

RRHA Legal Counsel is in the House

With the addition of Maxine Cholmondeley, General Counsel, to the Executive team, RRHA has taken another step toward achieving its strategic plan initiative, 3.1.1 - Build and implement an infrastructure for quality assurance (ongoing monitoring of programs/policies/procedures/ budgets).

Among Cholmondeley's new duties will be reviewing, updating and writing RRHA policies. A review of the public housing Trespass/Barment policy is first on her agenda. She is also charged with coordinating and streamlining RRHA's use of legal services, further contributing to the strategic plan goal of Efficiency and Fiscal Responsibility. Additionally, she will be instrumental in RRHA's redevelopment activities.

"My goal is to help make the legal process work as efficiently and economically as it can," says Cholmondeley. And, there is additional benefit to her presence

onsite, Cholmondeley believes. "Being here, I feel like I'm more accessible."



Maxine Cholmondeley

Cholmondeley, who joined RRHA on May 5th, brings years of housing-related legal experience with her. She began her legal career in the commercial real estate department of a local law firm and most recently ran her own practice, Cholmondeley and Associates, P.C.

"Real estate has always been a major focus of my practice," says Cholmondeley, who has handled real estate transactions, bankruptcies, landlord and tenant issues, and been a

supporter of the Housing Opportunities Made Equal (HOME) program (a local housing advocacy organization). "Coming to RRHA offered a good mix for my interests and skills. I have a passion for affordable housing, decent housing." "I look forward to having a positive impact on the achievement of the agency's goals."

RRHA Residents on the Move: A Relocation Update

Work continues on RRHA real estate development initiatives, and the Capacity Building Office is hard at work assisting affected families with relocation. The Capacity Building Office is playing a critical role in the attainment of key RRHA strategic goals on resident self-sufficiency. It is providing the medium for resident mobility and providing focus on the human element of community revitalization--the people.

Below is an update on relocations for three strategic priority projects as of August 11th. The relocation efforts underway for these projects are helping to create a template for the much larger Gilpin/ Fay Towers/North Jackson Ward relocation effort to come.

Oscar E. Stovall Apartment Community



- ◆ Modernization project
- ◆ Units will remain public housing- Current residents will have option to return
- ◆ Requires a temporary move-approximately 9 months
- ◆ Target date for completion of relocation: June 29, 2008
- ◆ All 29 families have been successfully relocated
- ◆ Families' return to Stovall targeted for 2009

Dove Court / Dove Street Neighborhood Revitalization Project



- ◆ Demolition, disposition and redevelopment project
- ◆ Requires permanent relocation
- ◆ Target date for completion of relocation: July 31, 2008
- ◆ Relocation options: Housing Choice Voucher, Market Rate, Public Housing
- ◆ 29 families
- ◆ 24 families have successfully relocated
- ◆ 3 are in the inspection phase; 1 is still searching
- ◆ 1 family to be moved to Public Housing

Neighborhood Homeownership Initiative



- ◆ Selling of 119 of RRHA's scattered site, single-family, public housing public housing units
- ◆ Current tenants are being offered opportunity for Homeownership and being presented with relocation options-- Housing Choice Voucher, Market Rate, Public Housing
- ◆ RRHA residents have first right of refusal for Homeownership
- ◆ 47 families currently in homeownership classes
- ◆ 11 public housing families have pre-qualified for mortgages
- ◆ 1 family has moved into a new Hope VI home
- ◆ 17 families have received vouchers; 6 of which have been successfully relocated with their vouchers

New HCVP System Saves Time, Improves Service

When Shawn Williams joined RRHA in 2007 to help turn around the housing choice voucher program's troubled status, she quickly assessed that a new software system was needed, and fast. "We didn't have the time or luxury to wait," said Williams. The existing DOS-based MLS system didn't provide on-demand reporting, making it difficult to track vouchers issued, participant statuses and recertifications due without IT staff assistance.

Now, thanks to the rapid implementation of VisualHOMES housing management software, the HCVP team can track program activities much more effectively. They can report daily on recertifications due, see inspection statuses, track Family Self Sufficiency (FSS) goals and escrow balances and more. Says Williams, "The system has given us eyes."

Staff members are seeing the benefits as well. With the new Windows-based system, data input and review are easier. Specialists can scroll through tenant and owner information, and view electronically attached documents, to quickly and efficiently answer customer questions.

On the financial processing side, significant time-savings



takes 2-3 fewer hours per month than before VisualHOMES.

Check processing has improved in terms of time and service according to Finance Manager, Jerry Crews. "Check processing has completely improved with no reconciling difference and the

process normally takes less than a half hour, except for waiting for checks to print." Williams agrees. "The check run doesn't take a week now, which is a great help to productivity."

New functionality will further improve service to landlords. Says Crews, "Visual Homes has allowed us to implement both ACH (direct deposit) and Positive Pay (a fraud prevention tool) without a tremendous amount of time spent with the Bank. These features will

help to secure banking transactions and expedite payment to our customers." With the Owner self-service module, owners will soon be able to view their HAP payment details online.

Williams summed up the new system this way. "It has improved the day in the life of a housing choice voucher program."

Thinking Like a Business

Under Asset Management, each development or asset management project (AMP) is run like its own business, with its own accounting and budget structure. Accordingly, services provided to the AMP's through Central Maintenance must be performed and charged back to the AMP on a fee-for-service basis. As HUD Asset Management regulations define, this means fees are charged to the AMP's based on the services rendered and the market prices for such services.

In order to convert to this fee-for-service method, RRHA is developing service fees for HVAC, Specialty (plumbing, sewer, etc.), Electrical and Instrumentation Control (IC) by obtaining quotes from private sector businesses performing this type of work. And as per HUD requirements, records of these quotes will be maintained to document the reasonableness of rates being charged to our AMP's. Central Maintenance should be able to bill at these rates and recover their operating costs like any other

Fee-for-service

business.

Rates for HVAC and Specialty have already been established; rates for Electrical and IC are still being developed. RRHA's fee-for-service structure must be in place by end of fiscal year (FY) 2008 in order for the Central Office (COCC) to charge the AMPs for Central Maintenance service in FY 2009.

This is a big change in the way housing authorities and RRHA do business.....thank you to the staff members who are assisting with this project!

Phase II-Enterprise Business System Project to Kick Off Soon

One of RRHA's 2008 Strategic Priorities is the selection and installation of a new Enterprise Business System (EBS). HCVP's new VisualHOMES software was successfully implemented on April 1st, and now Phase I of the agency-wide EBS project - vendor selection--is almost complete. RRHA expects to sign a contract for installation of a new software system in August—a system that will maintain RRHA's financial, public housing and real estate data.

“This new system will provide the opportunity to streamline processes and to report information in a more timely manner,” says Stacey Fayson, Acting DED of Administration. “This will be especially important as the organization moves forward with the strategic plan.”

Implementation of the new software will impact nearly everyone in the agency. Current processes from creating a work order and calculating rent to generating

Phase 2

a check and completing a requisition will need to be defined and documented. Then as the new system capabilities are identified, new business processes will have to be established.

At the same time, cleaning up the data to be loaded into the new system will be critical, as will reviewing the converted data and testing the new system functionality. Staff members throughout the agency will be called upon to assist in this effort that could span a year.

Rodney Forte, DED of Community Revitalization, had this to say about the EBS initiative: “A prominent English writer Aldous Huxley once said, ‘There is only one corner of the universe you can be certain of improving... and that’s your own self.’ We at the housing authority are doing just that. Changing, improving and enhancing our

technology systems will improve our organizational efficiencies greatly!”



Richmond **Redevelopment & Housing Authority**

Strategic Plan S D A T E

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