

# THE COMMUNITY HUB

## PAY ONLINE!

Please follow the registration link  
on SRHA's homepage to access our  
new features

[www.suffolkrha.org](http://www.suffolkrha.org)

## WHO CAN REGISTER?

- ♦ Head of Household
- ♦ Any member of the household over  
the age of 18

## OTHER SERVICES:

- ♦ make payments
- ♦ view your balance
- ♦ stay updated on rent changes
- ♦ upload documents
- ♦ issue work orders

## TABLE OF CONTENTS:

**Pest Solutions**.....2

**Maintenance Corner**...3,4

**Resident's Corner** ...5-16

### **Important Dates:**

*\*offices will be closed\**

6/20/22	Juneteenth
7/4/22	Independence Day
9/5/22	Labor Day



# Pay your rent Online!

Beginning June 13, 2022, SRHA residents will no longer be able to make rent payments at the bank.

Payments will be accepted online on the tenant portal at

<https://www.suffolkrha.org/pay-online>

a 2.05% fee applies per transaction

A drop box will be available at 530 E. Pinner Street. We will only accept **money order** and **cashier's check** payments, **NO CASH, NO PERSONAL CHECKS.**

Upon request, receipts will be emailed with an active email address on file, no receipts will be mailed via USPS or picked up.



**Note: Payments received not in the form of a cashier's check or money order will not be processed and returned.**

## New to SRHA!

### Suffolk Redevelopment and Housing Authority Kiosk

#### Benefits:

#### 3 Locations

- ⇒ Hoffer Apartment Management Office
- ⇒ Colander Bishop Management Office
- ⇒ Suffolk Library

## What can I do at the Kiosk?

- Register for Resident Portal
- Access Public Housing and Resident Portal
- Pay Online using a debit/ credit card
- Maintenance Requests
- Update information
- Scan documents to Property Management Office
- Calendar of events



# Maintenance Corner

## 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 necessary, treatment of bedbugs may take time to schedule.*

## "Changing Housing, Changing Minds, Changing Lives"

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

**ACCURID PEST Solutions**



## Tentative Dates for Pest Control

**Chorey Park** – 1<sup>st</sup> Tuesday of every month

⇒ July 5, 2022

⇒ August 2, 2022

⇒ Sept 6, 2022

**Hoffler** – 1<sup>st</sup> Wednesday of every month

⇒ July 6, 2022

⇒ August 3, 2022

⇒ Sept 7, 2022

**Colander Bishop** – 1<sup>st</sup> Friday of every month.

⇒ July 1, 2022

⇒ August 5, 2022

⇒ Sept 2, 2022





**\*\*IT IS IMPERATIVE THAT YOU REPORT ALL PLUMBING ISSUES, TO INCLUDE LEAKING , FAUCETS, AND RUNNING TOILETS. FAILURE TO REPORT ANY MAINTENANCE IS A LEASE VIOLATION AS IN ACCORDANCE WITH YOUR LEASE.\*\***

# Maintenance Corner

(continued)

## *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.

## **Paragraph 18 (h) Trash Disposal:** **Trash Disposal:**

Resident agrees to dispose of all ashes, rubbish, and other waste from the Unit in a sanitary and safe manner.

To refrain from and cause members of Resident's household, guest or invitee to refrain from littering or leaving trash and debris in common areas.

As per your lease the cost to remove trash is as follows:

Trash in front of unit or bagged trash left in the trash rooms ,  
the disposal fee is **\$50.00.**

**\*\*\*Bulk Trash removal **\$75.00\*\*****

SRHA policy is 72 hours for non-emergency and 24 hours for emergency.

We will make every effort to respond in the time frame that we are contacted, please notify the office immediately.

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 Hoffer 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.

**Please NOTE the following:**

**No trash should be in front or in the back of your unit, if seen you will be charged ACCORDINGLY.**

**No cooking grease, food, food packaging, containers, or trash bags filled with any kind of debris should be out front in your yard or in the back. If trash is found to be in the front or back of your unit, you will be charged accordingly.**

# LATE FEES

Dear Residents:

As you are aware of, SRHA has not charged any late fees since March 2020 while we all dealt with COVID-19 pandemic and its restrictions.

As the eviction moratorium and other policies put in place during the COVID-19 pandemic expired, **SRHA has re-instated the late fees effective with January 2022 rent.** However, with the signage of your new dwelling lease you will notice that the late fee is no longer a flat fee.



In accordance with the Admissions and Continued Occupancy Policy and the dwelling lease, the late fee is ten percent (10%) of the periodic (monthly) rent. Please note that rent includes all other charges such as work orders, utilities, etc.



24/7 Helpline: 833-510-4357

[brightviewhealth.com](http://brightviewhealth.com)



BrightView is a new kind of addiction treatment center, one that pairs a patient-focused and evidence-based approach with the compassion and commitment to improve as many lives as we can.

We combine medical treatment with psychological therapy and social services to give patients the comprehensive support they need to overcome addiction. We offer evidence-based, outpatient addiction treatment programs to help people rebuild their lives without completely uprooting them.

At BrightView, we offer substance abuse treatment programs including:

- **Meth Addiction Treatment Programs**
- **Heroin Addiction Treatment Programs**
- **Opioid Addiction Treatment Programs**
- **Suboxone Treatment Program**
- **Vivitrol Treatment Program**



With so many people affected by substance abuse, we hope to lead by example. We utilize the latest technologies, therapies and concepts to help our patients live the lives they deserve. With BrightView, we want to give patients the environment and the support they need to overcome addiction and find a path to a brighter future.



## Affordable Connectivity Program

### Helping Households Connect

### Affordable Connectivity Program Fact Sheet

The Affordable Connectivity Program is a \$14.2 billion program that supports eligible low-income households struggling to afford monthly internet service. This critical program ensures that households have the connections they need for work, school, healthcare, and more.

#### What Is the Benefit?

The benefit provides a **discount of up to \$30 per month** toward internet service for eligible households and **up to \$75 per month for households on qualifying Tribal lands.**

Eligible households can also receive a **one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet** from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

#### Who Is Eligible to Receive ACP Support?

A household is eligible if a member of the household meets at least *one* of the criteria below:

- Has an income that is at or below 200% of the [federal poverty guidelines](#);
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or [Lifeline](#);
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program in the current or immediately preceding school year;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating provider's existing low-income program.

#### How Does an Eligible Household Enroll in the Program?

There are two steps to enrolling in the ACP:

1. Complete and submit an online or mail-in application available at [ACPBenefit.org](#).
2. Contact a participating provider to select an internet plan and have the ACP discount applied.

Some providers may have an alternative application that they will ask households to complete.





## Affordable Connectivity Program

### Helping Households Connect

#### How Does the ACP Protect Consumers?

The rules protect Affordable Connectivity Program recipients by:

- Empowering consumers to choose the service plan that best meets their needs (including a plan they may already be on);
- Ensuring consumers have access to supported broadband services regardless of their credit status;
- Prohibiting providers from excluding consumers with past due balances or prior debt from enrolling in the program;
- Preventing consumers from being forced into more expensive or lower quality plans in order to receive the ACP;
- Reducing the potential for bill shock or other financial harms;
- Allowing ACP recipients to switch providers or broadband service offerings; and
- Providing a dedicated FCC process for [ACP complaints](#).

#### How Will the FCC Promote the ACP?

Congress has authorized new outreach tools for ACP, such as paid media, research, and focus groups. These tools will help the FCC to build upon its existing outreach network of 35,000 partners that the agency developed in support of the Emergency Broadband Benefit (EBB) Program, the precursor to the ACP. The funding provided for these efforts will help to build awareness and drive enrollment for this new longer-term program.

The agency will continue working with federal partners that supported the EBB, such as the Department of Education, HHS, HUD and others. Their direct relationships with eligible households create unique opportunities for collaborative outreach and promotion of the ACP. Specifically, the FCC has issued a Further Notice of Proposed Rulemaking in which it seeks comment on a pilot program to ensure that households that rely on Federal Public Housing Assistance receive direct outreach to encourage them to enroll in the ACP.

The Further Notice also seeks comment on establishing a new grant program for ACP outreach partners. The agency understands that local, trusted community voices are often the best positioned to encourage enrollment in government benefit programs, like the ACP. We are currently seeking comment on the structure and objectives for this grant program and on grant-making best practices that will help to ensure the program is a success.

#### What Tools Are Available for Partners?

- **Toolkit:** The FCC outreach toolkit includes materials, in various languages, for consumers and community partners to share information about the ACP. Materials include sample social media posts and graphics, sample PSA scripts, newsletter or email blurbs, printable flyers, and videos. The FCC will continue to update and add new outreach materials to the toolkit.
- **Consumer FAQ:** Find more information or [answers to common questions here](#).
- **Help Line:** Call the ACP Support Center at (877) 384-2575.
- **Request A Speaker:** Send a speaker request to [ACPspeakers@fcc.gov](mailto:ACPspeakers@fcc.gov).

Find more information about the Affordable Connectivity Program at [fcc.gov/ACP](https://fcc.gov/ACP)

# Chorey Park Food Pantry



Wanchese Fish Company will deliver a monthly seafood donation to Chorey Park Apartments.

The community fridge and safety net pantry will enable us to provide chef- and dietitian-led cooking classes, recipes, and instruction for the residents.

Dates: To Be Announced

# Resident's Corner

## Did You Know?

Beginning Wednesday, January 19th, every home in the U.S. is eligible to order 4 free at-home COVID-19 tests?

### Website:

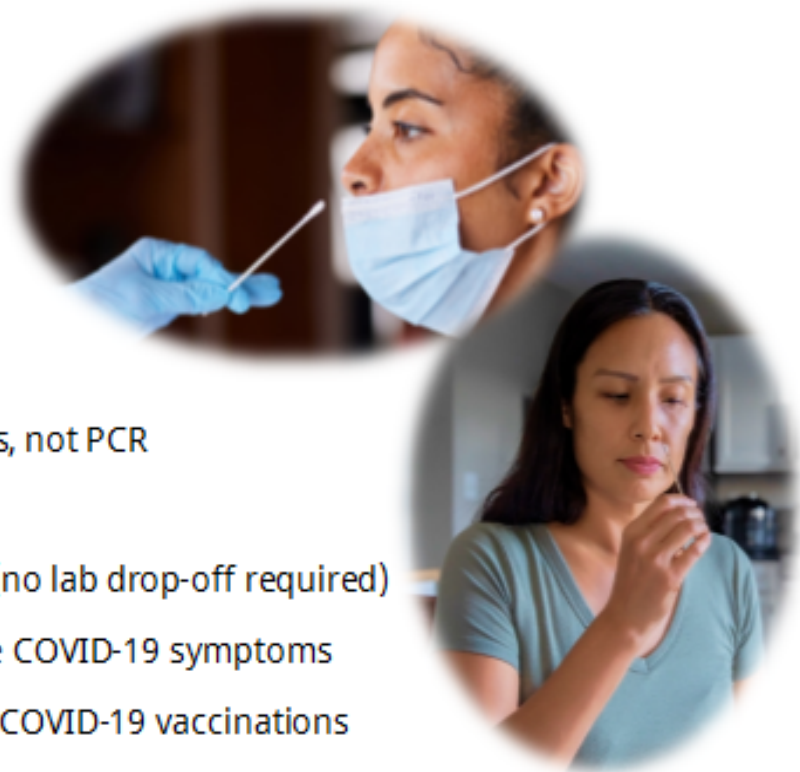
**[COVIDTESTS.GOV](https://www.covidtests.gov)**

The tests are completely free.

Orders will usually ship in 7-12 days.

The tests available for order:

- Are rapid antigen at-home tests, not PCR
- Can be taken anywhere
- Give results within 30 minutes (no lab drop-off required)
- Works whether or not you have COVID-19 symptoms
- Don't have to be up to date on COVID-19 vaccinations



**Testing is only one step you can take to protect yourself, friends, family, and others. Everyone is encouraged to:**

- Get up to date with their COVID-19 vaccinations. Visit [vaccines.gov](https://vaccines.gov) to find a vaccine or booster near you.
- Wear a well-fitted mask when gathering indoors.
- Maintain 6 feet of distance between people.



# Vaccination Sites

## **CVS Pharmacy, Inc.**

**#11056**

2775 Godwin Blvd, Suffolk, VA  
23434 COVID-19 appointments  
available

## **Walgreens Co. #10416**

2902 Godwin Blvd, Suffolk, VA  
23434  
Check appointment availability  
(vaccines in stock)

## **Kroger Pharmacy**

**#02900580**

1401 N Main St, Suffolk, VA  
23434  
Check appointment availability  
(vaccines in stock)

## **Walmart Inc #10-1687**

1200 N Main St, Suffolk, VA  
23434  
Check appointment availability  
(vaccines in stock)

## **Walgreens Co. #15446**

118 W Constance Rd, Suffolk,  
VA 23434  
Check appointment availability



## **COVID-19**

### **Vaccines:**

COVID-19 vaccines have become more readily available. If you have not received your vaccines please visit the following website, [www.vaccinefinder.com](http://www.vaccinefinder.com).

Answer a few simple questions and you will be on your way to getting your vaccine. Getting your vaccine is vital to having a life go back to normal. In the meantime the CDC recommends that we all do our part by continuing to do the following:

- 1) Wear a Mask
- 2) Stay 6 feet apart
- 3) WASH your hands
- 4) No large gatherings indoors

**Stay safe and stay healthy!!**





# Resident's Corner

## **NOTICE:**

- ♦ If you have any grills, flammable materials or indoor furniture, outdoors. Please remove immediately.
- ♦ Failure to remove these items may result in a lease violation. We will remove these items and charge you \$75.00 for bulk trash removal.
- ♦ It has been observed that smoking is occurring in unauthorized areas.
- ♦ Please be reminded that smoking in your apartment or within 25 feet of the building is a lease violation.



**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.*

## **Smoke-Free Housing Policy**

In accordance with HUD regulations, the Housing Authority has adopted these smoke-free policies. The policies are effective as of Board approval date.

Due to the increased risk of fire, increased maintenance costs, and the known health effects of secondhand smoke, smoking is prohibited in all living units and interior areas, including but not limited to hallways, rental and administrative offices, community centers, day care centers, laundry centers, and similar structures. Smoking is also prohibited in outdoor areas within 25 feet from public housing and administrative office buildings.

### **Applicability of Policy**

This policy is applicable to all residents, Housing Authority employees, visitors, contractors, volunteers and vendors.

### **Responsibilities of the Tenants**

Tenants and household members shall be responsible to enforce this Policy as to their guests, invitees, and visitors to their residential units.

### **Definitions**

The term “smoking” means any inhaling, exhaling, burning, or carrying any lighted or heated cigar, cigarette, pipe, or plant product intended for inhalation, including hookahs and marijuana, wither natural or synthetic in any manner or any form. “Smoking” also includes the use of an electronic smoking device which creates an aerosol or vapor, in any manner or in any form.

Violation of the smoke-free policy constitutes a violation of the terms of the public housing lease. Consequences of lease violations include termination of tenancy.

## **PHA POLICIES**

### **All Buildings are Smoke Free**

All public housing buildings and administrative offices are smoke free. Smoking is prohibited in all living units, including and any associated balconies, decks, or patios and in the common areas of the building, including but not limited to, community rooms, community bathrooms, lobbies, reception areas, hallways, laundry rooms, stairways, offices, and elevators.

### **Electronic Nicotine Delivery Systems (ENDS) / Marijuana**

Electronic nicotine delivery systems (ENDS) include e-cigarettes, nicotine inhalers, and vaping devices.

PHA policy: Use of ENDS or Marijuana is not permitted in public housing units, common areas, or in outdoor areas within 25 feet from housing and administrative buildings.

### **Designated Smoking Areas (DSA)**

PHA Policy: The PHA has established designated smoking areas at Hoffler Apartments located at 2210 East Washington Street, Colander Bishop Meadows located at 925 Brook Avenue, and Chorey Park Apartments located at 804 West Constance Road all in the City of Suffolk, Virginia. Residents using the designated smoking areas must extinguish all smoking materials and dispose of them safely in receptacles provided for that purpose.

### **Effective Date**

The PHA’s effective date(s) of this smoke-free policy is/are as follows:

PHA Policy: The smoke-free policy will be effective for all residents, household members, employees, guests, and service persons on July 30, 2018.

The smoke-free policy will take effect at the next annual lease renewal for each resident household. Residents must execute a smoke-free lease addendum as part of the annual lease renewal process. Regardless of the lease renewal date, all residents must be in compliance with the smoke-free policy no later than July 30, 2018.

## **Smoke-Free Housing Policy (continued)**

### **Enforcement**

The PHA must enforce smoke-free policies when a resident violates this policy. When enforcing the lease, the PHA will provide due process and allow residents to exercise their right to an informal settlement and formal hearing. The PHA will not evict a resident for a single incident of smoking in violation of this policy. As such, the PHA will implement a graduated enforcement framework that includes escalating warnings. Prior to pursuing eviction for violation of smoke-free policies, the PHA will take specific, progressive monitoring and enforcement actions, while at the same time educating tenants and providing smoking cessation information. The lease will identify the actions that constitute a policy violation, quantify the number of documented, verified violations that warrant enforcement action, state any disciplinary actions that will be taken for persistent non-responsiveness or repeated noncompliance, and state how many instances of noncompliance will constitute a violation. Tenancy termination and eviction will be pursued only as a last resort. The PHA may terminate tenancy at any time for violations of the lease and failure to otherwise fulfill household obligations if resident behavior disturbs other residents' peaceful enjoyment and is not conducive to maintaining the property in a decent, safe, and sanitary condition.

### **PHA Policy**

If the resident does not have any new violations for twenty-one (21) days the resident will be considered to have a clear record, and no further enforcement action will be taken.

Repeated violation of the smoke-free policy may rise to the level of other good cause for termination of tenancy. Three (3) violations by household member or guest shall be deemed "good cause" under the Residential Lease for the termination of Resident.

### **Reasonable Accommodation**

While addiction to nicotine or smoking is not a disability, the PHA will provide reasonable accommodation to persons with disabilities who smoke that are in compliance with the requirements of this smoke-free policy.



- ⇒ **Smoking is prohibited in all living units, including and any associated balconies, decks, or patios and in the common areas of the building, including but not limited to, community rooms, community bathrooms, lobbies, reception areas, hallways, laundry rooms, stairways, offices, and elevators.**
- ⇒ **Marijuana is not permitted in public housing units, common areas, or in outdoor areas within 25 feet from housing and administrative buildings.**

# Resident's Corner (continued)



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.

## Use of Appliance and Equipment:

Resident agrees to use the appliances and equipment in and about the Unit (i.e. electrical, plumbing, sanitary, heating, ventilating, air-conditioning and other facilities and appurtenances) only in a normal, reasonable and prudent manner, and shall return the same to Management in good order and condition, normal wear and tear excepted, upon termination of the tenancy.



While water is provided to you at no cost, it is encouraged that you:

- 1) CHECK FOR LEAKS AND REPORT THEM.
- 2) DO NOT LEAVE THE WATER RUNNING.
- 3) IF YOU WASH DISHES BY HAND, DON'T LEAVE THE WATER RUNNING FOR RINSING
- 4) TAKE SHORTER SHOWERS



# Library 2Go

SPRING 2022

SIGN-UP FOR A  
FREE LIBRARY  
CARD!

FREE MOBILE PRINTING  
AVAILABLE!



FOLLOW US ON TWITTER @SPL2GO!

**1st and 3rd  
WEDNESDAYS 4PM -5PM**

**COLANDER BISHOP APARTMENTS**

925 Brooke Ave, Suffolk, VA 23434

**2nd and 4th  
WEDNESDAYS 4PM -5PM**

**BELLEVILLE MEADOWS APARTMENTS**

5609 Plummer Blvd, Suffolk, VA 23435

**1st and 3rd  
THURSDAYS 4PM -5PM**

**COLLEGE SQUARE APARTMENTS**

6141 Old College Drive, Suffolk, VA 23435

**2nd and 4th  
THURSDAYS 4PM -5PM**

**WILDCARD DAYS**

We could be anywhere in Suffolk! Check @SPL2GO on Twitter for locations.

FOLLOW US!



@SUFFOLKPUBLICLIBRARY



@SPL2GO



SPL events are free to attend and open to people of all abilities. If you or someone in your party will require accommodations in order to participate, please call 757-514-7323 and ask to speak with a manager. You do not need to be a library member in order to attend. Event info subject to change.



757.514.7323

Find more events at: [SUFFOLKPUBLICLIBRARY.COM/EVENTS](https://www.suffolklibrary.com/events)

## Stars & Stripes Spectacular

Date: July 4, 2022

Time: 9:00 PM

Location: Constant's Wharf Park and Marina

Contact: 757.514.7250

Cost: FREE

\*\*Shuttles available, contact the number listed above for more information. \*\*



## National Night Out

Date: August 2, 2022

Location: 530 E. Pinner Street Suffolk, VA 23434

COST: FREE

Time: 6:00PM-9:00PM

Contact: Suffolk Redevelopment and Housing Authority, 757.539.2100



## Taste of Suffolk

Dates :September 10, 2022

Time: 11:00 AM - 6:00 PM

Location: Main Street, Finney Avenue, Commerce Street

Contact: 757.514.7250

Cost: FREE

Items can be purchased separated

