

## RRHA Strategic Priorities Completed in FY2009

Fiscal year 2009 was a productive one for RRHA. Below are strategic priorities accomplished during the year. (October 2008 – September 2009).



Oscar E. Stovall Apartments

### Goal 1 – Revitalized residential and commercial communities

- √ Oscar E. Stovall Apartments– Completed total rehabilitation of 30 unit public housing development
- √ North Jackson Ward and Dove Street Redevelopment areas – Master plan completed
- √ Neighborhood Homeownership Initiative (NHI) – Sold 4 houses

- √ Crime Reduction Program – Implemented Housing Impact Team (H.I.T.)--targeted operations focusing on drug crime reduction, Fugitive and Firearms Initiative and other multi-agency crime reduction operations.

### Goal 2 – Economic opportunities

- √ RBEDC– Reorganized RRHA's non-profit to support resident transition and other work (Renamed **Richmond Opportunities, Inc. (ROI)**)

### Goal 3 – Efficiency and fiscal responsibility

- √ EBS – Phase I of new enterprise business system completed (see article p. 2)

- √ Filled key functional support gaps/positions:

- **Derek McDaniels** - Vice President of Real Estate and Community Development
- New Construction Project Management Team
  - **Charles Mikell**, Director of Construction and Contract Management, responsible for managing stimulus construction activities and other capital construction projects.
  - **Robert Spain**, Sr. Project Manager, Construction
  - **Janet Leimberger** – Project Manager, Construction

- √ HCVP business stabilization – Achieved HUD-50058 reporting rate greater than 95% ◀



NHI Home

# RRHA Live on New Enterprise Business System



*Central Maintenance staff performing pre-implementation data entry*



*Property Management staff working with Yardi consultant to resolve issues*

On October 1<sup>st</sup>, RRHA accomplished a key strategic priority under **Goal 3-Efficiency and Fiscal Responsibility**, with the implementation of the **Yardi Voyager** system. *Yardi Voyager* replaced the outdated MLS system.

The *Yardi Voyager* modules implemented to date support many of RRHA's core business processes including:

- Property management
- Maintenance
- Inventory control
- Accounting and budgeting
- Purchasing
- Construction management

Phase II is now underway to implement additional modules and screens not needed for Go Live but very important nonetheless. Additional real estate/parcel management functionality is being developed that will allow Real Estate and Community Development to track property acquisitions, rehabilitations and dispositions in the *Yardi* system, along with tracking relocation of affected residents.

Implementation of the budget and forecasting module will provide advanced budgeting features such as analysis of various budget assumptions and projections of future revenues.

Upon completion of Phase I issues resolution and Phase II implementation, RRHA will look to further leverage the *Yardi Voyager* system and streamline business processes.

Thanks again to all who have assisted with this important effort. ◀

# Funds Stimulate Public Housing Modernization

As previously announced, RRHA has been awarded \$10.7 million as part of President Obama's stimulus bill (American Recovery and Reinvestment Act). These funds will enable further progress on RRHA's strategic goal to revitalize residential communities.

Funds will be used to modernize our Public Housing communities, starting with Creighton Court. Other sites to be updated include Randolph Apartments, and Fulton along with other agency-wide improvements. These modernization efforts will benefit RRHA and the community through:

- Increased resident satisfaction by improving living conditions
- Improved curb appeal and grounds
- Improved energy savings
- Extended life of the property

In general, modernizations will include updates to kitchens and baths, new flooring, interior/exterior



Charles Mikell and Janet Leimberger work on construction plans

painting, vacancy reduction and other repairs and grounds work as needed.

Success of this modernization priority will depend on cross-functional cooperation throughout the agency. Resident Services will work with families every step of the way to ensure efficient resident relocations.

Property management will continue normal rent collection and

management activities for sites undergoing modernization. Procurement will be awarding contracts, and along with Resident Services, will work with contractors on Section 3 employment, training and other opportunities. The construction team will coordinate modernization activities. Numerous others will provide support throughout the process.

We look forward to seeing what our RRHA team can achieve. ◀



Richmond **Redevelopment**  
& **Housing** Authority

RRHA's Five-Year Strategic Plan is being updated and will be republished by June 2010. Progress to date includes:

- Draft Strategic Plan revisions based on management and staff input - *Complete*
- Obtain Strategic Plan Steering Committee approval - *Complete*
- Obtain independent, external reviews of Plan revisions - *Complete*

## RRHA's Five-Year Strategic Plan Update: Progress Report

- Provide draft plan revisions to the Board of Commissioners - *Complete*
- Provide revised goals and objectives for inclusion in the Agency Plan - *Complete*

### Next Steps:

- Update annual strategic priorities - *In progress*
- Update strategic plan measures - *In progress*

# etiquette

## ▶ ▶ ▶ Thinking like a Business – Business Etiquette ▶ ▶ ▶

There are certain “*golden rules*” to follow both in everyday life and business life. While you may sometimes feel that attending meetings is a disruption to getting “real” work done, remember these rules of business etiquette to help make meeting time productive time.

**Be on time, or better yet be a little bit early.** Be certain that you have allotted enough time for the meeting so you won’t be concerned about another place that you have to be.

**Prepare yourself ahead of time** for both things that you may want to contribute to the meeting, and any information that was given to you ahead of time to read or make notes on. Come prepared to participate in discussions and activities.

**Switch everything off when you arrive.** Although it’s hard to live without text messages, cell calls and emails, you can do it for

the duration of a meeting. Present the attitude that this meeting is the most important thing on your agenda right now. Leave word ahead of time with the necessary contacts that you will be in a meeting.



**Don’t interrupt when the meeting is in progress.**

Take notes so you will be prepared to speak up when the time is right and resist holding distracting side conversations.

**When you do speak, be clear, concise, and stay on topic.** Don’t be afraid to present your point of view, but always be respectful of the point

of view of others.

**Bring your positive attitude.** You’ll accomplish a lot more and gain a lot more respect than you will if you are negative and critical.

Excerpts from Boyd, Jonathan “Top 10 Business Etiquette Tips.” *Top 10 Business Etiquette Tips EzineArticles.com*.

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