



NRHA COVID-19 RESPONSE

▶ NRHA Resident/Participant/Client Frequently Asked Questions | March 25, 2020

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1. Are NRHA property management offices open?

All property management offices are closed to the public. However, residents can communicate with property management representatives by phone or email.

See answer 17 for a list of phone numbers and email addresses. If calling, please be sure to leave a voicemail as some staff may be working remotely but will be regularly checking messages.

2. What NRHA services are still being offered during this time?

At this time, all NRHA transportation services and extracurricular programming and activities are suspended until further notice.

NRHA security staff is working closely with Community Resource Officers to address public safety issues that may arise.

3. Do I still have to pay my rent?

Yes. All residents must continue to pay their rent.

The method to mail in your rent payment remains unchanged. You can also pay online at <https://www.nrha.us/content/pay-rent> (fees may apply).



4. Will I have to pay a fee if I pay my rent late?

Late payment fees are waived for the months of March and April for all NRHA Low Income Public Housing and Project Based residents. Contact your Property Manager if you have difficulties paying your rent.

5. Are you evicting residents?

No. NRHA has ceased processing evictions until further notice.

6. Am I able to submit a maintenance work order?

NRHA's maintenance service has been temporarily limited to emergency services only. If it is necessary for our staff to enter your apartment, please help them and yourself stay well. Please know that we will ask you the following questions before entering your apartment:

- Has anyone residing in your unit been on a cruise or traveled overseas in the last two months?
- Is anyone in your unit currently sick with cold or flu symptoms?
- Has anyone visited your unit with cold or flu symptoms?

We will provide additional instructions to you depending on your response to the above questions.

Contact your property management office to submit a request to address emergency maintenance issues.

7. When will the family resource centers open again?

At this time there is no date set to reopen the NRHA family resource centers. These locations include:

- Grandy Village Learning Center
- Calvert Square Envision Center
- Oakleaf Forest Family Investment Center
- Jobs Plus Office in Young Terrace

8. What precautions are being taken in our senior/disabled communities?

We are respectfully encouraging residents to minimize all non-essential visitors in our senior/disabled midrise communities. Visitors delivering food, medicine and other essential items are encouraged to drop off these supplies and not socialize to minimize contact.

The common areas in our senior/disabled communities will remain closed until further notice. We are also taking all necessary precautions to routinely clean the main areas, door knobs and elevator buttons. The property management office remains closed to the public, but residents are encouraged to call or email staff to address any questions they may have.

9. I have my recertification paperwork and want to turn it in. What's my next step?

NRHA is currently developing a system for paperwork drop off at convenient locations for residents and clients. Stay tuned to www.nrha.us for updates to that this question.

10. I was issued a Housing Choice Voucher (HCV) but it expires soon. What do I do?

NRHA is offering time extensions on vouchers. Contact your case manager directly to discuss this process. Please be sure to leave a voicemail as some staff may be working remotely.



11. My appointment was canceled. When will it be rescheduled?

If your appointment was canceled, you will receive a letter from NRHA with your new appointment date and time.

If you are unsure if your appointment is canceled, call the appropriate NRHA staff member. Please be sure to leave a voicemail as some staff may be working remotely but will be regularly checking messages.

12. How are move-outs affected during this time?

Move-outs from NRHA communities are still being processed. Contact your property manager to discuss your arrangements.

13. How do I access People First services?

People First offices remain open at this time and are taking precautions, such as social distancing, to keep staff and residents safe and healthy. Call the People First offices directly to discuss appointment availability at 757-390-4625.

14. How can I stay up-to-date with information about COVID-19?

For updates and the most up-to-date information on COVID-19, please visit their websites:

- [Centers for Disease Control and Prevention \(CDC\) website](#)
- [Virginia Department of Health \(VDH\) website](#)

15. What can I do to help prevent COVID-19 in my community and stop the spread statewide?

As always during this time, continue to follow everyday disease prevention strategies:

- If you are sick, stay home from work or school
- Avoid close contact with those who are already sick
- Cover your nose and mouth when coughing or sneezing with a tissue or the crook of your arm
- Wash your hands often with soap and water
- Avoid touching eyes, nose, or mouth

In addition, practice social distancing. This means remaining away from public settings, avoiding mass gatherings and maintaining a 6-foot distance from others when possible.

16. What can I do to keep myself and my children safe?

In addition to the above disease prevention strategies, limiting opportunities for group gatherings may help to reduce the spread of COVID-19. The Virginia Department of Health recommends avoiding gathering larger than 10 people. This includes outdoor play in groups for children.

17. How do I reach NRHA?

All NRHA offices are closed to the public; however, staff members are available in departments that serve our clients and residents. If you need to reach a staff member please call (757) 623-1111 or see next page for a list of department phone numbers and email addresses.



Community	Phone Number	Email
Calvert Square	757-624-8611	kbritt@nrha.us
Cottage Bridge Midrise	757-314-2660	jcopeland@nrha.us
Diggs Town	757-624-8606	aespre@nrha.us
Eulalie Bobbitt Midrise	757-624-8616	vhamlin@nrha.us
Franklin Arms	757-314-1520	llassiter@nrha.us
Grandy Village	757-624-8608	bffleming@nrha.us
Hunter Square Midrise	757-624-8619	dtate@nrha.us
North Wellington	757-624-8616	vhamlin@nrha.us
Oakleaf Forest	757-624-8612	rmasse@nrha.us
Robert Patrea Midrise	757-624-8618	jcopeland@nrha.us
Sykes Apartments	757-624-8617	tcross@nrha.us
Tidewater Gardens	757-624-8602	ahiggins@nrha.us
Young Terrace	757-624-8610	ywiggins@nrha.us
Scattered site locations	757-624-8617	tcross@nrha.us

NRHA Services	Phone Number	Email
Resident programs and services, <i>(including FSS and workforce programs)</i>	757-314-2068	ysmith@nrha.us
Public housing application processing	757-314-1631	sbullock@nrha.us
HCV participant certifications and HQS inspections	757-624-8629	pjoneswatford@nrha.us
Homeownership Center	757-314-4202	lfortes@nrha.us
NRHA Main Office Number	757-623-1111	----
Emergency Public Housing Maintenance Issues	757-623-5266	----

