

# RICHMOND REDEVELOPMENT & HOUSING AUTHORITY

## Resident Services Division

### Our Focus

To provide assistance to residents as they transition to new housing, economic opportunities, and lifestyle changes

### Our Goal

The delivery of outstanding customer service in a respectful, sensitive, and supportive manner



### RELOCATON BENEFITS

Residents affected by RRHA revitalization efforts may have access to the following services:

- The assignment of a personal Relocation Specialist to work with you in a one/one relationship
- Development of an individualized relocation plan based on assessment of your particular family needs
- Mobility options counseling, which will explain all of the housing options that are available to you
- Transition services counseling to connect you and your family to community services and agencies to meet specific needs
- Notice of community meetings and letters to keep you informed of relocation activities and the progress of your personal relocation
- Advocacy and support by a Relocation Specialist to ensure that you receive all HUD relocation benefits which include coverage of relocation costs



### TRANSITIONAL SERVICES

Transitional services counseling is designed to support each resident's personal goals. Services and referrals may include the following:

Connection to critical RRHA programs and community partners

Each resident will be assigned a personal case manager

Assessment of resident goals, preferences, needs

Referral for financial counseling and literacy services

Referral for GED preparation

Job/Career preparation and training



### RRHA RESIDENT SERVICES DIVISION

#### CONTACTS

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#### LOCATION

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