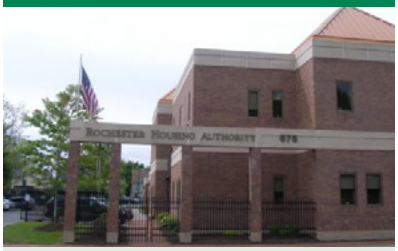
RHA's Housing Provider newsletter

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
Housing Provider (Landlord) Services Private Line: 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

ROCHESTER Housing Authority

Dear Housing Provider,

On behalf of Leasing Operations, I am delighted to introduce myself in this fall edition of the Housing Provider newsletter.

My name is Maria Sharp, and I'm honored to serve as RHA's new Director of Leasing Operations. This is my first opportunity to write to you directly, and I wanted to take a moment to introduce myself. I bring more than 20 years of experience in affordable and supportive housing, with a career shaped by a commitment to community impact, operational excellence, and housing stability.

Before joining RHA, I spent more than a decade leading permanent supportive housing and mobility initiatives, supporting individuals and families facing significant barriers to housing stability. Throughout my career, I have valued strong partnerships, practical solutions, and a shared commitment to helping families access and maintain quality housing.

As Director of Leasing Operations, I look forward to building strong relationships with our housing providers and working collaboratively to support the important role you play in providing safe, affordable housing to our community. I recognize that effective communication and partnership are essential to achieving our shared goals, and I welcome opportunities to hear from you about what is working well and opportunities for continued development and improvement.

Thank you for your continued partnership and for the important work you do every day to support RHA families.

Warm wishes,

Maria Sharp

Maria Sharp
Director of Leasing Operations

Rochester Housing Authority • Housing Provider **newsletter**



Do you have seasonal preventative measures in place?

Fall is the ideal time to prepare your property for the colder weather quickly approaching. Have your heating systems inspected and serviced before temperatures drop too low, clear gutters and downspouts of any leaves and debris, make sure all windows and doors are sealed well, and confirm your walkways are clear and well-lit as daylight hours shorten.

Early action now can prevent emergency repairs and keep your property safe and compliant throughout the winter months!

Reminder: As your heating systems come back into regular use, it's a good time to confirm carbon monoxide (CO) alarm compliance in federally assisted housing. CO detectors are required in any unit with fuel-burning appliances or an attached garage. Housing providers should confirm that all required units are equipped with compliant devices, and that alarms are properly maintained and functioning.

ROCHESTER Housing Authority

Inspection Updates: NSPIRE Rollout and What Housing Providers Need to Know

NSPIRE = National Standards for the Physical Inspection of Real Estate. HUD's inspection model is focused on health, safety, and functionality over appearance. NSPIRE applies to public housing, multifamily, and HUD-assisted properties. Housing Choice Vouchers (HCV) will join on February 1, 2027.

Wondering what to expect?

HUD's NSPIRE standards put a stronger focus on health and safety inside the unit. Expect detailed checks of smoke and carbon monoxide detectors, electrical hazards, and overall habitability. Life-threatening deficiencies often must be corrected within 24 hours, so routine maintenance and good records are the best way to stay compliant and avoid disruptions.

Common Inspection Issues to Watch This Fall

As temperatures drop and heating systems come back into regular use, staying ahead of common inspection issues can help prevent major issues down the line. Here are a few areas that are common concerns:

1. Guardrails and handrails that are loose, missing, or unstable on stairs, porches, and elevated walkways.
2. Egress windows in bedrooms that don't open, close, or lock properly.
3. Water heater safety issues, including missing or damaged temperature-pressure relief valves and discharge piping.
4. Gaps in weatherproofing, such as deteriorated caulking or weatherstripping around doors and windows that let in drafts and moisture.
5. Roof and gutter issues, including leaks, damaged flashing, or clogged gutters that can cause water intrusion during fall storms.
6. Blocked or damaged chimneys, flues, and dryer vents, especially as heating systems restart for the season.
7. Basement or crawlspace moisture and mold following fall rain.
8. Blocked access to electrical panels, or unsafe extension cord and space heater use as colder weather approaches.
9. Non-functioning exterior or stairwell lighting as daylight hours shorten.

NSPIRE is Quickly Approaching

HUD's NSPIRE standards will officially replace Housing Quality Standards (HQS) on February 1, 2027. With the effective date now just a few months away, landlords are encouraged to review these updated requirements now to ensure compliance and avoid disruptions in housing assistance payments. For more information, visit: hud.gov/reac/nspire-standards.

Rochester Housing Authority • Housing Provider **newsletter**

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

Please contact the RHA General Information Line: (585) 697-3600

RHA Contact Information

As of January 5, 2026, the Contract Unit is responsible for Request for Tenant Approval (RFTA), New Housing Assistance Payment (HAP) contracts and changes of ownership/management. Below are the Contract Unit contacts assigned based on the tenant's **last name**:

- **Last Names: A-L Contact:** rfisher@rochesterhousing.org
- **Last Names: M-Z Contact:** hrodriguez@rochesterhousing.org

If you have questions or concerns unrelated to the three areas listed above, please contact the tenant's assigned Housing Specialist directly. The Housing Specialist is the appropriate point of contact for all other matters involving the tenant or the Housing Choice Voucher Program, including income questions, interim changes, recertification matters, tenant obligations, and tenancy issues. If you need assistance determining the assigned Housing Specialist for a tenant or program participant, you may contact our Front Desk at **(585) 697-6105**.

ROCHESTER Housing Authority

Rental Increase Requests: What Housing Providers Should Know

With RHA currently operating under a HUD funding shortfall, rent increase requests are being reviewed carefully to help protect available funding for current participants.

Requests continue to be evaluated against rent reasonableness standards and current funding availability. If you have a pending or upcoming rent increase request, contact your assigned staff member with any questions.

Winter Utility Protections & Heating Assistance

New York's Home Energy Fair Practices Act (HEFPA) includes Cold Weather Rules that run from November 1 through April 15 each year. During this period, utility companies must make extra efforts to reach customers before shutting off heat-related service if the loss of service could threaten a household's health or safety.

The Home Energy Assistance Program (HEAP) is also expected to reopen for the 2026–2027 season this November, helping eligible tenants cover heating costs. This includes households where heat is included in rent. Since HEAP funding is limited and distributed until it runs out, tenants benefit from applying as early as possible once the season opens.

Important Update: HUD Funding Shortfall and the HCV Program

RHA continues to operate under a U.S. Department of Housing and Urban Development (HUD) funding shortfall, meaning the Housing Choice Voucher funding available to RHA is not sufficient to fully cover the program's projected costs for the year. As a result, HUD has placed RHA under shortfall guidance, which requires additional steps to carefully manage available funding and protect housing assistance for families currently receiving vouchers.

These requirements are currently affecting voucher portability, certain rent increase requests, and project-based voucher rent adjustments. RHA is working closely with HUD to manage available resources responsibly while minimizing impacts to residents, housing providers, and community partners. If you have questions about how this may affect a specific unit or tenancy, please reach out to your assigned staff contact.

ROCHESTER
Housing Authority

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

Section 8 Inspections: (585) 232-1601
HQS@rochesterhousing.org
To request or inquire about an inspection.

Finance Department: (585) 697-6160
Finance@rochesterhousing.org
To inquire about Direct Deposit or Housing Provider (Landlord) portal issues.

Fraud Hotline: (585) 328-0980
programabuse@rochesterhousing.org
To anonymously report possible fraud or program abuse.