



DEPARTMENT OF
**HOUSING AND
COMMUNITY
DEVELOPMENT**

An Inventory of

Programs and Initiatives

that Mitigate the Displacement of Residents



State of Housing

RICHMOND REGION

Prepared by:



DEPARTMENT OF
**HOUSING AND
COMMUNITY
DEVELOPMENT**

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- Department of Citizen Service & Response (CSR)
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- Department of Human Resources (HR)
- Department of Neighborhood and Community Services (NCD)
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- Department of Public Utilities (DPU)
- Department of Public Works (DPW)
- Department of Social Services (DSS)
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I. Introduction

Housing is the foundation of opportunity for all residents, but, for too many, that foundation is not secure. In 2023, the City formally recognized this exigency and declared a “housing crisis.”¹ In the years that followed, the City invested tens of millions to incentivize the creation and preservation of affordable housing; provide services to Richmonders experiencing housing insecurity; and begin the work of updating its own policies and practices to better serve residents.

In 2026, the crisis continues. From senior citizens with fixed incomes to families struggling to pay for childcare to young people just getting their foot into the workforce—40% of residents cannot afford their housing.² These Richmonders are at risk of being displaced from their homes, and from the City.

The City’s leadership is united in recognizing “the importance of protecting residents from displacement due to rising housing costs, redevelopment, and public infrastructure investment.”³ Strengthening the City’s anti-displacement initiatives is one of the two main strategies of Mayor Avula’s “Housing Affordability Plan.”⁴ Doing so will help to realize the vision of one of the core pillars of the Mayoral Action Plan (MAP): “Thriving Neighborhoods (that meet our housing needs).”⁵ And, as required by the MAP, metrics to measure this progress will be measured and publicly reported. City Council, likewise, has called for increased focused on anti-displacement initiatives, by passing Resolution 2025-R043 on January 12, 2026.

This cross-departmental inventory is the first step in implementing Resolution 2025-R043 and the Mayor’s vision for helping Richmonders stay in their homes. It catalogues the City’s existing programs and initiatives that serve to mitigate the displacement of residents and provides information on metrics used to evaluate the programs; current funding and staffing levels; additional information that may be used to evaluate the programs; and websites for each. The content for this report was generated through a survey of City departments.

From eviction diversion and utility assistance to home rehabilitation and incentives to develop new affordable housing, the City of Richmond has **30 different programs** that help to keep residents in their homes. In Fiscal Year 2026, the work of **77 employees of the City of Richmond** supported residents’ need for housing stability and housing choice. In Fiscal Year 2025, the City committed **more than \$36 million**⁶ in programing and initiatives to mitigate the displacement of residents, leading to assistance for **more than 18,000 households**.⁷

While the City’s current anti-displacement efforts improve the lives of thousands, there is room for improvement. This inventory is an important step toward more effective and efficient management of the City’s existing programs. It will enable case managers;

policy analysts; elected officials; and community partners to better connect residents to services; to evaluate the existing landscape; and to move forward with improvements that are informed by data and by the community.

Pursuant to Resolution 2025-R043, the City will provide an update to the City's strategic housing plan by December 16, 2026. The Department of Housing and Community Development, in collaboration with other relevant City departments and the public, will provide a comprehensive update to One Richmond: An Equitable Affordable Housing Plan that reflects the City's commitment to mitigating displacement; assesses progress made to date on One Richmond's goals; analyzes the current economic and legal landscape; and makes recommendations for changes.

II. Organization of the Report

The Inventory is organized into four sections: Housing Stability for all Richmonders; Utilities & Billing Assistance; Assistance for Homeowners; and Community Development and Planning. The complete list of programs and initiatives can be found in Appendix D. The complete list of Offices and Departments surveyed can be found in Appendix E.

Below is additional information about the framework for this report.

Definition of Displacement

While there is no single definition of the term "displacement," the concept generally describes an involuntary residential movement. This report considered displacement as it applies to tenants, homeowners, and any other resident of the City. A few examples of more precise definitions:

- Displacement can be indirect or direct and is the involuntary racial, ethnic, class, economic, cultural, and/or social reclassification of a neighborhood most often brought on by gentrifying effects. Direct displacement is when residents can no longer afford to live somewhere or are otherwise forced out homes and neighborhoods. Indirect displacement is when those who are moving into a neighborhood differ from those moving out and/or residents leave due to changing neighborhood composition.⁸
- Displacement is the result of policy choices that have made housing unaffordable, evictions more likely, and opportunity for upward mobility less accessible, particularly in large metropolitan areas. It tends to occur in neighborhoods that have historically suffered from underinvestment and that are experiencing gentrification, advancing new transit projects, and building more infrastructure and that fail to enact policies to protect residents.⁹

- Displacement is the forced or involuntary relocation of residents, including departure from a home or neighborhood where a tenant would otherwise have wanted to remain if not for socioeconomic or environmental pressures making that infeasible or undesirable.¹⁰

Crisis to Thriving Stability Tool for Housing

This report uses the “Crisis to Thriving” stability measurement tool to categorize who is being served by the anti-displacement programs and initiatives. This framework was adopted from the Office of Community Wealth Building.

The population(s) served by each program are:

- **in crisis:** homeless or threatened with eviction or foreclosure
- **at risk:** in transitional, temporary or substandard housing and/or current rent or mortgage payment is unaffordable at 30% of their income
- **safe:** housing is safe, adequate subsidized housing
- **stable:** housing is safe but is only marginally adequate and unsubsidized
- **thriving:** housing is adequate and unsubsidized and not more than 30% of their income

III. Housing Stability for all Richmonders¹¹

Programs that prevent eviction; support renters; and assist residents facing homelessness

Auxiliary Grant (DSS - Division of Economic Support and Independence)

Description of Program: The Auxiliary Grant Program (AG) is a financial assistance program that provides supplemental income to low-income individuals who are aged, blind, or disabled and reside in assisted living facilities (ALF) adult foster care homes (AFCH), or supportive housing (SH). It provides a payment that is issued directly to the eligible individual. The Auxiliary Grant Program is a collaboration between Virginia Department of Social Services (VDSS), the Department of Aging and Rehabilitative Services (DARS), and locally administered by Local Department of social Services (LDSS).

Population served: in crisis; at risk; safe

Number of Households Served:

Fiscal Year	2025	2026 Q1
Households Served¹²	250	235

Current Resource Commitment: 80% state funds and 20% local funds. 6.5 FTEs¹³

Fiscal Year	2025	2026
Funding	\$2,269,685	\$2,839,685

Additional Considerations: Increased staffing (by 100%) to create an Intake & Ongoing team to manage the program would make the program more efficient; ensure applications are processed correctly; and that cases are managed accurately throughout the life of the file. Continuous program training, to increase and maintain eligibility awareness, would also strengthen the program.

Program website: <https://rva.gov/social-services/esi-auxiliary-grants-ag>

Eviction Diversion Program (HCD)

Description of Program: The Eviction Diversion Program provides financial assistance to low-income Richmond residents who are facing eviction proceedings. The program also allows up to three months of advance rental payments with a match from clients while participating in the counseling/coaching offered by the organization administering the program. The maximum of rental assistance can't exceed \$5,000 for arrears and advances.

To qualify, a resident must have less than \$3,000 in rent arrears; attend a workshop on the program and their scheduled court date; must not have received documented rental assistance from another source within the last 12 months.¹⁴ The program requires the landlord's participation, and the financial assistance must bring a tenant's outstanding rent to a zero balance within three months or less. Applicants must be able to pay ongoing rent, utilities, and usual monthly expenses by the due date.

While the program is City-funded, it is administered by a non-profit partner, Southside Community Development & Housing Corporation. The City's Department of Housing and Community Development provides grant oversight.

Population served: in crisis; residents must be experiencing an active eviction case and have a household income must be no more than 80% of the AMI.

Number of Households Served: FY2025: 1,035

Current Resource Commitment: FTEs: 0.25; Funding is from a Non-Departmental Grant.

Fiscal Year	2025	2026
Funding	\$1,000,000	\$1,000,000

Program website: <https://www.scdhc.com/eviction-diversion-program>

Family Crisis Fund (HS)

Description of Program: The Family Crisis Fund was established to support Richmonders experiencing unexpected hardship, especially families that have exhausted all other financial resources, who do not qualify for certain benefits, and who lack a way to cover their essentials. Client eligibility consists of an adult aged 18 or older, living in Richmond, and experiencing a financial burden. Applicants can receive up to \$2,500. A third-party nonprofit, HumanKind, administers the program. The program is a partner-facing referral program, which is designed to be used by approved service providers as a resource of last resort for qualifying clients they are already supporting. Funds are typically used alongside ongoing case management, navigation, and wrap-around services including budgeting and employment services, food and clothing resources, and services for mental health needs.

Population served: in crisis; at risk; safe; stable

Number of Households Served: FY2025: 739; Program served 2,245 households between January 2023 and August 2025.

Current Resource Commitment: Funding from General Fund; FTEs: 0.2

Fiscal Year	2025	2026
Funding	\$1,173,684	\$1,000,000

Additional Considerations: The partner-facing nature of the program provides benefits that include case-management for recipients and reduced administrative obligations for the City. It also can prove challenging to clearly explain how the program operates and difficult to ensure every resident in crisis has easy and equitable access to the funds. The City is currently reviewing potential changes to the program which might help to address these concerns and to improve administration in other ways.

Federal Entitlement - CDBG, HOME, ESG and HOPWA (HCD)

Description of Program: HCD manages four federal entitlement funding awards that the City receives annually from the U.S. Department of Housing and Urban Development (HUD). HCD awards funding to sister departments, nonprofit, and for-profit agencies to execute projects and programming ranging from affordable housing construction and homeownership assistance to job creation initiatives and funding for rental assistance and emergency shelter operations. Of the

roughly \$9 million in funding that HCD manages each year, less than \$1 million can be used for public and housing-related services.

Population served: in crisis; at risk; safe; stable. All projects and programs must, at a minimum, support low- and moderate-income households earning less than 80% of the Area Median Income.

Number of Households Served: FY2025: 2,384, FY2026 Q1: Not yet available.

Current Resource Commitment: FTEs: 5.6. All funding is from Federal Entitlement Awards for CDBG, HOME, ESG and HOPWA.

Fiscal Year	2025	2026
Funding	\$8,150,810	\$8,190,016

Additional Considerations: HCD is in the process of updating the City’s statutorily required “Consolidated Plan,” which will guide the City’s use of its Entitlement Funding from Program Year 2026-2030/Fiscal Year 2027-2031. The work began in August 2025 and is expected to be completed by May 2026. Additional information, including opportunities for public comment, can be found by visiting: <https://rva.gov/housing-and-community-development/2026-2030-consolidated-plan>.

Program website: <https://www.rva.gov/housing-and-community-development/federally-funded-programs>

Gap Grant Program (FIN)

Description of Program: One-time income-based housing assistance grant of \$1,200 to qualifying Richmond resident renters and homeowners not receiving housing assistance from the City. The program began taking applications in March 2025 and effective Jan. 1, 2026, the City of Richmond has temporarily paused the program.

Population served: at risk; stable; in crisis; household must earn less than 80% AMI

Number of Households Served: 14 households served in FY25. 6 households served in FY26 Q1. FY26 Q2 230, FY26 Q3 138 (as of February 17, 2026)

Current Resource Commitment: FY25 funding: \$3,900,000; FY26 funding: \$3,873,600 (rolled over from FY25). 4 FTEs. Funding is from FY24 budget surplus.

Additional Considerations: Effective Jan. 1, 2026, the City of Richmond has temporarily paused the RVA Stay Gap Grant Program to make improvements aimed at strengthening program administration and improving efficiency so that financial assistance can be delivered more quickly and effectively to Richmond homeowners and renters experiencing financial hardship.

General Relief (DSS - Division of Economic Support and Independence)

Description of Program: General Relief (GR) provides limited financial assistance for basic needs to individuals and families, who do not qualify for other programs like TANF or SSI, during times of transition. Unattached children and unemployable residents who are currently unemployed are eligible. Non-related caretakers of children under 18, unemployable adults, and families who are not eligible for other services that are in crisis may also be eligible. Support can include emergency shelter; utilities assistance; short-term help to provide safe housing; funding for basic living needs like food, clothing, or other essentials.

Population served: in crisis; at risk; safe

Number of Households Served:

Fiscal Year	2025	2026 Q1
Households Served	32	12

Current Resource Commitment: FTE: 6.0. Funding is a combination of state and local funds. The State Fiscal Year runs from June 1-May 30 each year, while the City's fiscal year is July 1-June 30 each year.

Fiscal Year	2025	2026
Funding	\$13,144	\$ 5,942

Additional Considerations: Applicants must demonstrate financial hardship, proof of income, living arrangements, and emergency need must be provided.

Program website: <https://rva.gov/social-services/esi-general-relief-gr>

Office of Homeless Services (NCS)

Description of Program: The Office of Homeless Services helps prevent the displacement of residents through housing stabilization and homelessness prevention services. Additionally, the Office of Homeless Services uses hotel placements as a short-term stabilization strategy when individuals or families cannot be safely placed in shelter or permanent housing.

Population served: in crisis; at risk; safe; stable

Number of Households Served:

Fiscal Year	2025	2026 Q1
Households Served	Over 107	Over 30

Current Resource Commitment: 6.5 FTEs; funding from the General Fund and the Family Crisis Fund.

Fiscal Year	2025	2026
Funding	\$25,000	\$54,333

Additional Considerations: When traditional shelter options are unavailable, the Office of Homeless Services uses hotel placements as a temporary stabilization tool, but demand consistently exceeds available funding and capacity. Households often go unserved due to limited flexible financial assistance, restricted hotel availability during peak periods, funding eligibility constraints, administrative complexity, partner capacity limits, and rising hotel costs. At the same time, limited affordable housing slows exits from temporary placements. Several programs help reduce vulnerability—including neighborhood resource navigation, [Aging and Disability Services](#), [Immigrant and Refugee Engagement](#), and wraparound supports for [Children and Families](#)—but gaps remain. Strengthening the system will require expanding flexible prevention funding, increasing landlord engagement and mediation, enhancing housing navigation and rapid rehousing pathways, and improving access to short-term stabilization resources to reduce reliance on hotel placements.

Program website: <https://rva.gov/neighborhood-and-community-services/homeless-services>

Promoting Safe and Stable Families (DSS)

Description of Program: This program is for active clients of the City’s Department of Social Services, who are receiving child welfare services. The program is designed to assist children and families resolve crises, connect with necessary and appropriate services, and remain safely together in their own homes whenever possible. Funds from the Promoting Safe and Stables Families program can be utilized to provide temporary direct financial assistance to families for housing and utility payments, in qualify circumstances. This grant is received from the Virginia Department of Social Services.

Population served: in crisis. This program is not open to the general public; instead, it serves only active clients who are receiving child welfare services

Number of Households Served:

Fiscal Year	2025	2026 Q1
Households Served	149	25

Current Resource Commitment: Funding from the Virginia Department of Social Services. FTEs: 2.0

Fiscal Year	2025	2026
Funding	\$164,981	\$145,183

Additional Considerations: The Department would like to add services such as employment and budget training to help families build skills to enhance and maintain their stability.

Program website: <https://www.rva.gov/social-services/social-services-main>

Right to Counsel (HCD)

Description of Program: This program provides grant funding to a partner organization to support its work providing legal representation to Richmonders facing eviction. Central Virginia Legal Aid Society, Inc. administers the program.

Population served: in crisis; at risk

Number of Residents Served:

Fiscal Year	2025 ¹⁵	2026 Q1
Households Served	212	426

Current Resource Commitment: Funding from Non-Departmental grant funds. FTEs: 0.1.

Fiscal Year	2025	2026
Funding	\$500,000	\$700,000

Program website: <https://cvlas.org/get-help/>

Richmond Resilience Initiative (OCWB)

Description of Program: The Richmond Resilience Initiative (RRI) provides \$500 per month for 24 months to Richmond residents who make too much money to qualify for public benefits, but too little money to afford the cost of living. The City is in its fourth cohort, which launched in the Fall of 2025, includes 42 households, and is focused on single parents. The program is administered by UpTogether, which provides a matching grant from their own funds (as a nonprofit). This grant more than covers administrative costs associated with the program ensuring every single dollar appropriated by the City goes directly into the hands of residents who need it.

Population served: at risk; safe; program currently has a cut-off of 60% AMI. The "benefits cliff" is a serious issue affecting people in Richmond, especially as our cost-of-living increases. Making \$30,000 a year can cause you to be ineligible for public benefits, but also unable to afford the cost of basic necessities like rent. This program is aimed not at people "In Crisis," but rather people who are in a precarious position.

Number of Households Served:

Year of Cohort	2025-2027
Households Served	42

Current Resource Commitment: Funding from General Funds; FTEs: 0.25

Fiscal Year	2025	2026 ¹⁶
Funding	\$500,000	\$0.0

Additional Considerations: Additional funding would be welcomed, as the program has demonstrated efficacy and UpTogether has agreed to another \$60,300 matching grant if Richmond decides to contribute an additional \$500,000 to the program.

Current challenges include the fact that it can be difficult to find people who meet the eligibility window: making too much for public benefits, but too little to afford the cost of living. Many people who applied were not in this window. The upper cut off to qualify is 60% AMI.

The Department is currently transitioning from having two staff associated with the program, to letting UpTogether run the program and taking a more "hands off" approach. While this approach has created administrative efficiencies, it may make it harder to connect program participants to OCWB's workforce and other programming, which helps the participants to build more stability over the long term.

Program website: <https://www.rva.gov/community-wealth-building/richmond-resilience-initiative>

Temporary Assistance for Needy Families (DSS - Division of Economic Support and Independence)

Description of Program: Temporary Assistance for Needy Families provides temporary financial assistance, cash support, and employment services to low-income families with children to promote economic self-sufficiency. There are multiple opportunities designed to mitigate housing challenges under TANF: (A) Diversionary Assistance, (B) Emergency Assistance for Needy Families, and (C) Virginia Initiative for Education and Work (VIEW). (A) Diversionary Assistance is a temporary short-term, one-time payment designed to assist low-income families with children overcome immediate and temporary crises – such as evictions or utility shutoffs. The program is designed to assist with immediate needs without ongoing public assistance. (B) Emergency Assistance for Needy Families (EANF) is used to cover an applicant's immediate needs resulting from a disaster or fire or to assist with eviction prevention. Payment is also limited to coverage of needs arising or anticipated during the 30- day period following initial authorization of Emergency Assistance. VIEW is a "work first" program designed to move active-TANF participants from welfare to economic independence. The program is designed to remove barriers and deterrents to work while also providing positive incentives to work and supportive services. "Support Services" is a broad category that can include funding for transportation, childcare and

housing. Currently, eligible participants can receive up to \$3,000 in housing assistance for a 12-month period and an additional \$600 in incentive funds can be applied toward housing for program participation.

The program can provide housing support like emergency intervention funding and utilities assistance to eligible participating households. This in addition to other supportive services such as education, job search assistance, and supportive services like transportation and childcare to help individuals secure and maintain employment.

Population served: in crisis; at risk; safe; stable; thriving

Number of Households Served:

	TANF	TANF	VIEW	VIEW
Fiscal Year	2025	2026 Q1	2025	2026 Q1
Households Served	23,889	1,892	712	181

Current Resource Commitment: 20 FTEs support TANF and VIEW, and less than 0.1 FTE supports the Emergency Assistance program.

	TANF	TANF	VIEW	VIEW
Fiscal Year	2025	2026	2025	2026
Funding	\$320,838	\$288,754	\$641,675	\$577,508

Additional Considerations: One of the main challenges of the program is educating residents regarding available services and engaging community partners to offer more job training opportunities. Partnerships with the Office of Community Wealth Building, Virginia Credit Union, and the Virginia Cooperative Extension offer job training and support services for residents.

Program website: <https://www.rva.gov/social-services/esi-tanfview>, <https://rva.gov/social-services/esi-emergency-assistance-ea>

IV. Utilities & Billing Assistance

Programs that help residents afford utility bills and solid waste fees

Energy Assistance (DSS - Division of Economic Support and Independence)

Description of Program: The Energy Assistance Program (EAP) is a supplement program that consists of three components: (a) Fuel Assistance, (b) Crisis Assistance, and (c) Cooling Assistance. (A) The federally defined purpose of the Fuel Assistance Component is to assist low-income households, particularly those with the lowest incomes, which pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs. (B) The purpose of the Crisis Assistance Component is to assist households with energy-related emergencies that cannot be met by Fuel Assistance or other resources. (C) The purpose of the Cooling Assistance Component is to assist households in acquiring or repairing cooling equipment or payment of electric bills to operate cooling equipment. EAP is not intended to meet the household's total home energy cost during the heating season.

Population served: in crisis; at risk; safe

Number of Households Served:

	Cooling	Fuel	Crisis	Cooling	
Fiscal Year/Cohort	2025	2025	2025	2026 Q1	Total
Households Served	2,292	3,220	1,474	2,393	9,379

Current Resource Commitment: No local funding for the program; instead, funding is state and federal; there is not a fixed budget amount that localities receive for the program. 6.5 FTEs

Additional Considerations: Staffing shortage presents challenges in meeting state-mandated deadlines for each component. Additional funding and authorization for additional FTEs are needed to meet the state-mandated deadlines. Continuous program training to increase and maintain staff's knowledge of eligibility.

Program website: <https://rva.gov/social-services/esi-energy-assistance>

Equal Monthly Payment Plan (DPU)

Description of Program: The Equal Monthly Payment Plan allows residents to spread their annual gas bill over 12 months, with the goal of preventing spikes in costs during certain months. The estimated monthly payment is based on the previous year's natural gas usage. Accounts are reviewed and adjusted each year in August.

Population served: All Richmonders. in crisis; at risk; safe; stable; thriving

Current Resource Commitment: All of DPU's Call Center representatives provide this service to customers when requested. The program is essentially cost-neutral for the City.

Additional Considerations: The Department is interested in extending the plan to water customers.

Program website: <https://rva.gov/public-utilities/billing>, found under "Affordability Programs." Additional information is available by calling (804) 646-4646.

MetroCare Assistance Program (DPU)

Description of Program: MetroCare is a financial assistance program to help low-income Richmond residents afford their water, wastewater, and natural gas utility bills. The goal of the program is to make essential utility services affordable for all Richmond residents.

To qualify for MetroCare heat residents must have a public utilities water account in their name; occupy the residence at the address provided on the utility bill; have no balances from the previous heating period; have a total gross household income is at or below 225% of the federal poverty level; and have exhausted the state's Fuel Assistance program. Qualifying residents are eligible for up to \$500 in arrears.

To qualify for MetroCare Water Assistance residents must have a public utilities water account in their name; occupy the residence at the address provided on the utility bill; have not received assistance during the current program year (July – June); water utility balance has not been charged off to collections; and have a total gross household income is at or below 225% of the federal poverty level. Qualifying residents are eligible for up to \$500 in arrears and/or a discount.

Population served: in crisis; at risk; safe; stable

Number of Households Served:

Fiscal Year	2025	2026 Q1
Households Served	270	53

Current Resource Commitment: Funding is from the General Fund and donations. FTEs: 2.0

Fiscal Year	2025	2026
Funding	\$90,640.09	\$50,000.00

Additional Considerations: Currently, DPU partners several local nonprofits to reach customers who might benefit; however, sharing information about the program is an ever-present challenge.

DPU launched its [“Back on Track with DPU”](#) program on February 6, 2026. The program offers a limited-time opportunity to help eligible residential and commercial customers get back on track through an interest-free, no-convenience-fee PromisePay payment plan, with repayment terms of up to 24 months to eliminate delinquent balances and avoid service disruption. Customers who enroll in and successfully complete a DPU payment plan will receive A Payment Plan Incentive Credit of up to \$500. Customers must enroll in Back on Track with DPU between now and March 31, 2026 to bring past-due balances into a new payment plan. After March 31, payment plans will be limited to a maximum of 12 months.

Program website: <https://rva.gov/public-utilities/billing>, found under “Affordability Programs”

MetroCare Water Conservation Program (DPU)

Description of Program: The MetroCare Water Conservation Program provides financial assistance to eligible customers for essential plumbing repairs and the replacement of water-inefficient appliances. The program aims to reduce water waste, lower utility costs, and promote long-term conservation through infrastructure improvements in residential properties. To implement this initiative DPU has partnered with the nonprofit project:HOMES, which provides administrative oversight and program coordination; conducts eligibility screening and intake; manages contractor partnerships; and tracks and reports on outcomes.

Population served: in crisis; at risk; safe; stable; thriving

Number of Households Served:

Fiscal Year	2025	2026 Q1
Households Served	40	10

Current Resource Commitment: FTEs: 1.0

Fiscal Year	2025	2026
Funding ¹⁷	\$50,000	\$50,000

Additional Considerations: The Department is interested in extending eligibility to customers who are past due but not yet in collections, allowing them the opportunity to apply for assistance before their accounts become delinquent.

Program website: <https://rva.gov/public-utilities/billing>, found under “Affordability Programs”. [Application](#), [Rules and Regulations](#)

Promise Pay (DPU)

Description of Program: Richmond's Department of Public Utilities (City of Richmond DPU) partners with PromisePay to offer flexible payment plans for past-due balances. This allows residents to avoid late fees and service interruptions. Plans start with a down payment (based on what the resident owes and their account type), then split the rest into manageable monthly payments. Plans can be up to 24 months, depending on your balance.

Population served: in crisis; at risk; safe

Number of Customers Served:

Fiscal Year	2025	2026 Q1
Clients Served ¹⁸	<ul style="list-style-type: none"> Plans (Enrollments): 9,509 Paid in Full: 4,853 	<ul style="list-style-type: none"> Plans (Enrollments): 3,159 Paid in Full: 1,221

Current Resource Commitment: FTEs: 0.0

Fiscal Year	2025	2026
Funding ¹⁹	\$402,582.45	\$933,827.00

Program website: <https://richmond.promise-pay.com/>

Renter Exemption from Solid Waste and Recycling Fee (DPW)

Description of Program: Program allows for Richmonders who rent their homes, are at least 65 years old or are totally disability, and are below specified income and asset levels, to apply for an exemption from the solid waste and recycling fees.

Population served: at risk; in crisis; safe; stable. To qualify, residents must meet the income and asset eligibility criteria established by the City's Older Adults and Persons with Disabilities (OAPD) Real Estate Tax Relief or Tax Freeze Program.²⁰

Number of Households Served: Approximately 450.

Current Resource Commitment: No funding has been budgeted for this program; instead, it is paid for from the Solid Waste General fund budget. In FY2025, it cost approximately \$157,032 to operate the program.²¹

Additional Considerations: The program is unfunded and more residents are now meeting the requirements. Oversight and management of the program is becoming increasingly challenging due to increased participation. Providing adequate funding and the addition of 0.50 FTE would enable better program management, tracking, and oversight.

Program website: <https://www.rva.gov/public-works/trash-collection>,
https://rva.gov/sites/default/files/2020-01/DPW_Application_ExemptionfromSolidWasteRecyclingFees.pdf

Senior Care Program (DPU)

Description of Program: This program supports Richmond senior citizens by providing the following benefits for those who choose to opt into the program: no shut-off orders between December 1 and March 31; no late fees; deposits are waived for transferring and restoring services for seniors; free weatherization kits, that contain energy saving items like weather stripping and window covers; ability to designate a third party to receive a copy of their utility bill or to inquire about past due balances on their behalf; and the option for trash cans to be moved to and from the curb by DPW staff.

Population served: All Richmonders who are at least 65 years old

Number of Households Served: 3,152. Note that this is the total number of households enrolled as of February 26, 2026.

Current Resource Commitment: The program does not have a dedicated budget but is instead paid for as a part of DPU's operations.

Additional Considerations: Staff would appreciate additional resources to ensure all seniors in the community are aware of the program.

Program website: <https://rva.gov/public-utilities/billing>, found under "Affordability Programs" and <https://rva.gov/sites/default/files/2022-11/senior%20care%20program%20%2812%29.pdf>

V. Assistance for Homeowners

Programs that help residents buy, keep, or improve their home

Community Energy Burden Mitigation Programs (OOS)

Description of Program: In partnership with the Healthy Homes Initiative (HHI), OOS manages contracts with local energy experts to perform energy audits and recommend priority retrofits for residents. HHI then manages the repairs for the homeowner.²² The goal of the program is to improve the thermal comfort and reduce utility costs for low-income homeowners. The program assists communities on the frontline of climate change, who are impacted first and worst from extreme heat and flooding.

Population served: at risk; stable

Number of Households Served:

Fiscal Year	2025	2026 Q1
Households Served	40	20

Current Resource Commitment: U.S. Department of Energy, Energy Efficiency and Conservation Block Grant (EECBG) provided FY2025 funding. FTEs: 0.15

Fiscal Year	2025	2026
Funding	\$262,500	\$0

Additional Considerations: The grant funding has a two-year performance period for this program and will be depleted in August 2026. Notably, there is a current waitlist of approximately 60 people. To continue the program, additional funding, including for a full-time employee, would be needed. Such an employee could create a robust energy efficiency program to support every housing opportunity that the City collaborates or assists on. This could help to reduce the energy burden on residents, while also reducing the carbon footprint of our built environment, which buildings are the largest source of Green House Gas (GHG) emissions in Richmond (62.6% of total GHG emissions in 2022).

Program website: <https://www.rvagreen2050.com/grant-funded-programs>; for more information please refer to the Healthy Homes Initiative’s website: <https://www.rva.gov/housing-and-community-development/healthy-homes>.

Employee Homebuyer Assistance Program (HR)

Description of Program: The program offers up to \$25,000 to qualifying City of Richmond employees to purchase their first home in the City. The purpose of the program is both a recruitment/retention tool and an economic upward mobility tool for city employees as affordable housing has become more limited in the city limits. The program is administered in partnership with Housing Opportunities Made Equal (HOME), which provides a homebuyer education course and housing counseling.

Population served: Stable; Thriving. To qualify for this program, you must: Be a full-time City of Richmond Employee; Be a first-time home buyer (or must not have owned a home in the last 3 years); Have 12 months of continuous full-time permanent employment; Be in good standing with Employee Relations; have a household income below \$120,000 for 2 or Fewer People, \$138,000 for 3 or More People; and purchase a home costing less than \$550,000.

Number of Households Served: As of January 31, 2026, 3 employees have completed the program and received grants, with 1 pending approval (FY2025: 1; FY2026 Q1 & Q2: 2, with a third pending approval). Additionally, in total, 52 employees attended HOME homebuyer education courses and 24 engaged in HOME counseling – steps that help employees prepare to buy a home at some point in the future.

Current Resource Commitment: \$1,300,000.00 of ARPA funding was allocated in FY2024 and has been carried over. \$1,183,400 remains. ARPA funding expires December 31, 2026.

Additional Considerations: The Department of Human Resources is currently considering modifications to the existing program to extend its reach, including utilizing non-bond income limits, expanding qualifying locations, and offering the program to employees of the Richmond School Board to expand eligibility. Notably, state law, Va. Code § 15.2-958.2, limits individual grants to \$25,000 per employee and limits the sale price of the home, in addition to other limitations.

Program website: <https://homeofva.org/get-help/homeownership/richmond-employees/>

Healthy Homes Initiative (HCD)

Description of Program: The Healthy Homes Initiative provides assistance to income-eligible homeowners in the City of Richmond for essential health and safety repairs, accessibility modifications, and energy efficiency improvements. This initiative is intended to preserve affordable homeownership; reduce energy costs; and address code and safety violations in owner-occupied properties.

Population served: at risk; stable; thriving. The household's total gross income must not exceed 80% of the Area Median Income (AMI) for the Richmond Metro FMR Area.

Number of Households Served:

Fiscal Year	2025	2026 Q2-Q3 (to date)	Total
Households Served	81	24	105

Current Resource Commitment: FY2025 Funding from American Rescue Plan Act; FY2026 Funding from the Affordable Housing Trust Fund; FTEs: 3.0

Fiscal Year	2025	2026
Funding	\$2,000,000	\$2,200,000

Additional Considerations: The program regularly has a waitlist.

Program website: <https://www.rva.gov/housing-and-community-development/healthy-homes>

Manufactured Home Park Initiative (HCD)

Description of Program: The Manufactured Home Park Initiative provides funding to rehabilitate eligible manufactured homes in the eight manufactured home parks located throughout the City. It is administered as a grant program, with HCD providing oversight.

Project: HOMES, a third-party nonprofit organization, operates the initiative, reviewing and approving all eligible applicants and providing the prescribed rehabilitative work.

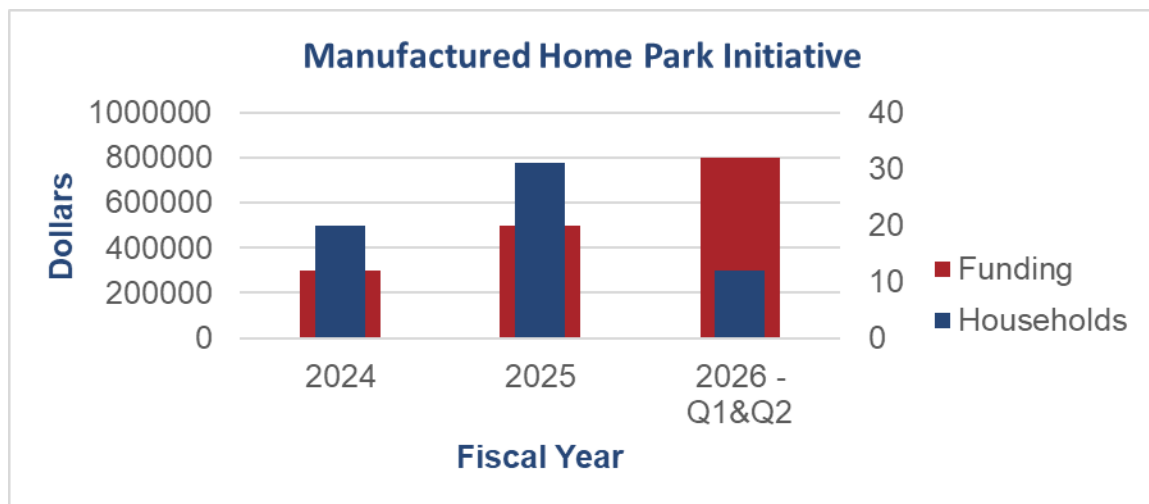
Population served: at risk

Number of Households Served:

Fiscal Year	2024	2025	2026 Q1-Q2	Total
Households Served	20	31	12	63

Current Resource Commitment: Funding from General Fund; FTEs: 0.25

Fiscal Year	2024	2025	2026
Funding	\$300,000	\$500,000	\$800,000



Program website: A January 2025 report on the program can be found at: <https://www.rva.gov/index.php/press-releases-and-announcements/news/city-richmond-releases-manufactured-housing-study> . Additional information can be found on Project:HOMES' website: <https://www.projecthomes.org/affordable-housing>

Older Adults & Persons with Disabilities (OAPD) Real Estate Tax Relief Program (Fin.)

Description of Program: Homeowners over the age of 65 or those who are 100% permanently disabled may apply to receive up to a 100% exemption of their assessed real estate taxes or a tax freeze which relieves a portion of the real estate tax on their home. To qualify, residents' income must be less than \$70,000 for the exemption and less than \$125,000 for the freeze. Financial assets (excluding residence) must be less than \$450,000 for the exemption and \$750,000 for the freeze. Only one option of the program may be utilized. The

Department of Finance offers individual assistance in completing the application at various locations each year.

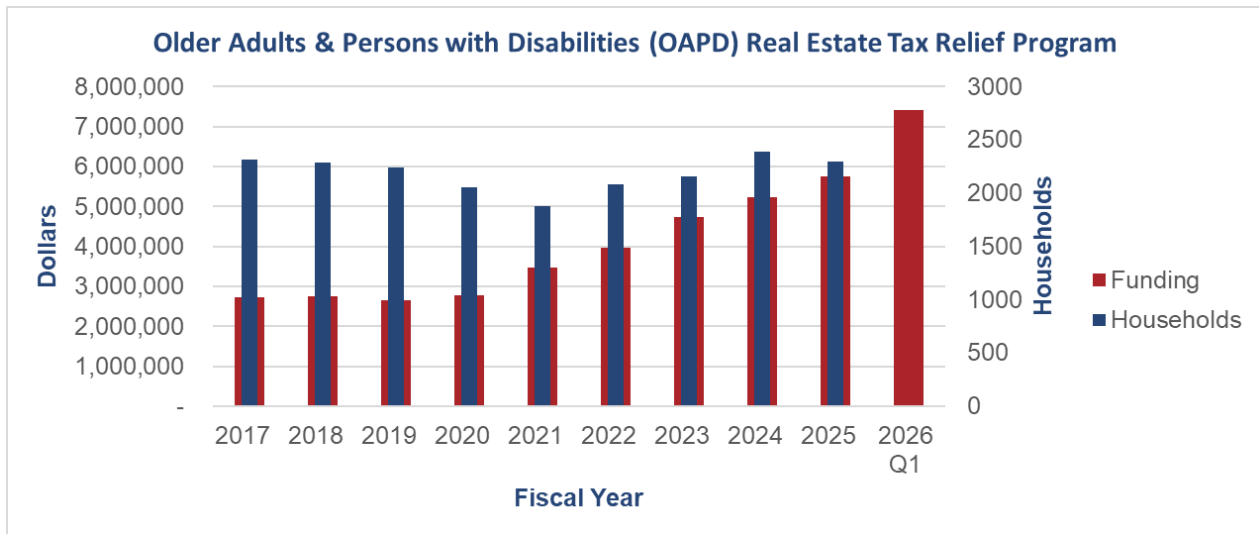
Population served: at risk; stable; thriving

Number of Households Served:

Fiscal Year	2017	2018	2019	2020	2021	2022	2023	2024	2025
Households Served	2,310	2,283	2,237	2,052	1,878	2,081	2,156	2,390	2,292

Current Resource Commitment: Funding for the program is from the General Fund. FTEs: 2.0

Fiscal Year	2017	2018	2019	2020	2021
Funding	\$2,712,885	\$2,760,411	\$2,651,250	\$2,785,733	\$3,475,967
Fiscal Year	2022	2023	2024	2025	2026
Funding	\$3,972,473	\$4,741,175	\$5,219,658	\$5,750,000	\$7,410,000



Additional Considerations: The reach of the program could be extended with additional resources for community outreach and for staff, including staff to help residents complete applications and to administer the program. The Department plans to engage with the Office of Aging and Disability and Human Services to assist with this initiative.

Program website: <https://www.rva.gov/finance/oapd-relief>

VI. Community Development and Planning

Programs focused on neighborhood planning, code updates, and resource connection

Affordable Housing Trust Fund (HCD)

Description of Program: The purpose of the Affordable Housing Trust Fund (AHTF) is to aid in meeting the needs of low and moderate income households in the City by providing loans and grants to for-profit and nonprofit housing developers and organizations for the acquisition, capital and other related costs necessary for the creation and preservation of affordable rental and owner-occupied housing in the city in accordance with Code of Virginia, § 15.2-958.5. The AHTF is intended to provide flexible local funding that complements other funding for housing related activities and provides gap financing to move challenging projects forward. The Affordable Housing Trust Fund Oversight Board provides a way for residents who have special experience or interests to participate in the City's decision-making process by advising the Mayor and City Council on numerous issues, including reviewing regulations, program policies, and operational procedures proposed by the Chief Administrative Officer or designee.

Population served: in crisis; at risk; safe; stable

Number of Households Served:

Fiscal Year	2022	2023	2024	2025	Total ²³
Affordable Units Completed	47	4	74	226	351

Current Resource Commitment: FTEs: 1.5

Fiscal Year	2022	2023	2024	2025	2026
Funding	\$442,193	\$0	\$10,000,000	\$10,000,000	\$12,000,000

Additional Considerations: Annual impact reports for the Affordable Housing Trust Fund can be found by visiting the program's website, listed below.

Program website: <https://rva.gov/housing-and-community-development/affordable-housing-trust-fund>

Affordable Housing Performance Grant Program (HCD)

Description of Program: The Affordable Housing Performance Grant program incentivizes the development of new affordable housing by offering a rebate of the incremental real estate tax increase of the improvement value in the form of a grant from the Economic Development Authority. This reduces the operating costs of affordable housing projects allowing developers to take on more private debt, increase market competitiveness by serving households with lower incomes, and keeping tenants' rents affordable for a longer time frame.

Population served: in crisis; at risk; safe; stable

Number of Households Served: FY2025: 217 new affordable units completed²⁴

Current Resource Commitment: FY2025 \$92,772.00 taxes rebated; FTE: 1.0

Additional Considerations: Rebates are not paid until the tax year following the completion of new housing; projects have 3 years from grant execution to complete construction.

Program website: <https://www.richmondeda.com/affordable-housing-grant/>

Affordable Housing Partial Tax Exemption (HCD)

Description of Program: The Affordable Housing Partial Tax Exemption offers a partial tax exemption to property owners who rehabilitate or renovate their single-family or multi-family property and provide at least 30% of units as affordable housing to low-income households. The existing structure must have been situated at its existing location for at least 20 years. Improvements must increase the value of the property by at least 20% for single-family use and at least 40% for multi-family use. Property owners apply for the exemption and must meet specified criteria. The program is administered jointly by the Department of Housing and Community Development and by the Office of the Assessor.

Population served: in crisis; at risk; safe; stable. Households must earn less than 80% of the Area Median Income

Number of Households Served: FY2025: 105 units were awarded; 321 units, in total, received tax abatements, because they received awards in prior years and continue to meet program eligibility.

Current Resource Commitment: FTE: 0.5

Additional Considerations: An evaluation of this program, including recommendations for improvement, will be presented to Council by June 30, 2026, as required by City Code Sec. 26-411.

Program website: <https://rva.gov/housing-and-community-development/partial-tax-exemption>

Code Refresh (PDR)

Description of Program: Code Refresh is a complete re-write of the City's 1970's zoning ordinance, as directed and shaped by our master plan, [Richmond 300](#). It entails creating new districts and re-mapping every parcel within the City, with the goal of a more productive, accessible, resilient, and exceptional built environment.

With regard to rules that impact displacement, the second draft of the code:

- A. Provides significantly more opportunities to build housing units by right, and thus the potential to more rapidly increase the supply of housing units needed to meet consistently high (and potentially growing) demand;
- B. Discourages demolition of existing housing units and lot splitting by applying zoning districts that more closely reflect the actual built environment, reducing the historic "over zoning" of neighborhoods where the majority of households were not white;
- C. Discourages demolition of existing housing units through a "preservation bonus" that allows property owners who preserve an existing structure to build up to three (3) housing units on that parcel, compared to only two (2) housing units if they demolish it;
- D. Discourages demolition of smaller, more affordable housing units in order to construct large housing units by requiring new infill development in residential neighborhoods to more closely match the existing built environment, with regard to height, size, and setbacks. While mostly indirect, this has a large role in shaping the development market -- of where and when things get built.

Population served: All Richmonders: in crisis; at risk; safe; stable; thriving

Number of Households Served: All Richmonders, since Code Refresh is aimed at meeting the City's housing needs assuming a moderate-to-strong growth scenario.

Current Resource Commitment: FY2025 Funding: \$1,200,000.00 from General Funds; FY2026 Funding: \$0.00, FTEs: 6.0

Additional Considerations: A third draft of Code Refresh is expected in Spring 2026. The draft will reflect additional feedback provided by Richmond residents, as well as an economic analysis of the for incremental growth.

Program website: <https://rva.gov/planning-development-review/code-refresh>

Small Area Planning Process (PDR)

Description of Program: “Inclusive Housing” is one of five “Visions” established in Richmond 300, the City’s master plan. Specifically, the vision is that “Richmond is a city where all people can access quality housing choices.” One of the key ways the City incentivizes growth that brings that vision to life is by developing small area plans that are informed by existing residents and which preserve and increase accessible housing options. Small area plans for the following neighborhoods have been developed since Richmond 300 was passed: Oak Grove/Hillside/Bellemeade; Jackson Ward; City Center; Pulse Corridor; Shockoe; and VUU/Chamberlayne.

Population served: All Richmonders: in crisis; at risk; safe; stable; thriving

Number of Households Served: N/A.

Current Resource Commitment: The Division of Planning and Policy within PDR

Additional Considerations: PDR will be bringing the Jackson Ward Community Plan to City Council in 2026. Also in 2026, work on the small area plan for the Semmes/Cowardin/Hull neighborhood will continue and will begin for Six Points; Westwood; and Five Points.

Program website: <https://www.rva.gov/planning-development-review/plans>

Strategic Disposition of City-Owned Property (HCD)

Description of Program: This program strategically disposes of underutilized City-owned property to create affordable housing. The Department identifies non-performing assets which can be offered for disposition through a competitive, public process. The goal is to create high-quality affordable housing, while expanding the City’s tax roll, strengthening neighborhoods, and reducing the City’s overhead costs.

Population served: All Richmonders: in crisis; at risk; safe; stable; thriving

Number of Households Served: N/A.

Current Resource Commitment: 2.0 FTEs

Additional Considerations: The first two RFPs were released on November 5, 2025, with submissions due on February 24, 2026. HCD will provide Council and the Mayor with recommendations as to the disposition of these properties in the second or third quarter of 2026.

Program website: <https://www.rva.gov/housing-and-community-development/public-documents>

RVA311 (CSR)

Description of Program: RVA311 agents provide information about City and partner programs when someone calls about housing insecurity.

Category: Information; Referral to Outside Programs

Population Served: All Richmonders: in crisis; at risk; safe; stable; thriving

Number of Households Served: The volume of anti-displacement inquiries is not trackable because 311 is structured to track service requests. Service requests are only for City programs. Therefore, a limited number of calls about housing insecurity lead to service requests (e.g. Older Adults and Persons with Disabilities Real Estate Tax Relief; Gap Grant Program), most do not.

Current Resource Commitment: N/A

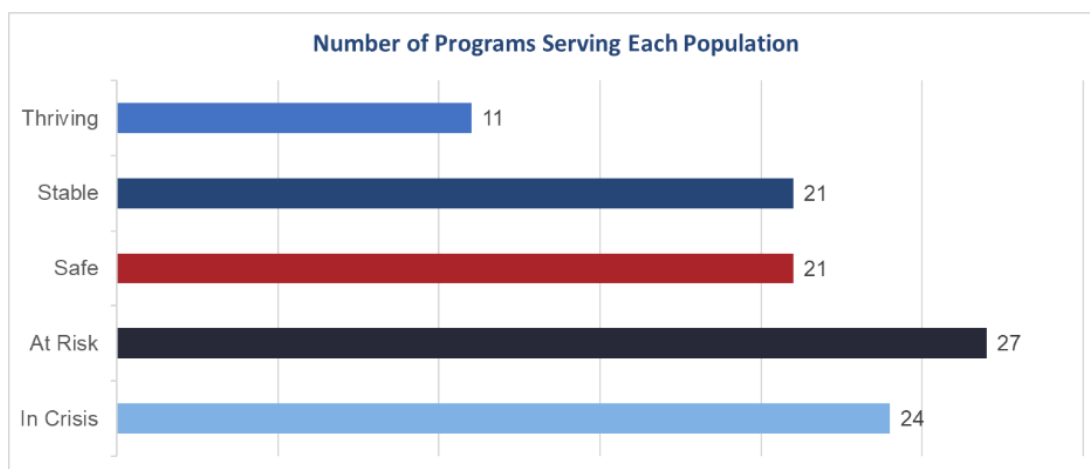
Additional Considerations: 311's work would be strengthened by more regular communication with other departments about their work, in order to ensure agents have the most up-to-date information on existing programs.

Program website: <https://www.rva.gov/citizen-service-and-response/about-rva-311>

APPENDIX A: Summary of Current Resource Commitment²⁵

	Number of Programs	Fiscal Year 2025		Fiscal Year 2026		
		Households Served ²⁶	Funding ²⁷	Households Served in the First Quarter of FY26 ²⁸	Funding ²⁹	City Employees ³⁰
Housing Stability for all Richmonders	11	4,533 + additional 25,032 ³¹	\$15,249,494 + additional \$3,410,323 ³²	462 +additional 2,807 ³³	\$10,944,349 + additional \$3,857,072 ³⁴	16.90 + additional 34.5 ³⁵
Utilities & Billing Assistance	7	10,898 ³⁶	\$297,672.09 ³⁷	2,456 ³⁸	\$100,000 ³⁹	9.50
Assistance for Homeowners	5	2,445	\$9,812,500	30	\$8,210,000	5.40
Community Development and Planning	7	548 ⁴⁰	\$11,292,722	0	\$12,000,000	11
Total	30	18,424 + additional 25,032⁴¹	\$36,652,388.09⁴² + additional \$3,410,323⁴³	2,948 + additional 2,345⁴⁴	\$31,254,349⁴⁵ + additional \$3,857,072⁴⁶	42.80 + additional 34.5⁴⁷

APPENDIX B: Populations Served



I. Programs restricted by income

- a. 80% AMI and below
 - i. Affordable Housing Partial Tax Exemption (HCD)
 - ii. Affordable Housing Performance Grant Program (HCD)
 - iii. Affordable Housing Trust Fund (HCD)
 - iv. Community Energy Burden Mitigation Programs (OOS)
 - v. Eviction Diversion Program (HCD)
 - vi. Federal Entitlement (HCD)
 - vii. Gap Grant (Finance)
 - viii. Healthy Homes Initiative (HCD)
 - ix. Manufactured Home Park Initiative (HCD)
- b. 60% AMI and below
 - i. Richmond Resilience Initiative (OCWB)
- c. Extremely Low-Income Residents⁴⁸
 - i. Auxiliary Grant (DSS)
 - ii. Energy Assistance (DSS)
 - iii. General Relief (DSS)
 - iv. Promoting Safe and Stable Families (DSS)
 - v. TANF (DSS)
 - vi. Right to Counsel (HCD)
 - vii. VIEW (DSS)

APPENDIX C: Programs and Websites

- I. **Housing Stability for all Richmonders:** Programs that prevent eviction, support renters, and assist residents facing homelessness
 - a. Auxiliary Grant, Department of Social Services - Division of Economic Support and Independence, <https://rva.gov/social-services/esi-auxiliary-grants-ag>
 - b. Temporary Assistance for Needy Families, Department of Social Services - Division of Economic Support and Independence, <https://www.rva.gov/social-services/esi-tanfview>, <https://rva.gov/social-services/esi-emergency-assistance-ea>
 - c. Eviction Diversion Program, Department of Housing and Community Development, <https://www.scdhc.com/eviction-diversion-program>
 - d. Family Crisis Fund, Human Services
 - e. Federal Entitlement - CDBG, HOME, ESG and HOPWA, Department of Housing and Community Development, <https://www.rva.gov/housing-and-community-development/federally-funded-programs>
 - f. Gap Grant Program, Department of Finance
 - g. General Relief, Department of Social Services - Division of Economic Support and Independence, <https://rva.gov/social-services/esi-general-relief-gr>
 - h. Office of Homeless Services, Department of Neighborhood and Community Services, <https://rva.gov/neighborhood-and-community-services/homeless-services>
 - i. Promoting Safe and Stable Families, Department of Social Services, <https://www.rva.gov/social-services/social-services-main>
 - j. Right to Counsel, Department of Housing and Community Development, <https://cvlas.org/get-help/>
 - k. The Richmond Resilience Initiative, Office of Community Wealth Building, <https://www.rva.gov/community-wealth-building/richmond-resilience-initiative>
- II. **Utilities & Billing Assistance:** Programs that help with water, energy bills, and payment plans
 - a. Energy Assistance, Department of Social Services - Division of Economic Support and Independence, <https://rva.gov/social-services/esi-energy-assistance>
 - b. Equal Monthly Payment Plan, Department of Public Utilities, <https://rva.gov/public-utilities/billing>, found under “Affordability Programs”
 - c. MetroCare Assistance Program, Department of Public Utilities, <https://rva.gov/public-utilities/billing>, found under “Affordability Programs”
 - d. MetroCare Water Conservation Program, Department of Public Utilities, <https://rva.gov/public-utilities/billing>, found under “Affordability Programs”

- e. Promise Pay, Department of Public Utilities, <https://rva.gov/public-utilities/billing> , found under “Affordability Programs”
 - f. Renter Exemption from Solid Waste and Recycling Fee, Department of Public Works, <https://www.rva.gov/public-works/trash-collection>, https://rva.gov/sites/default/files/2020-01/DPW_Application_ExemptionfromSolidWasteRecyclingFees.pdf
 - g. Senior Care Program, Department of Public Utilities, <https://rva.gov/public-utilities/billing> , found under “Affordability Programs”
- III. Assistance for Homeowners:** Programs that help with buying, keeping, or improving a home
- a. Community Energy Burden Mitigation Programs, Office of Sustainability, <https://www.rvagreen2050.com/grant-funded-programs>; <https://www.rva.gov/housing-and-community-development/healthy-homes>
 - b. Employee Homebuyer Assistance Program, Department of Human Resources, <https://homeofva.org/get-help/homeownership/richmond-employees/>
 - c. Healthy Homes Initiative, Department of Housing and Community Development, <https://www.rva.gov/housing-and-community-development/healthy-homes>
 - d. Manufactured Home Park Initiative, Department of Housing and Community Development, <https://www.projecthomes.org/affordable-housing>
 - e. Older Adults & Persons with Disabilities (OAPD) Real Estate Tax Relief Program, Department of Finance, <https://www.rva.gov/finance/oapd-relief>
- IV. Community Development and Planning:** Programs focused on neighborhood planning, code updates, and resource connection
- a. RVA311, Department of Citizen Service & Response, <https://www.rva.gov/citizen-service-and-response/about-rva-311>
 - b. Affordable Housing Trust Fund, Department of Housing and Community Development, <https://rva.gov/housing-and-community-development/affordable-housing-trust-fund>
 - c. Affordable Housing Performance Grant Program, Department of Housing and Community Development, <https://www.richmondeda.com/affordable-housing-grant/>
 - d. Affordable Housing Partial Tax Exemption, Department of Housing and Community Development, <https://rva.gov/housing-and-community-development/partial-tax-exemption>
 - e. Code Refresh, Planning and Development Review, <https://rva.gov/planning-development-review/code-refresh>
 - f. Small Area Planning Process, Planning and Development Review, <https://www.rva.gov/planning-development-review/plans>

- g. Strategic Disposition of City-Owned Property,
<https://www.rva.gov/housing-and-community-development/public-documents>

APPENDIX D: Departments Surveyed

Department Surveyed that Reported programs or initiatives that serve to mitigate displacement of residents:

- Department of Citizen Service & Response
- Department of Finance
- Department of Housing and Community Development
- Department of Human Resources
- Department of Neighborhood and Community Services
- Department of Planning and Development Review
- Department of Public Utilities
- Department of Public Works
- Department of Social Services
- Human Services (Family Crisis Fund)
- Office of Community Wealth Building
- Office of Sustainability

Department Surveyed that reported having no programs or initiatives that serve to mitigate displacement of residents:

- Department of Budget & Strategic Planning
- Department of Parks, Recreation and Community Facilities
- Department of Justice Services
- Office of Intergovernmental Affairs
- Office of Strategic Communications
- Office of the Assessor of Real Estate
- Richmond Police Department
- Richmond Public Library

¹ Res. No. 2023-R019 (adopted April 10, 2023),

<https://richmondva.legistar.com/LegislationDetail.aspx?ID=6112907&GUID=93BD96AB-6A5A-40B4-A50B-A29A36C706FA&Options=ID|Text|&Search=%22housing+crisis%22>

² 40.03% of Richmonders pay 30% or more of their income toward housing costs in 2024, the most recent data available from the U.S. Census Bureau, "Selected Housing Characteristics," *American Community Survey, 2024 ACS 1-Year Estimates Data Profiles, Table DP04*,

<https://data.census.gov/table/ACSDP1Y2024.DP04?q=050XX00US51760>.

³ See Resolution 2025-R043; Mayor Avula's "Housing Affordability Plan" (Jan. 15, 2026),

<https://rva.gov/mayors-office/more-homes-more-people>

⁵ "Mayor Danny Avula Launches the Mayoral Action Plan (MAP)" (Oct. 15, 2025), <https://rva.gov/press-releases-and-announcements/news/mayor-danny-avula-launches-mayoral-action-plan-map>.

⁶ This approximation is an undercount. It excludes the programs administered by the Department of Social Services (DSS), which may be used for housing or other expenses. See note below.

⁷ This approximation does not account for households who may be served by more than one program, leading to a potential overcount. Conversely, it may be under representative because it does not include the more than 25,000 households served by social services programs that do not distinguish which recipients used their benefits for housing support, as opposed to other necessities. This approximation also does not include residents enrolled in the Department of Public Utilities' Equal Monthly Payment Plan and Promise Plan. It does include the Social Services administered Energy Assistance program because all of that funding goes toward keeping residents in their homes.

⁸ City of Richmond, "Oak Grove Hillside Bellemeade Community Plan," at 9 (adopted by Planning Commission on Oct. 7, 2025)

<https://richmondva.legistar.com/LegislationDetail.aspx?ID=7685638&GUID=DE17D5E2-1906-49CB-B476-5D191D31AB02&Options=ID|Text|&Search=oakgrove>

⁹ "Displacement Mitigation Strategies for the City of Richmond," Housing Opportunities Made Equal of VA, at 2 (July 2025), citing George & Eunice Grier, "Urban Displacement: A Reconnaissance" (1978).

¹⁰ Justin Dorazio, "Localized Anti-Displacement Policies," Center for American Progress (Sept. 26, 2022), <https://www.americanprogress.org/article/localized-anti-displacement-policies/>.

¹¹ Eligibility is subject to individual program criteria.

¹² The number of households reported were noted as "approximate."

¹³ "FTEs" is used throughout this report to mean "Full Time Employees."

¹⁴ Additional limitations on who qualifies can be found by visiting Southside Community Development & Housing Corporation's website: <https://www.scdhc.com/eviction-diversion-program>

¹⁵ Due to contract timing the number of households served in Fiscal Year 2025 only covers May 1, 2025 – June 30, 2025.

¹⁶ Prior-year funding covers two-year cohorts.

¹⁷ General Fund.

¹⁸ Note that these counts include all DPU customers, not just residential ones.

¹⁹ DPU Enterprise Fund. This funding is not included in the total count of anti-displacement funding because it is used for residential and nonresidential customers alike.

²⁰ At the time of publication, residents' income must be less than \$70,000 for the exemption and less than \$125,000 for the freeze. Financial assets (excluding residence) must be less than \$450,000 for the exemption and \$750,000 for the freeze.

²¹ This estimate is calculated based current rates for solid waste and recycling. (($\$24.75/\text{month}$ charge for solid waste * 12 months) + ($\$4.33/\text{month}$ for recycling* 12 months)) * 450 households served = $\$157,032$.

²² For more information, please refer to the "Healthy Homes Initiative" section of this Inventory.

²³ Note that this number does not include the number of units that have been funded but are not yet fully built.

²⁴ Note that this number does not include the number of units that have been funded but are not yet fully built.

²⁵ Figures are as collected through a survey of City departments. If information was not reported for a particular program, that information is not included in totals.

²⁶ This approximation does not account for households who may be served by more than one program, leading to a potential overcount.

²⁷ Funding Sources Include: Local, State, Federal, and Private funds managed by the City.

²⁸ Not all programs collect data on a quarterly basis. Also, this total does not account for households who may be served by more than one program.

²⁹ Funding Sources Include: Local, State, Federal, and Private funds managed by the City. Funds carried over from Fiscal Year 2025 are not included in the totals to prevent duplicate counts of the same funding.

³⁰ Count includes full-time, part-time, and contract employees.

³¹ The number of households served by DSS programs that can be used for housing assistance or to meet other needs, specifically: Auxiliary Grant, TANF, General Relief, and Promoting Safe and Stable Families.

³² The funding for DSS programs that can be used for housing assistance or to meet other needs, specifically: Auxiliary Grant, TANF, General Relief, and Promoting Safe and Stable Families.

³³ Supra. Note 31.

³⁴ Supra Note 32.

³⁵ This number includes DSS staff managing programs that can be used for housing assistance or to meet other needs: Auxiliary Grant, TANF, General Relief, and Promoting Safe and Stable Families.

³⁶ This includes 6,986 through Energy Assistance. It does not include Promise Pay, which is available to residential and nonresidential customers.

³⁷ Does not include Promise Pay, which is available to residential and nonresidential customers.

³⁸ This includes 2,393 through Energy Assistance. It does not include Promise Pay, which is available to residential and nonresidential customers.

³⁹ Supra Note 37.

⁴⁰ Count includes only the direct creation of affordable housing units. It does not include the indirect benefits that occur by listening to the community; creating incentives that encourage the creation of affordable housing; or encouraging equitable economic growth.

⁴¹ Supra Note 31.

⁴² Does not include funding for the following DSS programs, which can be used for housing assistance or to meet other needs: Auxiliary Grant, TANF, General Relief, and Promoting Safe and Stable Families. Nor does it include funding for Promise Pay, which is available to residential and nonresidential customers.

⁴³ Supra Note 32.

⁴⁴ Supra Note 31.

⁴⁵ Supra Note 42.

⁴⁶ Supra Note 32.

⁴⁷ Supra Note 35.

⁴⁸ These programs establish income eligibility based off the federal poverty line or other measures besides HUD's AMI limits. While a direct comparison is not possible, generally residents must have incomes well below 30% AMI to qualify. HUD categorizes households that are at or below 30% AMI as "Extremely Low Income," hence the category here.