

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:  
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



## Dear Housing Provider,

On behalf of Leasing Operations, we are pleased to share an important update with our housing provider community.

The Rochester Housing Authority is excited to welcome Maria Sharp as Director of Leasing Operations. Maria brings more than 20 years of experience in affordable and supportive housing, with a strong focus on community impact, operational excellence, and housing stability.

Her leadership is grounded in both professional expertise and personal experience. After immigrating from the Dominican Republic as a child, Maria's family benefited from the Housing Choice Voucher program.

Before joining RHA, Maria led permanent supportive housing and mobility initiatives in partnership with RHA, supporting individuals and families navigating chronic homelessness, mental health challenges, domestic violence, and other barriers to stability. She is known for her servant leadership approach and her belief that helping even one family achieve stability makes this work meaningful. Please join us in welcoming Maria to the team!

The Leasing Operations Department will host its Annual Breakfast for Housing Providers on May 6, 2026, from 9–11 AM at 675 West Main Street in the Thomas McHugh Training Center. This informational training session will feature "An Overview of RHA Processes," offering housing providers valuable insights into key operational procedures. We look forward to welcoming housing providers for a morning of learning, engagement, and collaboration.

As always, please send any comments, questions or ideas for articles to the assigned staff member handling your property.

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



### **Do you have seasonal preventative measures in place?**

Spring is the ideal time to address any damage caused by winter weather. Review roofs, gutters, and drainage systems, repair any sidewalk or parking lot hazards, and prepare HVAC systems for increased use. Early action can prevent larger issues and ensure your property remains compliant and well-maintained.

Reminder of safety requirements for carbon monoxide (CO) alarms in federally assisted housing are now in effect. CO detectors must be installed 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.

## ***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.

### **Common Inspection Issues to Watch This Spring**

As you prepare your units for warmer weather, staying ahead of common inspection issues can help avoid delays, re-inspections, and payment interruptions. Under NSPIRE standards, these areas continue to be frequent concerns:

1. Smoke detectors that are missing, not functioning, or improperly installed (remember to check batteries regularly).
2. Electrical hazards, including missing outlet covers, exposed wiring, damaged fixtures, or overloaded extension cords.
3. Windows that are cracked, broken, or unable to open, close, or lock properly.
4. Exterior doors without working locks or deadbolts, and interior doors that limit safe egress.
5. Plumbing issues such as leaks, non-functioning toilets, or missing sink stoppers.
6. HVAC concerns, including systems not operating properly or unsafe heating equipment.
7. Trip hazards like uneven flooring, loose handrails, or damaged walkways and steps—especially after winter conditions.
8. Infestation or sanitation concerns, including pests, trash buildup, or visible mold and mildew.
9. Appliances that are not in proper working condition.

### **NSPIRE Will Soon Be in Effect**

HUD's NSPIRE standards will officially replace Housing Quality Standards (HQS) for Public Housing and Housing Choice Voucher (HCV) inspections beginning February 1, 2027. Landlords are encouraged to stay familiar with these updated requirements to ensure compliance and avoid disruptions in housing assistance payments. For more information, visit: [hud.gov/react/nspire-standards](https://hud.gov/react/nspire-standards).

**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 Requests for Tenancy Approval (RFTA), new Housing Assistance Payment (HAP) contracts and Changes of Ownership/Management. All other inquiries will all be directed to the appropriate staff member working with your tenant/program participant.

If the participant's last name begins with a letter **A through L**, contact: [ContractUnit-RF@RochesterHousing.org](mailto:ContractUnit-RF@RochesterHousing.org)

If the participant's last name begins with a letter **M through Z**, contact: [ContractUnit-HR@RochesterHousing.org](mailto:ContractUnit-HR@RochesterHousing.org).

## ***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](http://RochesterHousing.org).

## ***NSPIRE Inspections — What to Expect***

HUD's National Standards for the Physical Inspection of Real Estate (NSPIRE) continue to guide how units are evaluated, with a stronger focus on health, safety, and conditions inside the home. Housing providers should be prepared for more detailed unit inspections, including checks for items such as smoke and carbon monoxide detectors, electrical hazards, and overall habitability.

Addressing deficiencies promptly remains critical, especially for life-threatening conditions, which often require correction within 24 hours. Staying proactive with routine maintenance and documentation can help ensure compliance and avoid disruptions.

Questions? Contact RHA's inspections team for support and guidance.

## ***Share the news! Summer job openings***

The City of Rochester is now hiring for summer positions through its Youth Employment Services (YES) program. The Summer of Opportunity Program (SOOP) provides meaningful work experience for students ages 14–20, helping build skills, confidence, and career pathways. To learn more and apply, visit [CityofRochester.gov/jobs](http://CityofRochester.gov/jobs).



### 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.

**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.