional defects to better reflect property conditions.

**Rochester Housing Authority will begin implementing the NEW NSPIRE inspection protocol by October 1, 2025.**

Information about the updated national standards can be viewed [here](#).



### Contact Information

**RHA General Information Line:** (585) 697-3600

For general information and directory to other resources.

**Leasing Options Information Line:** (585) 697-6100

For general Section 8 information and directory.

**Leasing Operations Offices:** (585) 697-6105

[Section8@rochesterhousing.org](mailto:Section8@rochesterhousing.org)

To send a general email if you do not know who to contact.

**Owner Services:** (585) 697-6250

[ownerservices@rochesterhousing.org](mailto:ownerservices@rochesterhousing.org)

For HAP contracts, rent increase requests and changes of ownership/management.

**Section 8 Inspections:** (585) 232-1601

[HQS@rochesterhousing.org](mailto:HQS@rochesterhousing.org)

To request or inquire about an inspection.

**Finance Department:** (585) 697-6160

[Finance@rochesterhousing.org](mailto:Finance@rochesterhousing.org)

To inquire about Direct Deposit or Housing Provider (Landlord) portal issues.

**Fraud Hotline:** (585) 328-0980

[programabuse@rochesterhousing.org](mailto:programabuse@rochesterhousing.org)

To anonymously report possible fraud or program abuse.