



THE COMMUNITY HUB

Pay Online!

Please follow the registration link on SRHA’s homepage to access our new features, www.suffolkrha.org.

WHO?

Head of Household and any household member 18 years or older can register for an account

OTHER SERVICES:

- Make payments
- View your balance
- Complete Recertification
- Upload documents
- Request a work order
- Update application
- Check position on waiting list



Important Dates:

Table of Contents:

What's New.....
 Pest Solutions.....
 Maintenance Corner...

01/25	Rent Statements Mailed
01/26	Meet and Greet Hoffer & CBM
02/14	Valentine’s Day
02/20	President’s Day All SRHA Offices Closed

ATTENTION

Effective **January 1, 2023** Suffolk Redevelopment and Housing Authority will **NO LONGER ACCEPT RENTAL PAYMENTS AT THE MAIN OFFICE.**



All payments will be made at
Southern Bank

221 Western Avenue, Suffolk Virginia 23434

Telephone number: (757) 923-4868

We appreciate your patience and cooperation as we implement these changes to better serve you.



Pay your rent *Online!*

Payments will also be accepted online on the tenant portal at <https://www.suffolkrha.org/pay-online>

a 2.05% fee applies per transaction

OR

Utilizing the Kiosks located at the following locations

- Colander Bishop Meadows
- Hoffler Management Office
- Morgan Memorial Library

Other Kiosk Functions Include:

- Create and updating tenant account
- Complete recertification
- Scan and upload documents
- Generate a work order
- Check position on waiting lists



Introducing to the SRHA Housing Operations Team

Welcome

**Franchesca
Bland**
Property Manager



Hoffler:

757-539-8742

Chorey Park :

757-925-1461

Colander Bishop

Meadows:



Meet and Greet

January 26, 2023

2:30PM-3:30PM (CBM)

4:00-5:00 (HOFFLER)

**Light refreshments
will be served.**



Introducing to the SRHA Housing Operations Team



Krystalyn Reid
Assistant
Property Manager

Chorey Park :

757-925-1461

Colander Bishop Meadows:

757-934-2445

Hoffler:

757-539-8742

Welcome



Meet and Greet

January 26, 2023

2:30PM-3:30PM (CBM)

4:00-5:00 (HOFFLER)

Light refreshments
will be served.



Maintenance Corner

In accordance with your lease which states:

Paragraph 12:

Pest Control: The resident agrees to permit the Unit to be treated Monthly for the control of pests. The Resident acknowledges that the Managements costs associated with pest control treatment are reasonable charges as described in Section 7(a) herein, and that the Resident will be charged these costs if the Resident is not prepared for scheduled pest control treatment after receiving notification of the schedule treatment.

Pest Control Refusal: \$55.00

Pest Control services provided by:

ACCURID PEST Solutions



Tentative Dates for Pest Control

Chorey Park

1st Tuesday of every month

- 02/07
- 03/07

Hoffler

1st Wednesday of every month

- 02/01
- 03/01

Colander Bishop

1st Friday of every month.

- 02/03
- 03/03

Maintenance, Damage and Repair:

Paragraph 11

The Resident agrees to use reasonable care to keep the Resident's Unit in such condition as to prevent health or sanitation problems from arising. The Resident agrees to refrain from and will cause the Resident's household and guests to refrain from destroying, defacing, damaging or removing any part of the premises or causing a hazard to life, health, or safety. The Resident agrees to notify the Management promptly of any known need for repairs and damages to the Unit and any known unsafe conditions in the common areas and grounds which may lead to damage or injury of the Community. The Resident will immediately notify the Management of any smoke detector or carbon monoxide detector malfunction. Except for normal wear and tear, Resident agrees to pay reasonable charges for the repair of any damage to the Unit or the appliances therein, caused by Resident, members of Resident's household, or guests as set forth in Section 7(a).

Bed Bugs:

Paragraph 1

Under the terms of the Suffolk Redevelopment and Housing Authority's standard lease agreement, residents are required to "report any problem with infestation." Accordingly, residents are strongly encouraged to report any suspected problems with bedbug infestation immediately. Residents are the first line of defense against bedbugs. Further, any willful failure on the part of a resident to report a bedbug infestation may result in adverse action taken against the resident, up to and including lease termination. A resident reporting bedbug may expect expeditious response and attention by the Suffolk Redevelopment and Housing Authority, but should be advised that inspection and, if neces-



Maintenance Corner Cont.

MAINTENANCE EMERGENCY LIST

The Maintenance work order lines (757) 539-4358 and (757) 539-4758 are answered 24-hours a day.

During normal business hours the calls are received by your Management Office and dispatched to a Maintenance Staff person assigned to the community in which you reside.

After hours calls are received by an answering service which then dispatches to the On-Call Maintenance person if the call is determined to be an emergency in accordance with SRHA's maintenance emergency list.

1. Fire, Call 911
2. Flooding or Major leak of any type
3. Gas Leak
4. Ruptured hot water heater
5. Brown water coming from sinks
6. Refrigerator failure (only 4:30 p.m. Friday until 9:30 p.m. Sunday)
7. Overflowing toilet or any other exposure to raw sewage
8. Failed heating system (only medical/elderly)
9. Lock Outs (Chorey Park and other elderly/handicapped)
10. No hot water (Chorey Park and other elderly/handicapped)
11. Security break-ins (Alarm going off in the community)
12. Failed A/C system (only medical/elderly)



NON-EMERGENCY

1. Lock Out (except for Chorey Park, and other elderly/handicapped)
2. No hot water (except for Chorey Park, and other elderly/handicapped)
3. Toilet stopped up (no exposure to sewage)
4. Tripped circuit breaker/blown fuses
5. Roof leaks, dripping faucet, leaking drain pipes

SRHA maintains a medical list of Residents who have provided documentation from health care professional of the medical need for air conditioning or heating. Residents needing to be placed on the medical list must provide documentation to the Management Office for inclusion in the list ***annually*** at re-certification.



Resident Corner

Paragraph 11 (e)

The Resident agrees to dispose of all trash, garbage, rubbish, and other waste from the premises in a sanitary and safe manner and in the appropriate receptacles provided by the Management. If the Resident has a trash container, the Resident agrees to return the container to its proper storage area by midnight on the day of the trash pickup.

Bulk Trash

Help us to keep our communities beautiful! Please put all trash in proper trash receptacles. If you have bulk trash at Colander-Bishop Meadows or Hoffler please place it at the dumpsters so that we can pick it up. If you have bulk trash at Chorey Park please call the office so that we can schedule a time for you to bring it down. Do not leave bulk trash in the hallways.



Management will supply running water and reasonable amounts of hot water and reasonable amounts of heat at appropriate times of the year (according to local customs and usage), except where the building that includes the Unit is not required by law to be equipped for that purpose, or where heat or hot water is generated by an installation within the exclusive control of the Resident and supplied by a direct utility connection.

REPORT ALL LEAKS IMMEDIATELY



Resident Corner



Use of Unit/Visitors:

The resident agrees not to use or permit the use of the unit for any purpose other than as a private dwelling unit solely for the resident and his family and/or dependents and not give accommodation to boarders or lodgers. Any person not included on this lease, who has been in the unit more than 14 days in a 12-month period, will be considered to be living in the unit as an unauthorized household member, and the resident will be considered in violation of the terms of this lease. This provision does not exclude reasonable accommodation of Resident's guests and visitors not exceeding 14 days.

Paragraph 11 (f):

*The Resident agrees to use in a reasonable manner all electrical, plumbing, sanitary, heating, ventilating, air conditioning, safety devices including smoke detectors and carbon monoxide detectors, and other facilities and appliances (including elevators) in the premises... **The Resident** agrees not to waste utilities provided by PHA. The Resident further agrees not to tamper with any of the above.*

**In Search of Volunteers
To establish
Resident Councils at
each community.**

**If you are interested,
please contact
Ms . Mizell at
757-934-2445
for more information.**

