

RICHMOND REDEVELOPMENT AND HOUSING AUTHORITY

RRHA's 2023 Accomplishments



PRESENTATION:

Richmond City Council Land Use Housing
and Transportation Standing Committee

Steven B. Nesmith,
Chief Executive Officer, Richmond Redevelopment and
Housing Authority



www.rrha.com





RESIDENT FOCUS

CUSTOMER SERVICE

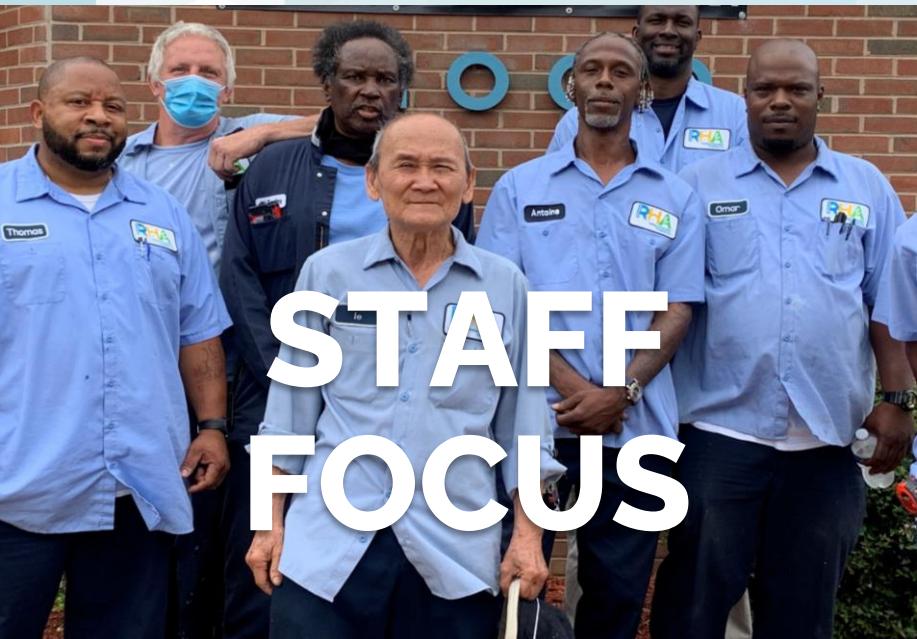
- Reforming our Call Center to be more responsive to our residents to include the process and more personnel
- Key customer divisions - Housing Choice Voucher Program Office, Maintenance, and Resident Services

HOPE JOBS SECURITY

- Elements of Hope, Jobs and Security:
 - 1. Providing free job training opportunities and real jobs, like Maintenance Apprenticeship Program etc.
 - 2. Focus on healthcare disparities - healing and treating the souls of people
 - Health and Wellness
 - Mental Health
 - Revamping and Revitalizing RRHA's Healthcare Resource Centers.
 - 3. RRHA deployed resident-led Security (Started August 2023), Sentry Force Security – to better protect residents

SENIORS

- Modernization of six senior site buildings
- Needed Healthcare Support



HIRING

- First time in many years, fully staffed senior Executive Leadership Team
 - Reduced years of overall low-level staff vacancies
 - Hired well-respected Chief Financial Officer, with many years of public housing to ensure our financial balance sheet is strong
 - Hired well known and revered real estate investment and corporate lawyer as Lead Legal Counsel to both RRHA and the RDC.
 - Named first-ever Chief Compliance Officer to oversee enterprise-wide compliance matters



RICHMOND DEVELOPMENT CORPORATION (RDC)

TRANSFORMING RRHA

- Re-launched the Richmond Redevelopment Corporation to help transform RRHA's Real Estate development strategy by attracting private/public financial investors
- Launch Private sector initiatives we can not under RRHA to generate unrestricted revenue
- Address City and Regional economic development and affordable housing issues as the redevelopment arm for RRHA



ADVANCING MINORITY BUSINESS

MBE/DBE POLICY

- Worked with Board of Commissioners to passed comprehensive new MBE/DBE policy to advance better contract opportunities for minority, women-owned and disadvantaged businesses to obtain contract opportunities
- RRHA will hosted 2nd Roundtable discussion with minority business advocates on how to position your businesses for opportunities



REAL ESTATE DEVELOPMENT

REAL ESTATE DEVELOPMENT OPPORTUNITIES

- **CREIGHTON COURT**
 - Infrastructure completed. Closed on first phase of vertical construction - in progress
- **400 E. GRACE STREET ACQUISITION**
- **FAYE TOWERS**
- **GILPIN COURT**
 - Completion of 2-year Choice Neighborhood Planning Grant
 - Developer selected – HRI Communities

BOND FINANCING

- Engage Rating Agencies – Fitch or Standard and Poor to analyze our balance sheet for investment grade rating to potentially issue a Housing Revenue Bond to finance large scale affordable housing redevelopment.



REAL ESTATE, *continued...*

- In 2023 - Townes of River South closeout on the development and generated \$800,000 of revenue
- Jackson Place – awarded first major real estate development in Richmond to be led by a minority developer as a general contractor
- MOSBY COURT DEVELOPMENT
 - TRG Developer chosen
 - Community Planning in Process



FINANCE AND PROCUREMENT DEPARTMENT

- Commissioned comprehensive audit of Finance and Accounting Division and reorganized the Finance and accounting division
- Implementation of new financial protocols for stronger financial footing
- Reform Procurement and purchase order (PO) process to ensure timely payments to contractors

MAINTENANCE

- Launched an apprenticeship Program for maintenance employees and RRHA residents in partnership with J. Sargeant Reynolds Community College
- Implementation of new HUD national standards to inspect public housing units (NSPIRE)
- Establish performance indicators to track and improve service delivery times for vacancy turnaround and for work-order service delivery



FIVE YEAR STRATEGIC PLAN

- Developed in partnership with Board of Commissioners

INFORMATION TECHNOLOGY

- Launched an IT Audit for threats and implemented a new "best in class" Cyber Security System - called "Dark Trace" which captures new cyber security threats to the agency.

CALHOUN CENTER

- Working closely with the City to transfer to City of Richmond but ensuring continuing services to our public housing residents



ONE OF ITS KIND, HOMEOWNERSHIP INITIATIVE

- First of its kind in the country focused on public housing residents (but also for voucher holders)
- **SAFEGUARDS TO SUCCESS**
 - Mandatory robust housing counseling
 - Mandatory homeownership and budgeting counseling/education to prevent defaulting or foreclosure

SUPPORT

- Large Banks and Local Lending Institutions
- Nonprofit organizations
- Highlighted by Biden Administration HUD Secretary's Chief of Staff "Program should be *syndicated* across the country"

"COME HOME"

Historic Homeownership Program for
Public Housing and Voucher Families



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<https://youtu.be/UBXQUyhj3SY?si=kEyTNvs0q1wyegWZ>

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Q&A

