



AGENDA
NRHA Commissioners' Meeting
Thursday, August 14, 2025
555 East Main Street
Norfolk, VA 23510
9:00 a.m.

WELCOME AND REMARKS BY THE CHAIR OF THE BOARD

- I. **APPROVAL OF MINUTES OF COMMISSIONERS' MEETING:**
July 10, 2025 Board of Commissioners' Minutes
- II. **PUBLIC COMMENTS:**
- III. **New Business:**
 - Authorizing the submission of SEMAP Certification for FY26
- IV. **EXECUTIVE DIRECTOR COMMENTS:**
- V. **DEPARTMENTAL UPDATES:**
 - Client Services Update/Nicole Todd from the Food Bank & Isabella Health
- VI. **BOARD COMMITTEE UPDATES:**
- VII. **COMMISSIONER COMMENT:**

FUTURE MEETINGS

Board of Commissioners' Meeting
Thursday, September 11, 2025 at
555 East Main Street
Norfolk, VA 23510
9:00 a.m.

MINUTES OF MEETING

The Commissioners (the “Commissioners” or the “Board”) of the Norfolk Redevelopment and Housing Authority (the “Authority” or “NRHA”) met in a regular monthly meeting at 555 East Main Street in Norfolk, Virginia (the “City”) on Thursday, July 10, 2025.

The meeting was called to order at 9:00 a.m. by Chairman Alphonso Albert. Those Commissioners present were as follows:

Present: Mr. Alphonso Albert
 Mr. Adam Casagrande [*arrived at 9:03 a.m.*]
 Ms. Amy Chudzinski [*arrived at 9:06 a.m.*]
 Mr. Terreon Conyers
 Mr. Earl Fraley, Jr.
 Mr. Elbert Louis
 Ms. Elsie Mayo
 Mr. William S. Miller
 Dr. Philip Smith

Also present were Nathan Simms, Executive Director and Secretary, Delphine Carnes, Attorney, and various NRHA staff members.

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Welcome and Remarks by the Chairman of the Board

Chairman Albert welcomed everyone and thanked them for their participation. He reported that he had lunch with a senior City official yesterday and was disappointed to hear of the impression the City has of NRHA’s work and its relationship with City staff members. Chairman Albert stated that he knows Mr. Simms is very engaged in the community and noted that NRHA has to work harder at communicating and publicizing the productive relationships that the agency has developed. [*Mr. Casagrande arrived at 9:03 a.m.*] Chairman Albert mentioned that several years ago he was chosen to serve as Vice-President of STOP, Inc. and was one of the organization’s most popular leaders. He commented that he was often asked why he worked so hard, a question to which he always responded that his hard work was the product of his dedication to the organization and his loyalty to its mission. Chairman Albert observed that he feels the same way about being a Commissioner and serving on the NRHA Board. He encouraged other Commissioners to stand behind NRHA’s Executive Director and “back him up,” so that all can see the strength of the NRHA partnership and the commitment to NRHA’s mission by both staff and Board members.

Chairman Albert welcomed all guests in attendance at today's meeting. *[Ms. Chudzinski arrived at 9:06 a.m.]* He again urged the NRHA team to support Mr. Simms. He commented that the City Administration may feel that the Commissioners do not truly embrace the values and mission of NRHA, but this is inaccurate; the Commissioners are all extremely dedicated to the agency and Mr. Simms does a lot of outreach in the community.

Chairman Albert once again welcomed everyone in attendance and encouraged members of the public to offer comments. He reported that he conducted his first listening session in the Young Terrace community and added that both Mr. Casagrande and Mr. Louis were present at the session. Chairman Albert indicated that attendance was light, but the quality of the conversation was wonderful. He told the Commissioners that he will compile and circulate the notes that he took at this event.

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I. Approval of Minutes of Commissioners' Meetings

Prior to approval of the minutes, Chairman Albert called the roll and noted that all Commissioners were in attendance today. He then presented for approval the minutes of the June 12, 2025 Board of Commissioners' meeting. Upon motion of Dr. Smith, seconded by Ms. Chudzinski, the minutes of the June 12, 2025 Board meeting were unanimously approved by all of the Commissioners present.

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II. Public Comments

Chairman Albert reminded speakers of the three-minute time limit. The first speaker, Tiara Lassiter, then addressed the Commissioners. She asked if NRHA plans to reimburse residents for their moving expenses when Calvert Square and Young Terrace are redeveloped. Ms. Lassiter also spoke about emergency housing services and stated that there is a great need for homeless shelters, homelessness prevention services, emergency housing, and other assistance for families in Norfolk. She reported that homelessness has been on the rise and the existing programs are ineffective and insufficient to address this growing problem. Ms. Lassiter commented that the minimum wage is currently \$12.41/hour, but individuals need to make \$22.63/hour in Norfolk to earn a "living wage." She emphasized that more emergency housing needs to be created. Ms. Lassiter added that she wants to see fewer women and children on the streets; people need a safe place to go when they are in crisis.

Raytron White then introduced himself and stated that he is the Tenant Management Council President in Grandy Village. He commented that communication needs to improve. Mr. White mentioned that the Yardi system is being implemented in July and many residents are calling

him with questions. He asked if NRHA is prepared to explain to residents how the new system works and exactly how they can use it to pay their rent. Mr. White expressed his thanks to Mr. Corey Brooks for the community food distribution. Mr. White described Mr. Brooks as a wonderful “boots on the ground” employee and thanked him on behalf of all of the residents of Grandy Village for his efforts and commitment. Chairman Albert agreed with this description and thanked Mr. White for his comments.

Ms. Chudzinski stated that she cannot bear the thought of children in our community going hungry. She explained that it is impossible to effectively function if you are hungry. Ms. Chudzinski wondered if some funding should be reallocated to address the issue of hunger and food insecurity.

Javon Bennett addressed the Commissioners via telephone and stated that he is no longer with New Virginia Majority. He commented that he would like to meet with Mr. Simms in person to share some information that he believes will be helpful. Mr. Bennett mentioned that he attended an open house event and one NRHA staff member was very pleasant, but another employee was not. He stated that he has seen United Way workers in the community and believes it would be beneficial to work more closely with them and exchange ideas. Mr. Bennett observed that he is still uncertain about what the African-American Male Focus is about. He indicated that he would like to see programs that make a real impact and are not just a waste of money. Mr. Bennett noted that more data needs to be compiled to ensure the various programs are resulting in good outcomes. He expressed his concern that there are many overlapping programs, which makes it difficult for residents to know how to access the appropriate activity or program for their individual needs.

Mr. Louis stated that he spoke with Mr. Bennett and also discussed the African-American Male Focus with Leha Byrd, Director of Communications and Intergovernmental Relations, and Julius Norman, Client Services Director. Mr. Louis asked for clarification of the name of the organization, wondering if the last word is Focus or Forum. He mentioned that Mr. Norman and/or Ms. Byrd will reach out to Mr. Bennett.

Mr. Casagrande reported that he was happy to be at Chairman Albert’s listening session. He observed that it is a great open forum where residents have the attention of the Commissioners. Mr. Casagrande mentioned that he would like to see more residents participate so they can voice their concerns. He encouraged members of the public to spread the word and tell others to attend the next session.

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III. New Business

None.

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IV. Executive Director Comments

Mr. Simms thanked Chairman Albert for his remarks. Mr. Simms confirmed that he works hard every day for the residents of NRHA's communities. He added that he believes in the work and mission of the agency, acknowledging that it is not easy work, but he will continue to do everything in his power to make NRHA even stronger. Mr. Simms announced that NRHA will turn 85 at the end of this month. He noted that he is wearing an 85th anniversary pin today and mentioned again that he works to continue to advance the agency's goals.

Mr. Simms introduced NRHA's new comptroller, Dr. Marvin Black, who started work last week. Mr. Simms stated that Dr. Black formerly worked with the Baltimore Department of Housing and Community Development. Dr. Simms also mentioned that Dr. Black was fortunate to find housing within a day of his relocation. The Commissioners all welcomed Dr. Black.

Mr. Simms announced that NRHA conducted a Landlord Forum on June 11. He commented that it was very well attended with 70 landlords participating, and also noted that NRHA continues to expand its outreach. Mr. Simms spoke about the new Yardi system. He stated that it is an adjustment from former procedures, but, at the end of the day, will be very helpful. Mr. Simms observed that NRHA staff members are working on the implementation and feel strongly that the benefits will outweigh the hiccups that are an inevitable part of any new system. He apologized for any bumps along the way during the implementation period.

Chairman Albert asked if there would be training for residents on the new Yardi software and Mr. Simms answers that training has already started and will continue to be provided to all residents. Mr. Conyers asked Mr. Simms to identify the points of contact for questions regarding Yardi. Mr. Simms responded that the initial point of contact should be the IT Department, but every individual department has been trained, and is knowledgeable about, the aspect of the Yardi system applicable to that specific department. Chairman Albert commented that he would like ongoing information regarding training opportunities to be posted. Mr. Simms agreed to do this. Chairman Albert added that he wants to make sure that questions are directed to the right individuals. Mr. Simms confirmed that he will post comprehensive and accurate information to help direct residents who may have questions.

Mr. Simms reported that significant work has gone into refreshing the units in Young Terrace and he invited the Commissioners to see the newly renovated units firsthand. Mr. Simms explained that the units have been staged, which changes their look and feel. He added that he is very excited about these improvements, photographs of which were shown on screens for the Commissioners to view. Mr. Simms indicated that an open house event was held from 9:00 a.m. to 6:00 p.m. He noted that individuals attending the open house mentioned that the new units really feel like homes. Mr. Simms observed that this makes a huge difference. He mentioned that the

units will eventually be transformed, but it is critical to make short term improvements to elevate the quality and appeal of the available units. Mr. Simms reported that NRHA plans to continue this approach across its portfolio over the next few months. He added that similar open house events like the one in Young Terrace have been scheduled; the Calvert Square open house is planned for July 18 and an open house will be held in Grandy Village on July 22. Mr. Simms concluded by stating that NRHA cares about, and is focused on and committed to, the process of refreshing and updating the units in its communities.

Mr. Conyers commented that when people question what NRHA is doing to take care of its current assets, they should be directed to these recent efforts to improve the quality and appearance of NRHA's existing housing units. He stressed that it is important to document this significant effort and thanked the NRHA staff for their hard work. Mr. Simms mentioned that the Property Management team, as well as several other departments, did a tremendous amount of work. He commented that it truly took a team effort to make these upgrades possible. Mr. Simms observed that NRHA is committed to serving more people and making the homes in which they live more functional and attractive.

Mr. Simms stated that there has been a great deal of news coverage related to Young Terrace and Calvert Square, as well as coverage of the football clinic that NRHA hosted a few weeks ago. He indicated that Michael Vick attended a portion of the clinic and added that the parents and children all had a great time. Mr. Simms mentioned that he would like to give a "shout out" to Darryl Bullock of the Norfolk State University football coaching staff who was present throughout the clinic and available for interviews, photos, huddles, etc. Mr. Simms commented that the clinic was a wonderful event for all involved.

Mr. Simms reported that NRHA is continuing to promote its work-related fairs this summer, including job training events, financial literacy programming (at Oakleaf Forest and Calvert Square), a trade fair (August 7), and several other employment workshops. He stated that NRHA continues to connect residents to opportunities. Mr. Simms encouraged everyone to come and see what is offered. He also noted that NRHA makes a real effort to address needs from multiple angles to provide a better and more comprehensive result.

Ms. Simms directed the Commissioners to NRHA's social media sites and commented that quite a number of announcements have been posted recently. He mentioned that NRHA has selected Gilbane Development Company as the master developer for Young Terrace and Calvert Square. Mr. Simms observed that it will be a very collaborative process. He indicated that the scoring team for the selection process was made up, half and half, of representatives from NRHA and representatives from the City. Mr. Simms confirmed that the decision was unanimous. Mr. Casagrande stated that he was delighted to hear that. Mr. Simms announced that the charrette process will take place from July 14 to July 17, all day every day, at the Murray Center. Mr. Simms

encouraged all of the Commissioners to attend and to provide feedback. He observed that a lot of decision making still needs to be done, so NRHA is actively soliciting additional input.

Mr. Simms announced that NRHA has been working with The Community Builders, Inc. (“TCB”) on Broad Creek and will be repositioning the initial phases. He explained that NRHA has been asked to serve as the conduit issuer of bonds to help finance this project; more information will be shared with the Finance and Development Committees next week and with the full Board next month.

Mr. Simms stated that he would like to celebrate NRHA’s development team. He reported that Virginia Housing, formerly known as Virginia Housing Development Authority (“VHDA”), awarded NRHA a \$500,000 grant for a demonstration at Moton Circle. Mr. Simms explained that NRHA will use the funds to help develop and build different types of homes at Moton Circle, including modular homes. He thanked Cori Hines for his work on helping apply for the grant funding.

Mr. Simms spoke about the “Big, Beautiful Bill” (the “Bill”) being considered by the U.S. Congress. He mentioned that some new programs will be introduced under the Bill and some additional resources will be made available in areas with concentrations of military personnel, including Hampton Roads. Mr. Simms commented that the Bill will provide a lot of potential for NRHA’s redevelopment efforts. Dr. Smith asked if Mr. Simms could give the Board a summary of the specific highlights of the Bill that might benefit NRHA, especially if there are levers that can be pulled at the local level to facilitate these initiatives. Dr. Smith noted that the Bill shifts the responsibility for Medicaid to the local level. He commented that the Board may not be able to address everything on the national level, but if there are actions that can be taken locally to maximize any positive impact, that should be done.

Mr. Casagrande agreed with Dr. Smith’s comments. Mr. Casagrande stated that he has read the Bill. He observed that, for some opportunities, there is a finite amount of funding and support available, so it is critical for NRHA to be ready to be first in line to use these opportunities to the agency’s advantage. Chairman Abert echoed these sentiments and mentioned that he knows that Mr. Simms has already identified specific benefits and shared his insights regarding how NRHA needs to respond. Chairman Albert agreed that a comprehensive briefing would be advantageous. Mr. Louis agreed as well and stated that he was impressed with the knowledgeable details Mr. Simms shared yesterday during the Economic Inclusion Committee meeting.

Mr. Fraley observed that he has not yet read the Bill but recalls from news reports that a lot of items included in this legislation are slated to take effect in the future. Mr. Simms confirmed that some measures on the social front have been scheduled for implementation two to three years from now. He then addressed some of the maritime aspects of the Bill, noting that adequate housing and day care facilities will be needed for workers if there is a significant increase in the

shipbuilding industry. Mr. Simms stated that Norfolk is located within both an Opportunity Zone and a Maritime Zone, so there are many opportunities for NRHA to consider various holistic options. He added that funding is available for commercial corridors; the Commonwealth also provides some financial resources for affordable housing. Mr. Simms observed that NRHA has initiated a number of activities and programs, but the system needs to be primed to take advantage of all of these opportunities. He concluded by stating that there is a lot for the agency to consider.

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V. Departmental Updates

Client Services/Update/Student Spotlight: Mr. Norman welcomed three student scholarship recipients. He first introduced Lariq Teasley, an honor graduate from Maury with a 3.1 grade point average. Mr. Norman stated that Lariq played for four years on the Commodores varsity football team, which has won back-to-back Virginia High School League Class 5 state titles; Lariq was also named to the all-Eastern District first team as the left tackle position on the offensive line. Mr. Norman shared that Lariq is the 2025 recipient of the \$20,000 E.L. Hamm/Norfolk Redevelopment and Housing Authority Scholarship and will attend Old Dominion University in the fall where he plans on studying exercise science. Mr. Norman added that Lariq's sibling also won an award. The Board congratulated Lariq for his accomplishments. Mr. Norman explained that Lariq received a scholarship to play football but decided not to accept it so he would have time to focus on his studies and continue working part-time at Krispy Kreme. Mr. Norman commented that Lariq is a very impressive young man.

Mr. Norman then introduced Alexis Williams, who is an honor graduate from Booker T. Washington with a 3.2 GPA. Ms. Norman mentioned that Alexis graduated a year early following a full schedule of junior and senior classes. He commented that, in addition to her academic studies, Alexis played on the varsity girls basketball team for three years, led the Marching Bookers as drum major the last two years and was a cadet in the school's Naval Junior Reserve Officers' Training Corps during her final year. Mr. Norman stated that Alexis was accepted to 23 colleges but will stay close to home and attend Norfolk State University, where she will study kinesiology. Alexis told the Commissioners that she is a resident of Young Terrace. Mr. Norman noted that Alexis is an exceptional young lady who has had a lot of support and encouragement that helped make her successful.

Mr. Norman next introduced Jamiyah Davis, an honor graduate from Booker T. Washington with a 3.9 GPA, who ranks sixth in her class. Mr. Norman added that Jamiyah is a student in Booker T. Washington's Academy of Arts and a member of the school's gospel choir. Mr. Norman commented that Jamiyah was one of five recipients of the 2025 Virginia Association of Housing and Community Development Officials (VAHCDO") Scholarship Fund and was awarded \$2,000 during a March luncheon, where she performed a beautiful vocal selection. Mr.

Norman shared that Jamiyah, who lived in the Tidewater Gardens community, will attend Hampton University in the fall where she will study criminal justice.

Mr. Norman congratulated all of the scholarship recipients. He also thanked all of the parents and family members in attendance today who are responsible for creating an environment that helps their children succeed. Mr. Norman emphasized that NRHA is here to offer its support and assistance to the award winners, their families, and the members of their communities. He asked the parents to stand; everyone applauded and expressed their congratulations.

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VI. Board Committee Updates:

Finance: Dr. Smith stated that the Finance Committee is scheduled to meet next Monday. Chairman Albert mentioned that he has asked Mr. Simms to appoint a key staff member to coordinate with the Finance Committee to help plan a strategic session.

Public Housing and Safety: Mr. Louis announced that the Public Housing and Safety Committee met on July 1. He commented that he is very impressed with the information that was covered, including with respect to the recent unit refresh, as well as the work that NRHA has done to coordinate activities with the Norfolk Police Department

Economic Inclusion: Mr. Louis reported that the Economic Inclusion Committee met on July 8 and discussed important issues that focus on residents and community-based efforts to address concerns and initiatives. He observed that the committee is making great progress and will bring updated information to the Board in the near future. Mr. Louis mentioned that he is proud of the work that the committee is doing and of the collaborative efforts that it promotes.

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VII. Commissioner Comments

Mr. Fraley commented that he is currently serving on a committee that was formed by the City to look at housing issues. He encouraged the other Commissioners to provide input and ideas that he can pass along to the members of this committee.

Mr. Casagrande stated that he has no comments but expressed his thanks to all for a very uplifting meeting.

Mr. Louis reported that he attended the second half of Chairman Albert's listening session that took place on June 21. Mr. Louis commented that he enjoyed meeting with residents and hearing their concerns. He added that he has followed up with them regarding the issues that were

raised. Mr. Louis thanked Mr. Simms for his responsiveness. Mr. Casagrande also added his thanks.

Chairman Albert thanked Ms. Mayo who has made a consistent effort to attend all of the Board meetings, despite the fact that she has not been feeling well for the past few months. He also acknowledged former Commissioner Rose Arrington, who is attending today's meeting.

Mr. Conyers stated that he was glad to see the students today and mentioned that it reminded him of his time at Booker T. Washington High School.

Ms. Arrington commented that she has enjoyed coming to today's meeting and indicated that she is here to thank all those who reached out to her to express their encouragement and support when her daughter passed away. She once again thanked the Board and expressed her love for the Commissioners and staff.

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There being no further business, the meeting was adjourned at 10:19 a.m.

Secretary

Chair



RESOLUTION AUTHORIZING THE SUBMISSION OF SECTION EIGHT
MANAGEMENT ASSESSMENT PROGRAM (SEMAP) CERTIFICATION FOR
FY-2025

WHEREAS, The Department of Housing and Urban Development (HUD) has established a Section 8 Management Assessment Program (SEMAP) to assess the quality of the Housing Choice Voucher program's operating performance; and

WHEREAS, The operating performance is assessed by the measurement, analysis and reporting of fourteen key indicators: Selection from Waiting List, Reasonable Rent, Determination of Adjusted Income, Utility Allowance Schedule, Housing Quality Standards (HQS) Quality Control, HQS Enforcement, Expanding Housing Opportunities, Payment Standards, Timely Annual Reexaminations, Correct Tenant Rent Calculations, Annual HQS Inspections, Lease-up, Accurate Verification of Income and Family Self-Sufficiency; and

WHEREAS, Norfolk Redevelopment and Housing Authority (NRHA) has compiled and certified the results of its performance in the fourteen areas for fiscal year 2025 (FY-2025), for which the scoring for each SEMAP indicator is attached; and

WHEREAS, based on a thorough review of the supporting documentation for each indicator, NRHA is a Standard Performer Housing Choice Voucher Program with a score of 125 out of 145 for FY-2025; and

WHEREAS, the approval and authorization of the NRHA the Board of Commissioners is required to submit the certification to HUD of the required Section 8 Management Assessment Program (SEMAP) indicators, reflecting the performance of the Authority in the operation and administration of its Housing Choice Voucher program for the year ending June 30, 2025.

NOW, THEREFORE, be it resolved by the Board of Commissioners of the Norfolk Redevelopment and Housing Authority as follows:

1. The certification and reporting to HUD of the required Section 8 Management Assessment Program (SEMAP) indicators, reflecting the performance of the Authority in the operation and administration of its Housing Choice Voucher program for the year ending June 30, 2025, is hereby approved and authorized.

2. This Resolution shall be in effect from and after the date of its adoption.

I hereby certify that the above is true and exact copy of the resolution adopted by the Board of Commissioners of the Norfolk Redevelopment and Housing Authority at their regularly scheduled meeting of August 14, 2025.

Executive Director

Board Chairperson



Commissioners' Update NRHA Board of Commissioners

Subject: Chief Operating Officer, COO

Executive Contact: Demetria Johnson

Date: August 14, 2025

BACKGROUND

Chief Operating Officer (COO) is responsible for Operations (formerly Administration Services) which includes Human Resources, Fleet, and Risk and Operations Management. Also Finance, Asset Management, and Information Technology are direct reports to the COO. The following report summarizes activities for the month of July 2025.

STATUS

Finance Department Updates

- **Finance Restructure** - Interviews are complete seven (9) positions to include: Budget and Financial Reporting Analyst, Cash Management Analyst, Accounts Payable Specialist, Accounts Receivable and Accounts Payable Specialist, and Staff Accountants (3). Candidates have been selected and they are going through the background checks. All candidates are anticipated to start before the end of August 2025.
- **FY2025 Annual Audit** – Kickoff meeting was held with the new auditors, Berman and Hopkins. The areas of concentration will focus on Public Housing, Capital Fund Program, and Procurement.
- **REAC/FDS Submission** – Due to HUD August 31, 2025. An extension requested due to the new Finance staff. HUD has granted an extension to October 15, 2025.
- **Banking Transition** – Working with Bank of America and Southern Bank to transition accounts to TowneBank and Dollar Bank. Anticipated completion is August 31, 2025. Check scanners received and installation is being scheduled with a go live date of September 1, 2025.
- **Training** – CSG Associates will conduct training to Finance staff on calculating operating subsidy which is due to HUD October 15, 2025.

Human Resources Updates

- **Job Descriptions** – Agency-wide initiative to update all positions to ensure staff understands duties and responsibilities.
- **FY2025 Performance Evaluations** – Employees will complete their self-evaluations and meet with direct supervisors for discussions.
- **Open Enrollment** – Preparing for enrollment to begin in October 2025.

Information Technology Updates

- **Yardi Update** – First implementation phase is complete. 215 landlords and 357 residents have registered for Rent Café. Yardi is scheduling demonstrations for the following modules to be implemented: Construction Manager, Vendor Café, Inventory/Fixed Assets, Legal, and Data Analytics. Since Go-Live there has been challenges with day-to-day operations. Attached is a list of challenges that IT, Finance, and other departments are working with Yardi to resolve.
- **Upgrades** – Microsoft will no longer support Microsoft 10 after October 15, 2025. All NRHA computers will be upgraded to Microsoft 11 before October 15, 2025.

- **Vacant position** – Currently interviewing for Network Infrastructure Engineer and CCVT.

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Administrative Services Updates

- **555 E Main Street** – Cashless gate entry and exit project underway. Garage Gate is being replace with a new roll down gate. NRHA is awaiting an installation date from Overhead Door. Equipment has been received.
- **910 Ballentine** – Boat Shop will vacate premises within 60 days.
- **Fleet** – Enterprise Fleet is ongoing and on scheduled to be delivered around October.



Commissioners' Update NRHA Board of Commissioners

Subject: Development Update

Executive Contact: Steve Morales

Date: August 14, 2025

BACKGROUND

The Development Department oversees Real Estate, Capital Fund, Choice Neighborhoods-Tidewater Gardens/St. Paul's transformation, Property Renovations and Redevelopment, HOME program and HomeNet First Time Homebuyer Counseling. The following Report summaries Development Department activity up to August 6, 2025.

STATUS

Tidewater Gardens-Choice Neighborhoods Project

Currently, there are 90 former Tidewater families in CNI developed housing across 5 separate developments (Riverside station (offsite), Market Heights (Offsite) Origin and Reunion (Phase 1 on-site), Aspire (Offsite).

Phase 2 (Unity) on-site-140 units – The first building is set for certificate of occupancy this month and lease up is underway to date 61 former Tidewater residents initially signed up for the waitlist.

Phases 3 (Kinship-191 units) under construction – initial schedule - Block 10 will be completed late summer 2026, blocks 16 & 9 late 2026.

Phase 4 -is broken into three separate Developments (TWG-B1, B2 & B3). Brinshore is working thru closing financial gaps in order to secure financing and start construction. Total unit count remains 191 units and replacement units (PBV) remains 79.

Phase 3 and 4 Developments include a greater mix of unit types with elevator buildings, walk-ups and townhouse units.

HomeNet and HOME

In FY25 HomeNet has had 59 total closings with 28 under the HOME program. For FY26 NRHA received an allocation of \$563,317 in HOME funds. Staff will pursue additional funding from other organizations to supplement FY 2026 HOME funds to support homeownership efforts.

There are still remaining \$995,805 in CHDO Home Funds.

There are three CHDO groups operating in Norfolk:

Habitat for Humanity

Beacon Light Community Housing Development Corp

Virginia Housing and Community Development Corp

Habitat has broken ground on two homes at 2135 Vincent Avenue and 2139 Vincent Avenue. Beacon light is pursuing the development at 501-505 Berkley Avenue Extension

Real Estate

NRHA closed on Stanley Furniture Site July 30, 2025, the site will be combined with the former Goldberg Hardware property as an early build site for the redevelopment of Young Terrace and is a critical piece for advancing that project.

Transformation

Sykes

NRHA continues work to get Sykes to financial close in November. CSG consultants are completing Debt and Equity solicitation and the team will be apply for the Governor's Pool for Bond allocation. NRHA staff will come back to the Board in September to increase the "up to amount" for NRHA's capital investment as a precaution due to cover further project escalations.

Moton

NRHA has received a \$500,000 innovation grant from Virginia Housing. Cori Hines lead the Grant application. The Moton Circle Innovation project will include an innovative approach to construction and comparison of 28 residential townhome units, 14 of which will be stick-built and 14 modular units. An additional 20 units will be incorporated in the future, based on evaluation results. The intent of the Innovation project is to compare the key elements and metrics of the two building types including cost, impact, market appeal, and flexibility

Park Place Church

NRHA will receive a \$40,000 grant from Virginia Housing. Mark Martel lead the grant application. The Park Place Church project will support predevelopment efforts un partnership with the Hanson Company who will lead the development effort at former Church property at Colonial and 33rd Street . NRHA will share a 30% ownership in the project and lead Community Engagement efforts.

Young and Calvert Master Planning

The 4-day design workshop (Charrette) to was held **July 14-17 at the Murray Center**. Community Engagement efforts is scheduled for **August 27th-28th**. Gilbane Development will be present for both engagement efforts. We have attached the Charrette presentation with the initial concept plan for the Board's information. The team is coordinating with the City for further refinement and will continue to meet with the residents monthly as the plan progresses.

ST. PAUL'S TRANSFORMATION - PHASE 2

Young Terrace and Calvert Square
Charrette July 14th – July 18th, 2025



Ground Rules for Positive Public Engagement:



- This is a public discussion - everyone is encouraged to participate
- No one or two individuals should dominate a discussion. If you have already voiced your ideas, let others have an opportunity.
- When you speak, state your name and where you live.
- One person speaks at a time
- Listen to and respect other points of view.
- Do your best to understand the pros and cons of every option, not just those you prefer.
- Ask questions to seek clarification when you don't understand the meaning of someone's comments

TONIGHTS AGENDA

- **Greeting & Welcome**
- **Charrette Recap**
- **A Vision Plan: Building Blocks of the Neighborhood**
 - **Neighborhood & Housing**
 - **Amenities and Open Space**
 - **Homes and Other Buildings**
- **Schedule & Next Steps**
- **Discussions at Drawing Boards**

RESIDENT ENGAGEMENT PROCESS TO DATE

February

Introduction to Community Planning Project

- Getting to know residents
- Listening to concerns

March

Building Blocks of a Neighborhood

- Planning Components
- Discussion of upcoming Design Workshop

April/May

Finding Balance with Planning Opportunities and Challenges

- Review of Building Blocks
- Additional Planning Terms
 - Infrastructure: Utilities, Flood Zones and
- Neighborhood Aspirations

July

4 Day Charrette Workshop





Continuous Resident Feedback and Engagement

RESIDENT NEEDS ASSESSMENT

 We want to hear from YOU! 

We're planning improvements in your community, and your feedback is essential. Tell us what's working, what's not, and how we can better support you and your neighbors.

 The survey is **anonymous** and takes just **15 minutes** to complete, making you eligible for a raffle prize, pulling names each week!

Your voice matters—let's build a better community together!  

Norfolk Redevelopment Housing
Authority (NRHA) ~ Resident
Needs Assessment




Have questions? Reach out at COMMUNITY@NRHA.US or
call us at (757) 624-8609.

GROUP SURVEY SESSIONS

 We're here to help YOU! 

Join us for Group Survey Sessions at the Calvert Square Computer Lab!

 Every Tuesday & Thursday in June
 10:00 AM – 12:00 PM
 4:00 PM – 6:00 PM

**ONE Weekend Accommodation on Saturday June 7, 2025 from  10:00 AM – 12:00 PM*

Stop by and complete the community survey with support available on-site!

No registration needed, just drop in and see us!



Have questions? Reach out at COMMUNITY@NRHA.US or
call us at (757) 624-8609.



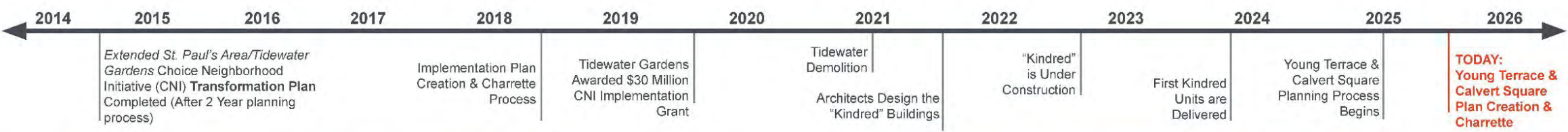
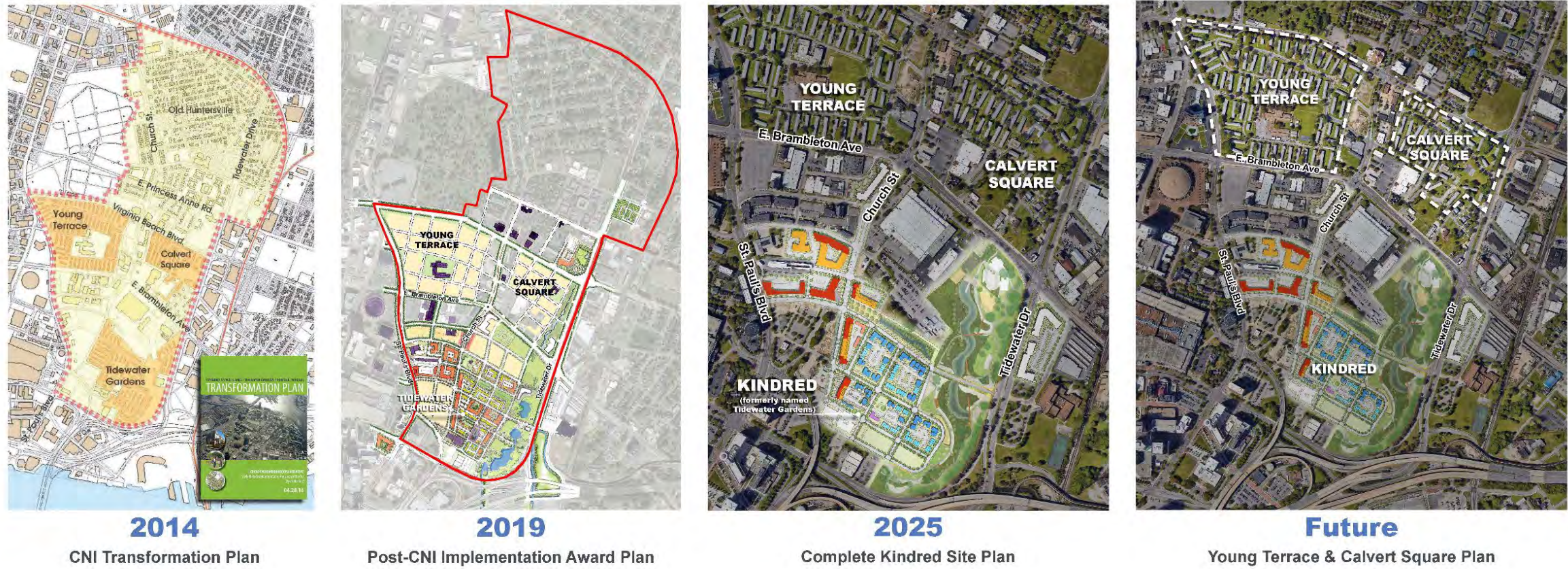
Calvert Square and Young Terrace

Charette Recap

Location: The Murray Center, 455 E. Brambleton Ave, Norfolk, VA 23510.
Date: July 14-17, 2025. 8:30 a.m. – 7:00 p.m.

Monday July 14th	Tuesday July 15th	Wednesday July 16th	Thursday July 17th
Design Team Arrival Site Tour <i>Morning</i>	Open House Work Sessions <i>8:30 am – 12:00pm</i> Streets & Infrastructure <i>1:30pm – 4:30pm</i> Open Space and Amenities	Open House Work Sessions <i>8:30 am – 12:00pm</i> Building Types and Program <i>1:30pm – 4:30pm</i>	Open House Work Sessions <i>8:30 am – 12:00pm</i>
Design Team Meet and Greet <i>1:30-5:30pm</i>	Stakeholder Meetings <i>8:30 am-4:30pm</i>	Stakeholder Meetings <i>8:30am -4:30pm</i>	
Kickoff Meeting <i>6:00 -7:00pm</i>	Progress Meeting <i>5:30pm – 7:00pm</i>		Final Presentation Meeting <i>5:30pm – 7:00pm</i>

The St. Paul's Area has been subject to **many** planning efforts **to design a better neighborhood.**



GUIDING PRINCIPLES



Community redevelopment decisions shall be family-focused



Satisfying the housing choices of families affected by the redevelopment of their communities shall be the highest priority



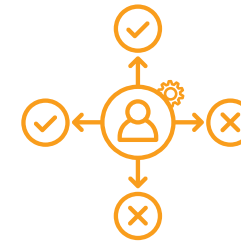
Economic development benefits can mitigate costs but not outweigh family-focused decision making



Revitalization strategies shall strive to have positive impacts on surrounding neighborhoods



Collaborative partnerships shall be pursued to assist families in building capacity to make successful choices



Decision making will reflect continuous input, transparency and feedback from all stakeholders.

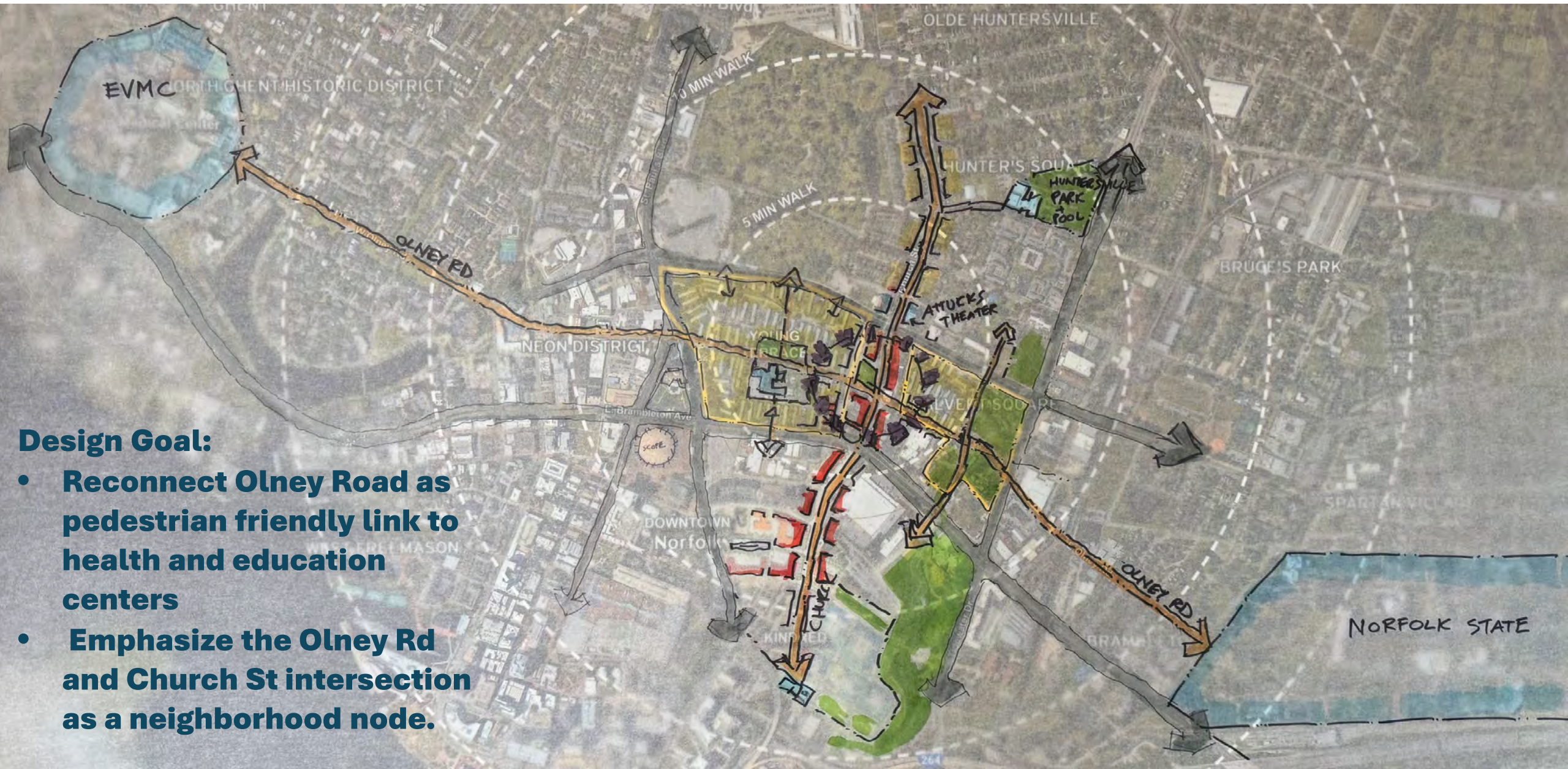
ST. PAUL'S REDEVELOPMENT PRINCIPLES

1. Create a **park system** to **protect from flooding** and provide **recreation amenities**.
2. Build a **pattern of neighborhood streets and blocks** to create the framework for a mixed-use, mixed income neighborhood.
3. Create **pedestrian-scale connections** to opportunities in the larger community.
4. Provide a **diverse mix of residential development** ranging from single-family and town homes to small and large-scale multifamily.
5. Create a community-wide campus with **educational opportunities for all ages**.
6. Provide **employment opportunities** at the edges of the community for residents.
7. **Restore Church Street** as the heart of the community with shops, food stores, health and medical facilities.

STAKEHOLDER MEETINGS

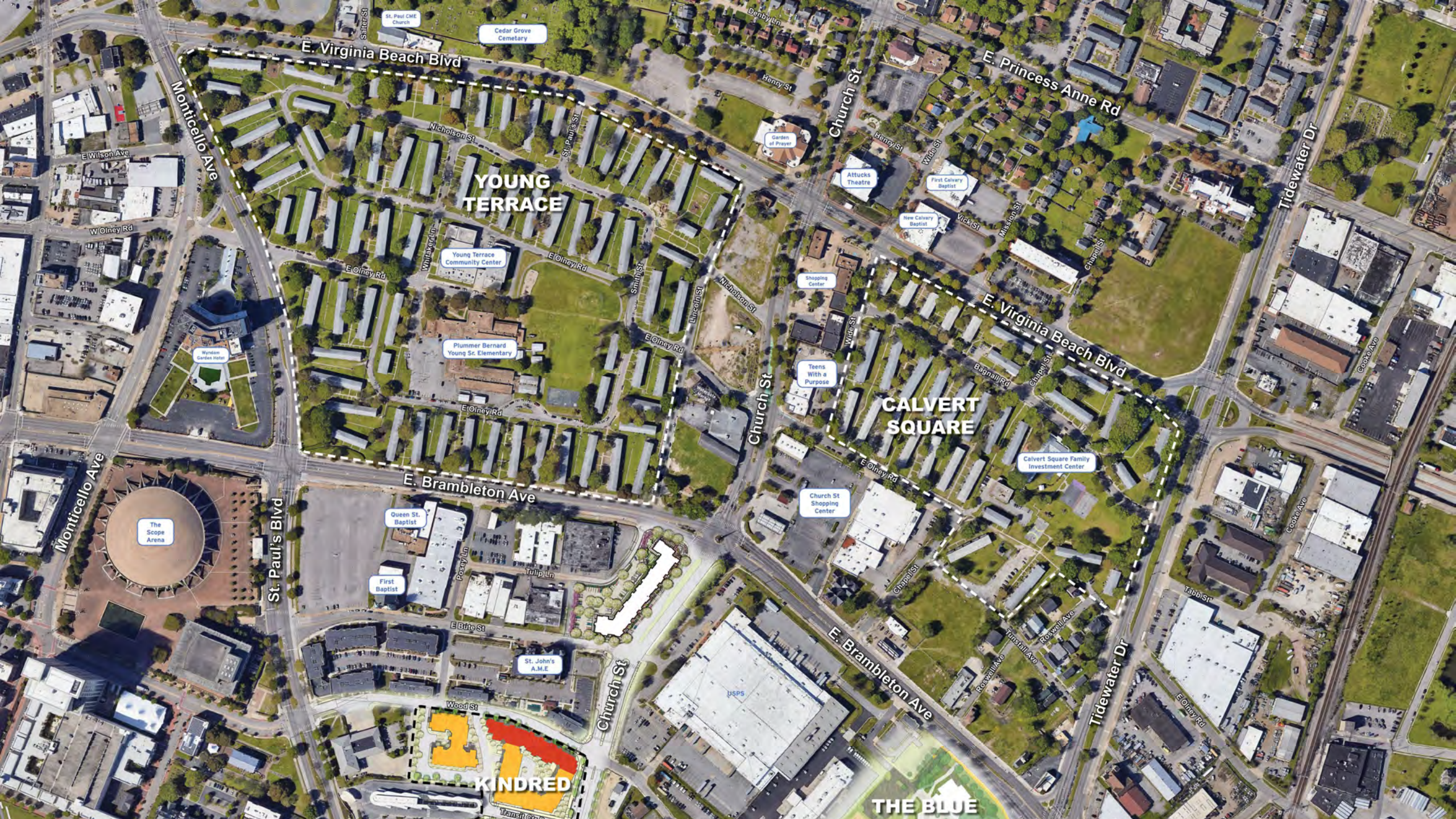
- **Streets & Infrastructure**
- **Open Spaces and Amenities**
- **Buildings**
- **Emergency Services**
- **Olde Huntersville Civic League and Empowerment Coalition**
- **Teens with a Purpose**
- **TC Williams Plaza (Owner of Watergate Building)**

CITY-WIDE CONNECTIONS



Design Goal:

- Reconnect Olney Road as pedestrian friendly link to health and education centers
- Emphasize the Olney Rd and Church St intersection as a neighborhood node.



E. Virginia Beach Blvd

YOUNG
TERRACE

E. Princess Anne Rd

E. Virginia Beach Blvd

CALVERT
SQUARE

E. Brambleton Ave

KINDRED

THE BLUE



**VISION PLAN FOR
YOUNG TERRACE &
CALVERT SQUARE**



BUILDING BLOCKS OF A NEIGHBORHOOD



PEOPLE



BUILDINGS



STREETS



**OPEN SPACES &
AMENITIES**

WHAT WE'VE HEARD

- *"Design for the best mixed income neighborhood in the city"*
- *"Provide opportunities for homeownership so residents can build generational wealth"*
- *Provide amenities that are a mix of familiar and new; introduce new things with familiar people"*

WHAT WE HEARD: PEOPLE

EDUCATION & ENTREPRENEURSHIP

- Parents #1 concern is where their children will learn
- Financial literacy/education opportunities
- Empower young entrepreneurs
- Teach practical skills / enable teens to make money (example – grass cutting)



HOMEOWNERSHIP

- Provide opportunities for homeownership throughout the neighborhood
- Opportunity to build generational wealth
- Add financial literacy classes specifically geared toward home ownership

WHAT WE HEARD: STREETS

- Design the streets for **slow traffic** to make it safe for people
- Provide **red light cameras**
- Must **slow traffic at Church and Olney**
- Traffic **calming** throughout the neighborhood
- Add **roundabout** at MLK memorial to make it safe for kids to cross
- Increase **parking**
- **No superblocks**



WHAT WE HEARD: STREETS



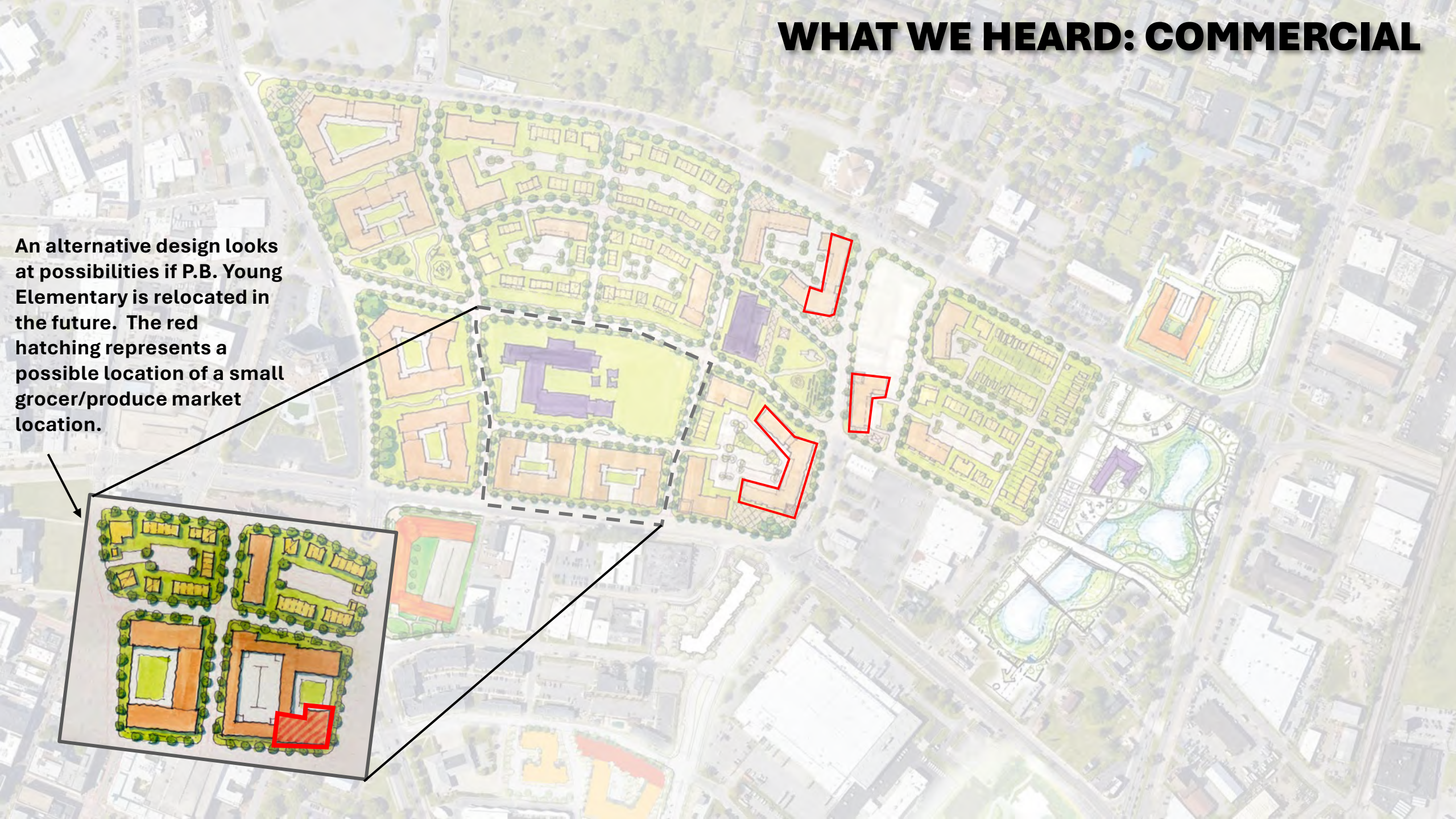
WHAT WE HEARD: COMMERCIAL SPACES

- **Healthy/affordable food** (grocer, co-op, farmer's market)
- **Restaurants**
- **Shops** (including convenience store)
- Pop up spaces for **entrepreneurs** (like Selden Market)
- **TC Williams Plaza** (Potential Museum Space and more!)
- **Fitness** centers
- **Health** clinic / outpatient



WHAT WE HEARD: COMMERCIAL

An alternative design looks at possibilities if P.B. Young Elementary is relocated in the future. The red hatching represents a possible location of a small grocer/produce market location.



WHAT WE HEARD: OUTDOOR AMENITIES

ACTIVE USES

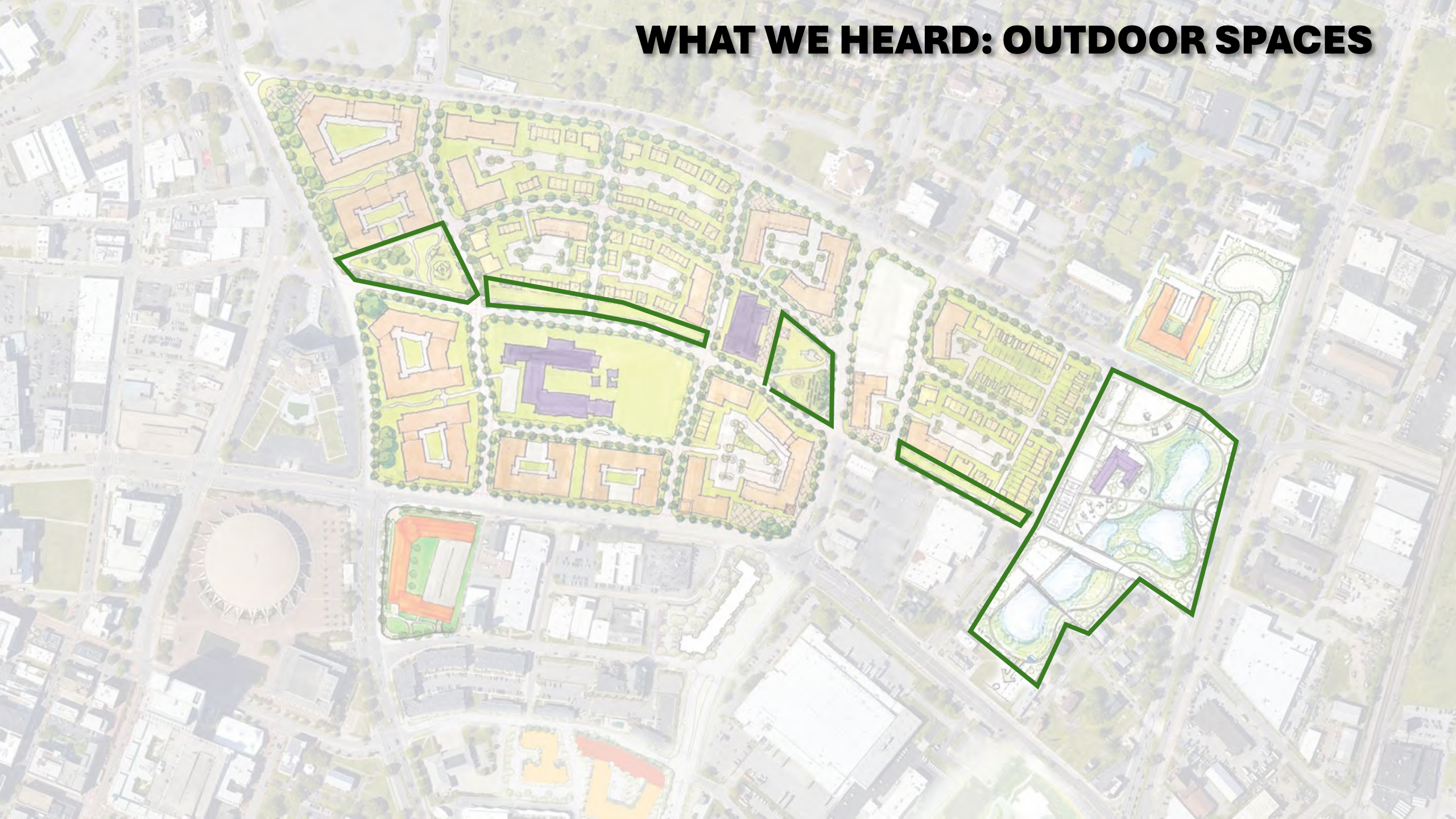
- **Playgrounds**
- **Gardens** and greenhouses
- Covered basketball and **multisport** courts
- Skate park
- Football and multipurpose fields
- Tennis
- **Splash** park
- Fenced dog park
- Curb ball area

PASSIVE USES

- Public Art
- Walking paths / trails
- More trees!
- Passive spaces for peace, calm, and reflection
- Green infrastructure to help alleviate flooding
- Good lighting for safety



WHAT WE HEARD: OUTDOOR SPACES



WHAT WE HEARD: PUBLIC SAFETY

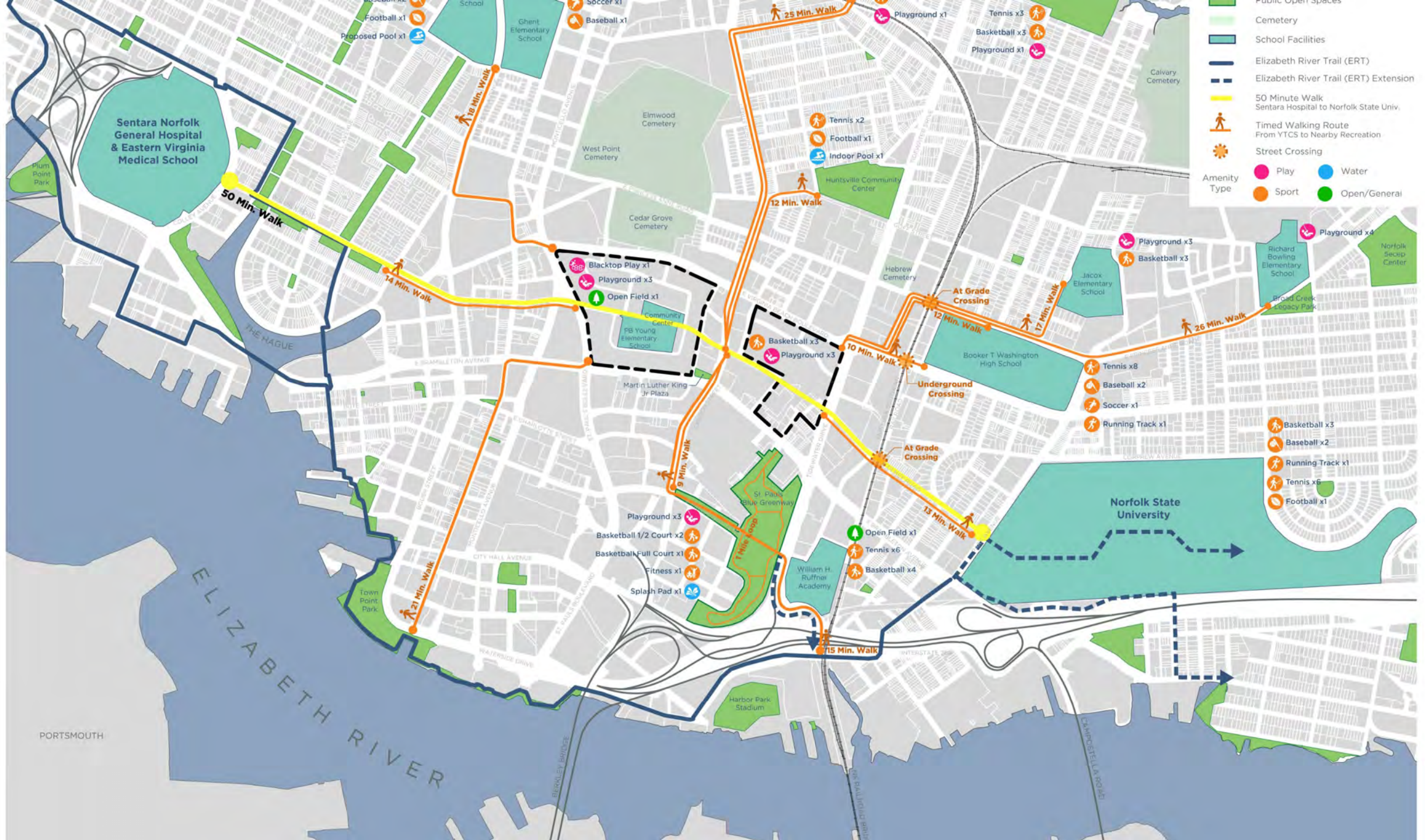
- **Design to decrease speeds and calm traffic**
- **Provide shade structures and covered recreational spaces (courts, etc.)**
- **Open spaces should be protected / internal to neighborhoods (not on busy streets)**

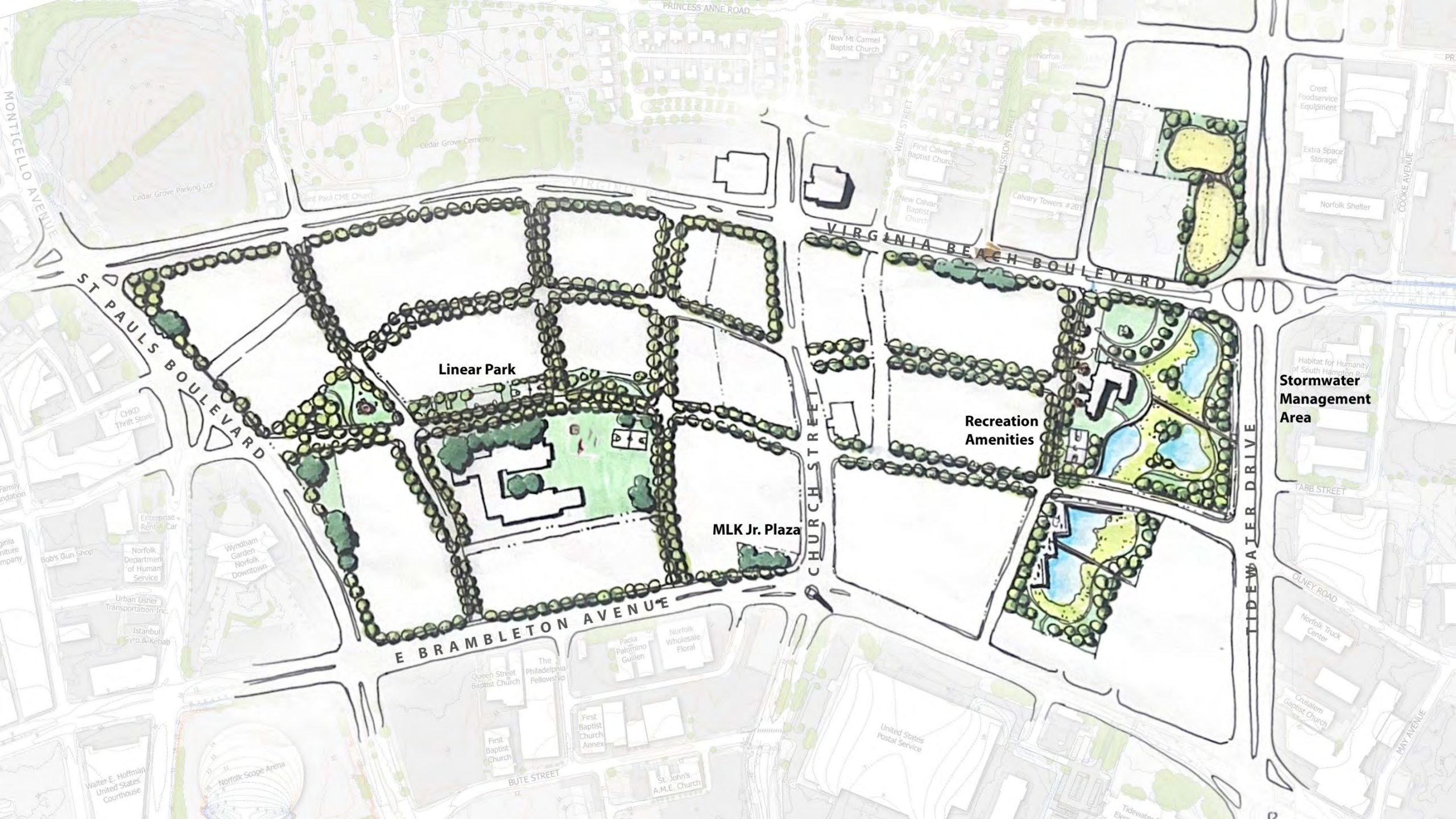


OPEN SPACE DESIGN PRINCIPLES

- Provide **shade trees** throughout the neighborhoods to **create 30% tree canopy cover** that maintains the garden community identity.
- Open space, recreation areas, and parking lots should provide **value-added stormwater management benefits** to the community and reduce flooding.
- Let open and green spaces function as nature (nature is a lot smarter than us) and restore the hydrologic cycle to the area.
- Preserve community identity through incorporating quality of life, recreation, health and wellness, and multi-generational education programs that meet the community's needs. "It's about the people!"





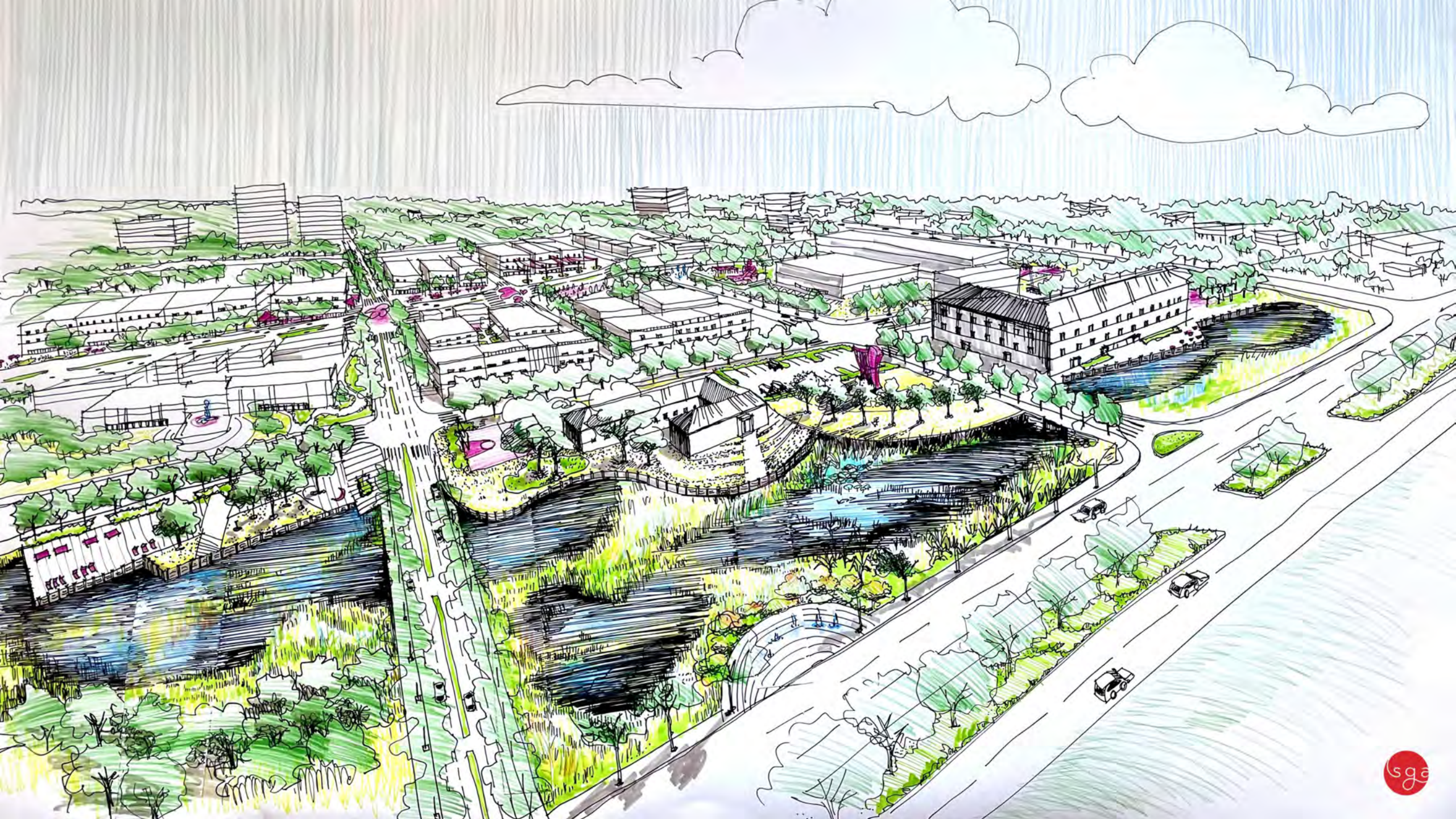


Linear Park

MLK Jr. Plaza

Recreation Amenities

Stormwater Management Area



YOUNG TERRACE & CALVERT SQUARE TODAY



VISION PLAN FOR YOUNG TERRACE & CALVERT SQUARE

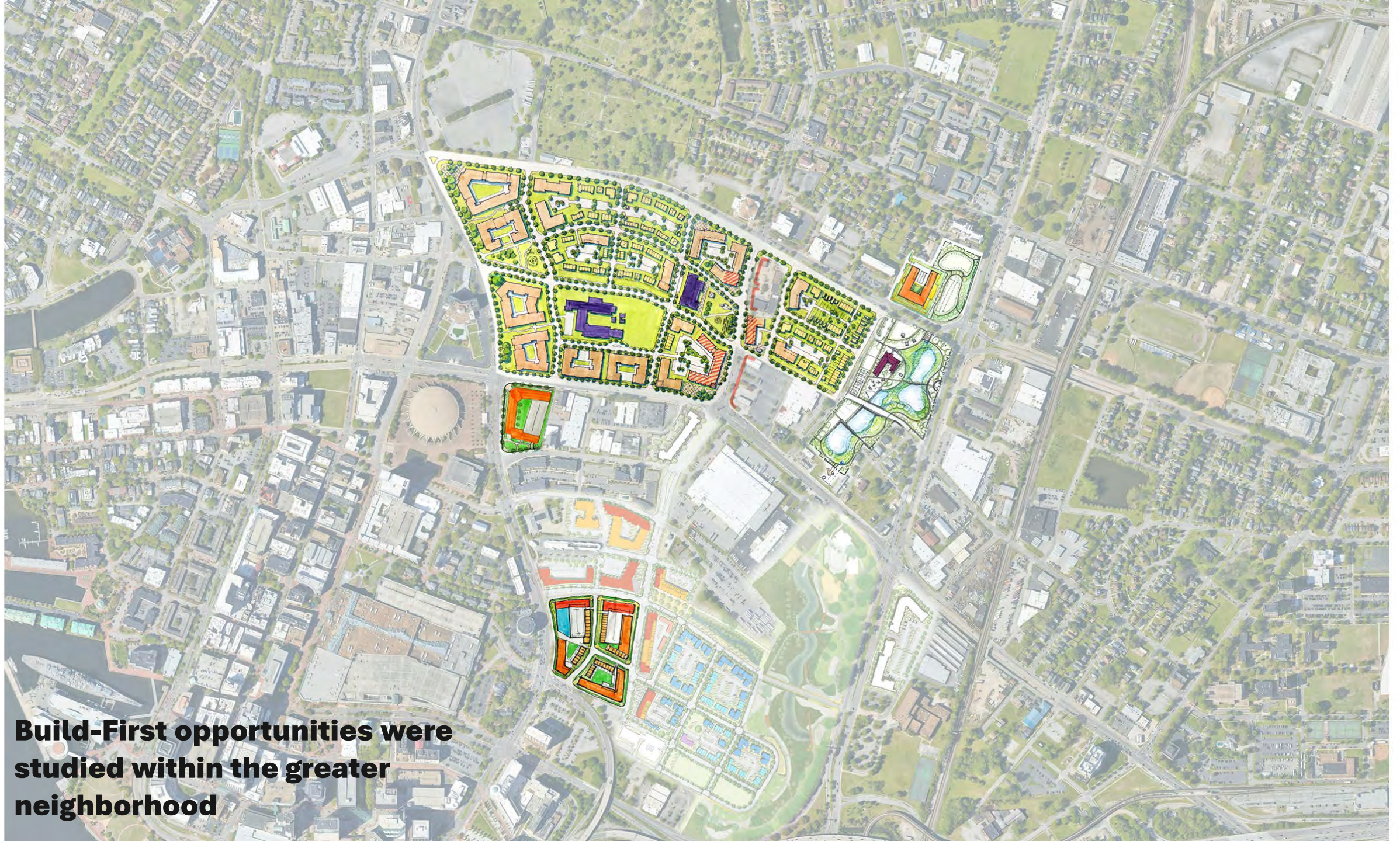




Artist Rendering of a possible transformed residential street at Young Terrace



Artist Rendering of a possible transformed park space and homes residential street at Calvert Square



Build-First opportunities were studied within the greater neighborhood



Commissioners' Update NRHA Board of Commissioners

Subject: Property Management Update

Executive Contact: Brenda Fleming

Date: July 2, 2025

BACKGROUND

Updates as of 7/31/2025

STATUS

The Property Management team has remains focused on two key operational priorities: **Occupancy and Operational Excellence.**

Occupancy

- **Current Status:** Portfolio-wide occupancy is currently at **88%** for LIPH (Low Income Public Housing) and **92%** for PBV (Project Base Voucher), with a target of **96%** required to reach stabilized status for both programs.
- **Action Plan:** To support this goal, the department is leveraging both in-house staff and contracted unit turn services to expedite the refreshing of vacant units across the portfolio. Currently, **35 units** across the portfolio are available for housing.
- **Key Focus Area:** The **Young Terrace** community represents the largest concentration of vacancies, with **116 units**, accounting for **63%** of all LIPH (Low-Income Public Housing) vacancies and the **Grandy Village** community representing the largest with 43 units, accounting for 75% of all PBV (Project Base Voucher) vacancies.
- **Marketing Strategy:** In recent weeks, Open House events were successfully hosted at **Young Terrace (YT), Calvert Square (CS), and Grandy Village (GV)** to showcase refreshed and revitalized units as part of our ongoing efforts to promote community pride, support relocation planning, and increase transparency in our redevelopment efforts.

These events were intentionally designed to provide residents with a guided tour of newly updated units, offer clarity around upcoming transitions, and allow time for direct interaction with site staff and property management leadership. Approximately 80 to 100 families visited our communities to view the refreshed units.

Resident Sentiment: There was overwhelming enthusiasm and anticipation expressed by residents regarding the transfer process. The upgraded unit features and visibly improved living conditions generated a sense of hope and eagerness to move forward. Feedback consistently indicated that residents were impressed by the design quality and grateful for the opportunity to transition into more comfortable and updated homes.

- **July Progress:** A total of 11 **new families** were housed during the month of **July**, contributing to improved occupancy performance. For the period of **July 1, 2025 thru July 31, 2025: 11 families** were housed.

Operational Focus

- **Staff Priorities:** Administrative and Maintenance teams continue to:
 - Timely resolution of outstanding service tickets
 - Prompt response to resident concerns
 - Efficient processing of recertification
 - Ensure smooth, accurate handling of all new move-ins

Conclusion

These targeted priorities directly support **NRHA's mission** to provide **stable and affordable housing**. Continued cross-departmental collaboration and disciplined execution of these strategies are essential to achieving both **occupancy goals** and **enhancing resident satisfaction**.

Attachments and Handouts

Housing Operations Public Housing Programs

11

New Admissions

89.56%

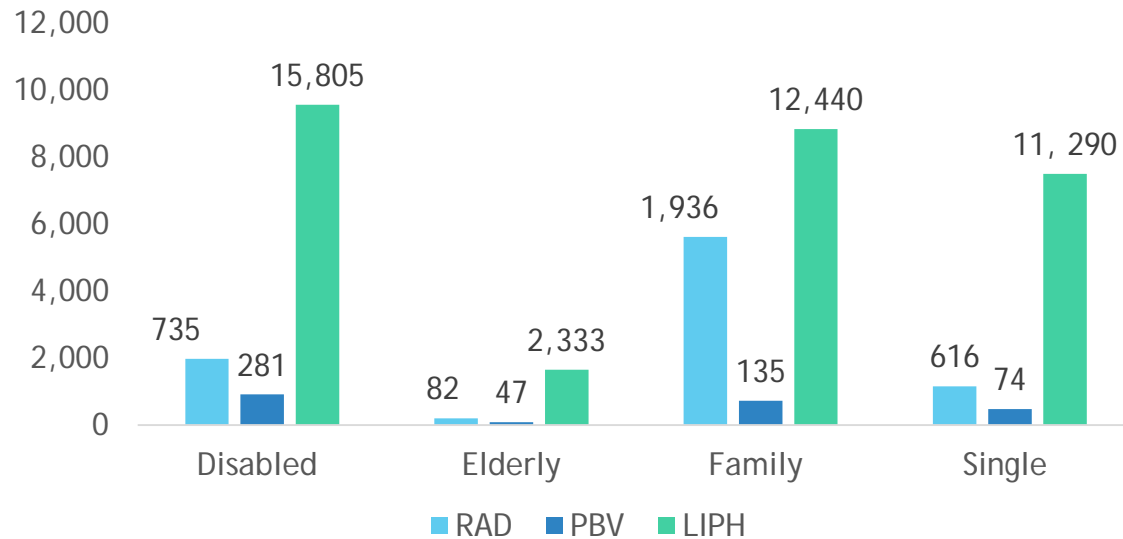
Occupancy

* HUD requires at least 96% occupancy for Public Housing Units

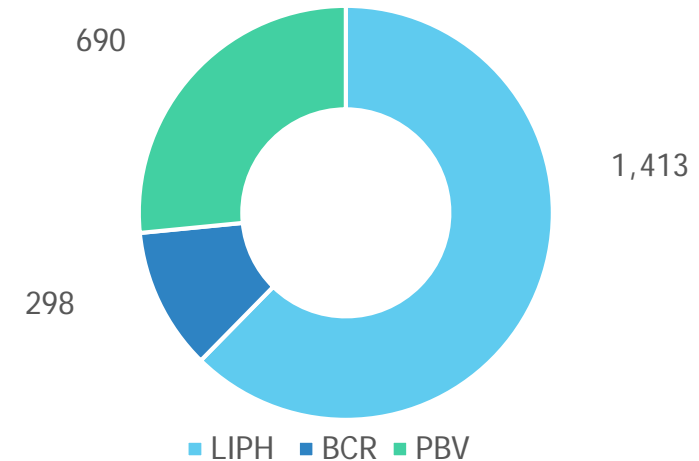
Occupied Units by Community

Community	Total Units	Units Occupied	Percentage
Diggs Town	103	92	89.32%
Young Terrace	746	628	84.18%
Calvert Square	310	275	88.71%
Oakleaf Forest	257	238	92.61%
Partrea Midrise	114	114	100.00%
Huntersquare	91	84	92.31%
Bobbitt Midrise	84	80	95.24%
Sykes Midrise	84	84	100.00%

Applicants on the Waitlist



Occupied Units by Program

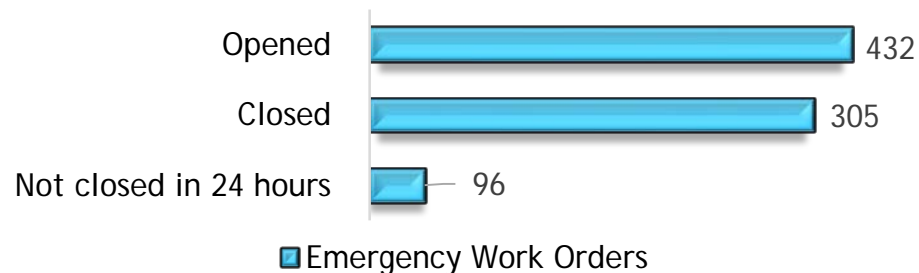


Housing Operations Public Housing Programs

Emergency Work Orders by Zones

Zone 1	Opened	Closed	Not Closed in 24 hrs.	% Completed
Oakleaf Forest	155	109	46	30.00%
Partrea Apartments	1	1	0	100.00%
Bobbitt Apartments	16	5	11	31.00%
Sykes Apartments	7	2	5	29.00%
N. Wellington	0	0	0	100.00%
Grandy Village	8	8	0	100.00%
Total Per Zone:	218	125	62	65.00
Zone 2	Opened	Closed	Not Closed in 24 hrs.	% Completed
Diggs Town	4	4	0	100.00%
Young Terrace	153	144	9	6.00%
Calvert Square	30	19	11	63.00%
Hunter Square	10	3	7	30.00%
Franklin Arms	14	7	7	50.00%
Cottage Bridge	0	0	0	100.00%
Diggs Town Phase 1	3	3	0	100.00%
Total Per Zone:	214	180	34	64.14%

Total Emergency Work Orders

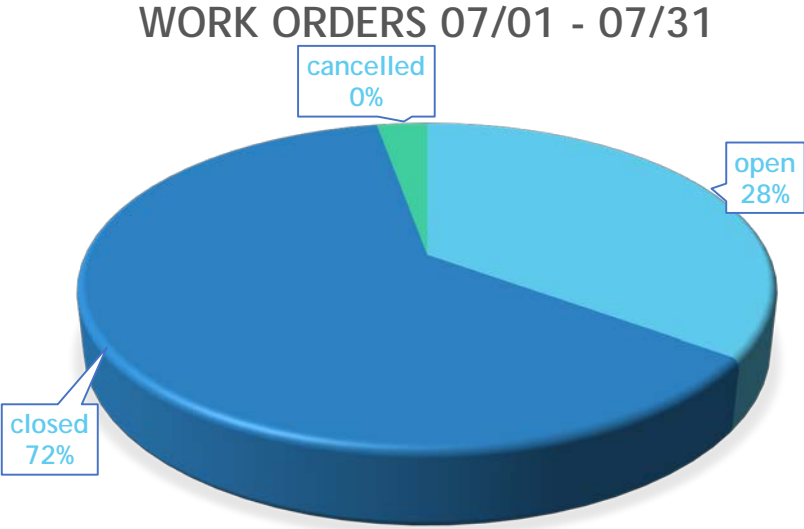


Move Out Report

Reason for Vacating Unit	Count
Unit Transfer	43
Moved to HCV	6
Moved to PBV	7
Rented Elsewhere	34
Home Ownership	1
Medical	7
Deceased	11
Skipped Out	13
Eviction	3
Criminal Activity	1
Moved Prior to Eviction	1

Work Order Report

7/1/2025 – 7/31/2025	
1369 Total Work Orders	
open	389
closed	980
cancelled	0





Commissioners' Update NRHA Board of Commissioners

Subject: Rental Assistance Programs Update

Executive Contact: Pamela B. Jones-Watford

Date: August 14, 2025

BACKGROUND

The Rental Assistance Programs manages the application processing and eligibility determination for the rental programs administered by NRHA inclusive of the Low-Income Public Housing communities, NRHA RAD Project Based Voucher communities, PBV properties, Mod Rehab, SRAP and the HCV Program. The Housing Choice Voucher (HCV) program provides affordable, decent, and sanitary housing for low and low to moderate income families, the elderly and the disabled to afford decent, safe housing in the private market.

STATUS

Occupancy Update, Housing applicants in the City of Norfolk:

Wait List Draws:

Unity Place at Kindred

- Unity Place – TG – 1 manual draw
- Unity Place – TG – 2 Prelims
- Church Street – 2 Prelims

July Orientations/Briefings:

- LIPH Orientations – 5
- PBV Briefings – 2
- HCV Briefings – 1

July Referrals:

- N. Wellington -3 (one package returned)
- Cottage Bridge - 1
- Franklin Arms – 5
- LIPH – 4

A large number of Port-Ins and VASH voucher holders from other HA localities continue to port into Norfolk and we are absorbing all port-ins and some of the VASH port-ins at this time.

Wait List

- ASPIRE AT CHURCH ST – 3,034
- ASPIRE AT CHURCH ST – TIDEWATER - 8
- BANKS OF BERKLEY– 1,043
- BOBBITT APARTMENTS – 3,448
- CALVERT SQUARE - 7,081

- CHURCH ST STATION – PBV NOT HOMELESS – 298
- CHURCH ST STATION – PBV HOMELESS – 1,901
- COTTAGE BRIDGE – 310
- CRESCENT SQUARE - 31
- DIGGS PHASE 1 RAD – 1,045
- DIGGS SITE – 6,883
- DIGGS RESIDENTS FOR HARBOR POINT - 3
- FRANKLIN ARMS RAD - 327
- GOSNOLD - 497
- GRANDY PHASE V 092 - 297
- GRANDY PHASE VI - 172
- GRANDY VILLAGE REVIT – 1,164
- HCV – 3,878
- HCV MAINSTREAM - 462
- HERONS LANDING - 215
- HOLLEY POINT APARTMENTS - 490
- HUNTER SQUARE – 3,147
- MARKET HEIGHTS – 1,086
- MARKET HEIGHTS TIDEWATER - 15
- NORTH WELLINGTON - 220
- OAKLEAF FOREST – 7,925
- ORIGIN CIRCLE AT KINDRED – 1,023
- ORIGIN CIRCLE AT KINDRED TIDEWATER - 3
- PARTREA APARTMENTS – 3228
- REUNION SENIOR LIVING AT KINDRED – 141
- REUNION SENIOR LIVING AT KINDRED TIDEWATER - 0
- RIVERSIDE STATION - 0
- SOUTH BAY - 260
- ST PAUL APARTMENTS - 216
- SYKES APARTMENTS – 3225
- THE ASHTON - 240
- THE RETREAT AT HARBOR POINT - 848
- YOUNG TERRACE APARTMENTS – 6,999
- Unity Place at Kindred Tidewater – 63
- Unity Place at Kindred - 936

HQS Update:

The HCV Inspectors continue to complete biennial, initial, complaint inspections for NRHA's voucher holders, and also for HA owned properties for Suffolk Redevelopment and Housing Authority, and Newport News Redevelopment and Housing Authority. The inspectors have been educating landlords and HCV participants on the new requirement for hardwire or 10-year no rechargeable sealed, tamper-resistant smoke alarms.

Completed inspections for the month of July.

Biennials	Initials	Complaints	QA	SRAP	TOTAL
105	71	10	0	2	188

Landlord Outreach

We continue to market for new properties in the city of Norfolk to lease to voucher holders.

Landlord Requesting July HAP Breakdown - 73

- Landlords requesting assistance with New Landlord Portal – 69
- Phone calls to landlords inviting them to offer their property for the HCV Program – cold Calls (6)
- Landlord Mailings/Package Information – 5
- Referral listing add-ons – 35
- New Landlords - 13
- Landlord Orientation –6
- New Standing Partner – 1
- Five (5) HCV Brochure Placements respectively –Janaf Branch Library; Norview Community Center, Always Latte Café Coffee House

PROJECT BASED VOUCHERS UPDATE

Project Based Voucher Future Obligations (Non-RAD)

Complex Name	Location	Number of PBV's Obligated
Woods at Yorktown	Yorktown	6
Broad Creek Resyndication Phase 1	Norfolk	121
Ansell	Portsmouth	5
Cross Creek NC	Portsmouth	8
Block 17 Apartments (CNI)	Norfolk	23
Block 18 Apartments (CNI)	Norfolk	25
Cross Creek Rehab	Portsmouth	8
TWG A1Apartments on site Tidewater CNI	Norfolk	73 AHAP Executed
Seventy-Eight @ St. Paul Scope Lot?	Norfolk	8
Gosnold II Apartments	Norfolk	20
TWG B1 Apartments	Norfolk	14
TWG B2 Apartments	Norfolk	45
TWG B3 Apartments	Norfolk	19
Gosnold II Apartments	Norfolk	60
Total		435

SEMAP

The Section Eight Management Assessment Program (SEMAP) is HUD's performance measurement tool for the Housing Choice Voucher Program. A PHA self-certifies to HUD 60 days after the end of the fiscal year. The Field Office will then issue a score within 120 days after the end of the fiscal year.

A random sample of files are reviewed for work completed July 1st through June 30th for the Housing Choice Voucher Program and the following PBV/RAD Properties managed by the

Property Management Department:

- Cottage Bridge
- Diggs Town
- Franklin Arms
- North Wellington
- Grandy Village

All SEMAP performance indicators set a standard for a key area of Housing Choice Voucher Program management. PHAs are assessed against these standards to show whether the PHA administers the program properly and effectively. The SEMAP certification that is submitted by PHAs addresses all of the following indicators.

Indicator 1 – Selection from Waiting List The score for this indicator is based on whether the PHA has a written policy in its administrative plan for selecting applicants from the waiting list and whether it follows that policy. The certification must be based on the results of a quality control sample measuring the rate at which the PHA follows its selection policy. Score: The PHA receives a score of 15 for this indicator if it certifies that it has a written policy and the sample shows that 98% of applicants selected from the waiting list were selected in a manner that conformed to the PHA's policy. If the PHA had no policy or less than 98% of selected applicants were selected in the manner the policy prescribes, the PHA receives zero points for this indicator.

Indicator 2 – Rent Reasonableness The score for this indicator is based on whether the PHA has a written policy for determining and documenting that the rent paid to owners is reasonable based on current rents for comparable unassisted units and whether it follows that policy. The PHA must conduct a quality control sample to determine whether the PHA is following its own policies for determining rent reasonableness. Score: The PHA receives 20 points for this indicator if the PHA has a written policy that meets HUD's requirements and the sample shows that the policy was followed at least 98% of the time. The PHA receives 15 points for this indicator if the sample shows that the PHA's policy was followed at least 80% of the time. If the PHA had no policy that met HUD's requirements or if the PHA's policy was followed less than 80% of the time, the PHA receives zero points for this indicator.

Indicator 3 – Determination of Adjusted Income The score for this indicator is based on whether the PHA verifies and correctly determines adjusted annual income and utility allowances at each family's admission and annual reexamination. The PHA must conduct a quality control sample to determine whether the PHA: 1) Obtains and uses third party verification of the factors that affect the determination of adjusted income or documents the reasons third party verification was not available, 2) Properly attributes and calculates medical, child care, and disability allowances; and 3) Uses the appropriate utility allowances. Score: The PHA receives 20 points for this indicator if it certifies that it has verified and correctly determined adjusted annual income and utility allowances for at least 90% of families sampled. The PHA receives 15 points if the PHA correctly processed 80% to 89% of families sampled and zero points if less than 80% were correctly processed.

Indicator 4 – Utility Allowance Schedule For this indicator, the PHA is scored on whether the PHA maintains an up-to-date utility allowance schedule. A utility allowance schedule is "up-to-date" if the PHA reviewed utility rate data within the last 12 months and adjusted its utility allowance schedule if there has been a change of 10% or more in a utility rate since the last time the utility allowance schedule was revised. Score: If the PHA certifies that it has updated its utility allowance schedule, it receives 5 points for this indicator. If the PHA has not done so, it receives zero points for this indicator.

Indicator 5 – HQS Quality Control Inspections This indicator measures whether the PHA has verified or re-inspected a sample of recently completed Housing Quality Standards (HQS) inspections representing a cross section of neighborhoods and a cross section of inspectors. Score: A PHA receives 5 points for this indicator if it certifies that it has re-inspected a sample and zero points if it has not.

Indicator 6 – HQS Enforcement The score for this indicator is based on whether the PHA addressed deficiencies found during HQS inspections in a manner that conforms to HUD regulations. To correctly address deficiencies, the PHA must ensure that: 1) Any cited life-threatening HQS deficiencies are corrected within 24 hours from the inspection, 2) All other cited HQS deficiencies are corrected within no more than 30 calendar days from the inspection or any PHA-approved extension, 3) If HQS deficiencies are not corrected timely, the PHA stops (abates) housing assistance payments beginning no later than the first of the month following the specified correction period or terminates the HAP contract, and 4) For family-caused defects, the PHA takes prompt and vigorous action to enforce the family obligations. The PHA must conduct a quality control sample to determine whether the PHA has addressed deficiencies correctly. Score: The PHA receives 10 points for this indicator if it certifies that the sample shows that all cited life-threatening HQS deficiencies were corrected within 24 hours and 98% of other HQS deficiencies were correctly addressed. Otherwise, the PHA receives zero points.

Indicator 7 – Expanding Housing Opportunities PHAs with jurisdiction in a metropolitan fair market rent (FMR) area will be scored under this indicator. The score is based on whether the PHA has adopted and implemented a written policy to encourage participation by owners of units located outside areas of poverty or minority concentration, as well as whether the PHA has researched and distributed information about areas of poverty or minority concentration to voucher holders. Score: A PHA receives 5 points if it meets the following conditions. If the PHA does not meet these conditions, the PHA receives zero points. 1. The PHA has a written policy to encourage participation by owners of units located outside defined areas of poverty or minority concentration; 2. The PHA has followed its written policy; 3. The PHA has prepared maps of and information about areas that do not contain poverty or minority concentration, which the PHA uses when briefing rental voucher holders about the full range of areas where they may look for housing; 4. The PHA's information packet contains information about portability; 5. The PHA has analyzed whether rental voucher holders have experienced difficulties in finding housing outside areas of poverty or minority concentration and, if such difficulties have been found, the PHA has considered seeking approval of exception payment standard amounts and has sought such approval when necessary.

The below indicators are not self-certified as evidence of certification is revealed to HUD via the 50058 PIC submissions:

Indicator 8 – Payment Standards For this indicator, the PHA is scored on whether its payment standards do not exceed 110% and are not less than 90% of the current applicable published FMRs (unless a higher or lower payment standard amount is approved by HUD). The PHA submits the FMRs and payment standards in the SEMAP certification form. Score: The PHA receives 5 points if the payment standards are between 90 and 110% of the FMRs, and zero points if they are not.

Indicator 9 – Annual Reexaminations The score for this indicator is based on whether the PHA completes a reexamination for each participating family at least every 12 months. Score: The PHA receives a score of 10 for this indicator if it certifies that it has completed a timely reexamination for over 95% of families, 5 points if it has completed a timely reexamination for between 90% and 95% of families, and zero points if it has completed a timely reexamination for less than 90% of families.

Indicator 10 – Correct Tenant Rent Calculations The score for this indicator is based on whether the PHA correctly calculates tenant rent in the rental certificate program and the family's share of the rent to owner in the rental voucher program. Score: The PHA receives 5 points if it certifies that 2% or fewer of PHA tenant rent and family's share of the rent to owner calculations are incorrect. The PHA receives zero points if more than 2% of these calculations are incorrect.

Indicator 11 – Pre-Contract HQS Inspections The score for this indicator is based on the %age of newly leased units that pass HQS inspections. Score: The PHA receives a score of 5 if it certifies that at least 98% of the newly leased units pass HQS inspections and zero points if less than 98% pass HQS inspections.

Indicator 12 – Annual HQS Inspections The score for this indicator is based on whether the PHA inspects each unit under contract at least annually. Score: The PHA receives a score of 10 for this indicator if it certifies that it has completed a timely inspection of over 95% of units, 5 points if it has completed a timely inspection of between 90% and 95% of units, and zero points if it has completed a timely inspection of less than 90% of units.

Indicator 13 – Lease-Up The score for this indicator is based on whether the PHA has entered HAP contracts for the number of units reserved under Annual Contributions Contract (ACC) for at least one year. Data is entered into SEMAP by the field office. The lease-up indicator is measured by the greater of the unit or budget authority percentages. Score: The PHA receives 20 points for this indicator if the percent of units leased or the percent of allocated budget authority expended during the last PHA fiscal year was 98% or more. The PHA receives 15 points if the relevant percentage is 95-97% and zero points if the percentage is less than 95%.

Indicator 14 – Family Self-Sufficiency (FSS) Enrollment PHAs with mandatory FSS programs receive a score for this indicator based on whether the PHA has enrolled families in the FSS program as required and the percent of current FSS participants that have had increases in earned income that resulted in escrow account balances. The PHA provides this information as part of the SEMAP certification and the field office verifies it. If the certified mandatory minimum number of FSS units is different from the number listed in HUD records by a reasonable amount, this indicator will be scored based on the smaller number. If there is a large discrepancy between the two numbers, the field office must research the difference to determine the correct number to enter. Score: The PHA can earn up to 10 points for this indicator.

NRHA's Scoring for fy 2025

I. Indicator 1 Selection from Waiting List	15 out of 15,
II. Indicator 2 Reasonable Rent	20 out of 20,
III. Indicator 3 Determination of Adjusted Income	0 out of 20,
IV. Indicator 4 Utility Allowance Schedule	5 out of 5,
V. Indicator 5 HQS Quality Control	5 out of 5,
VI. Indicator 6 HQS Enforcement	10 out of 10,
VII. Indicator 7 Expanding Housing Opportunities	5 out of 5,

VIII. Indicator 8 Payment Standards	5 out of 5,
IX. Indicator 9 Timely Annual Reexaminations	10 out of 10,
X. Indicator 10 Correct Tenant Rent Calculations	5 out of 5 Pts,
XI. Indicator 11 Pre-Contract HQS Inspections	5 out of 5,
XII. Indicator 12 Annual HQS Inspections	10 out of 10,
XIII. Indicator 13 Lease-up	20 out of 20,
XIV. Indicator 14 Self-Sufficiency	10 out of 10,
XV. Indicator 15 Deconcentration Bonus	NA
Total 125 out of a possible 145 = 86.20% Standard Rating	
FUTURE ACTION	
NSPIRE-V to replace HQS inspections	

Program Overview	
Total Vouchers	4,262(HAP Paid)
Tenant Based Vouchers	3,318
Project Based Vouchers (PBV)	391
RAD PBV	553
Outgoing Payable Portables	70
Vouchers Issued	7
New Vouchers Searching	61
New VASH Vouchers Searching	19
New VASH port-in Searching	15
SRAP Certificates Searching	4
VASH referrals received	5
Port-Ins Received	5
Port-Ins Searching	22
Households with zero income	172 (24 PBV)

Special Purpose Vouchers

Vouchers Totals	Allocation	Previous Month	Current Month
VASH vouchers	168	151	156
VASH vouchers (Port-In)		26	20
NED vouchers	225	153	144
Homeownership voucher(s)	open	14	11
Homeownership voucher VASH	Open	1	1

SRO (Gosnold Mod Rehab)	60	56	56
Main Stream	40	20	20
Park Terrace	47	25	25
Tidewater Gardens TPV	312	259	255
FYI TPV	10	4	3
Scattered Sites	15	2	2
Emergency Housing Vouchers	63	57	50
SRAP (NOT IN TOTAL)	70	67	68

Project Based Vouchers (RAD NRHA Owned)

NRHA Owned RAD Property	Total Units	Previous Month	Current Month
Grandy Village 092	16	13	13
Grandy Village 032	275	219	216
Grandy Rev NT	4	4	3
North Wellington	25	21	19
Franklin Arms	100	95	92
Diggs Town	222	210	210
Total	642	562	553

Project Based Vouchers (Non-RAD)

Project Based Voucher	Total Units	Previous Month	Current Month
Crescent Square (Virginia Beach)	10	7	6
Heron's Landing (Chesapeake)	6	6	6
South Bay (Portsmouth)	6	6	6
Cottage Bridge (Norfolk) NRHA Owned	47	44	45
Banks of Berkley (Norfolk)	5	3	4
Church Street Station (Norfolk)	70	64	63
St. Paul's Apartments (Norfolk)	13	11	10
Grandy VI (Norfolk) NRHA Owned	70	61	59
The Retreat at Harbor Pointe (Norfolk)	50	45	44
The Ashton	7	7	6
Holley Pointe	5	5	3
Riverside Station/ Curlew Apartments	23	23	23
Market Heights Apartments (CNI)	41	37	35
Reunion Senior Housing (CNI)	24	24	22
Origin	37	37	34
Aspire (Leased but not in HAP totals)	21	21	21
Aspire ForKids	5	4	4
Total	358	406	391

Section 8 Management Assessment Program (SEMAP) Certification

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

OMB Approval No. 2577-0215
(exp. 02/29/2020)

Public reporting burden for this collection of information is estimated to average 12 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number.

This collection of information is required by 24 CFR sec 985.101 which requires a Public Housing Agency (PHA) administering a Section 8 tenant-based assistance program to submit an annual SEMAP Certification within 60 days after the end of its fiscal year. The information from the PHA concerns the performance of the PHA and provides assurance that there is no evidence of seriously deficient performance. HUD uses the information and other data to assess PHA management capabilities and deficiencies, and to assign an overall performance rating to the PHA. Responses are mandatory and the information collected does not lend itself to confidentiality.

Instructions Respond to this certification form using the PHA's actual data for the fiscal year just ended.

PHA Name	For PHA FY Ending (mm/dd/yyyy)	Submission Date (mm/dd/yyyy)
----------	--------------------------------	------------------------------

Check here if the PHA expends less than \$300,000 a year in Federal awards ☐

Indicators 1 - 7 will not be rated if the PHA expends less than \$300,000 a year in Federal awards and its Section 8 programs are not audited for compliance with regulations by an independent auditor. A PHA that expends less than \$300,000 in Federal awards in a year must still complete the certification for these indicators.

Performance Indicators

1. Selection from the Waiting List. (24 CFR 982.54(d)(1) and 982.204(a))

(a) The PHA has written policies in its administrative plan for selecting applicants from the waiting list.

PHA Response Yes ☐ No ☐

(b) The PHA's quality control samples of applicants reaching the top of the waiting list and of admissions show that at least 98% of the families in the samples were selected from the waiting list for admission in accordance with the PHA's policies and met the selection criteria that determined their places on the waiting list and their order of selection.

PHA Response Yes ☐ No ☐

2. Reasonable Rent. (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507)

(a) The PHA has and implements a reasonable written method to determine and document for each unit leased that the rent to owner is reasonable based on current rents for comparable unassisted units (i) at the time of initial leasing, (ii) before any increase in the rent to owner, and (iii) at the HAP contract anniversary if there is a 5 percent decrease in the published FMR in effect 60 days before the HAP contract anniversary. The PHA's method takes into consideration the location, size, type, quality, and age of the program unit and of similar unassisted units, and any amenities, housing services, maintenance or utilities provided by the owners.

PHA Response Yes ☐ No ☐

(b) The PHA's quality control sample of tenant files for which a determination of reasonable rent was required shows that the PHA followed its written method to determine reasonable rent and documented its determination that the rent to owner is reasonable as required for (check one):

PHA Response ☐ At least 98% of units sampled ☐ 80 to 97% of units sampled ☐ Less than 80% of units sampled

3. Determination of Adjusted Income. (24 CFR part 5, subpart F and 24 CFR 982.516)

The PHA's quality control sample of tenant files shows that at the time of admission and reexamination, the PHA properly obtained third party verification of adjusted income or documented why third party verification was not available; used the verified information in determining adjusted income; properly attributed allowances for expenses; and, where the family is responsible for utilities under the lease, the PHA used the appropriate utility allowances for the unit leased in determining the gross rent for (check one):

PHA Response ☐ At least 90% of files sampled ☐ 80 to 89% of files sampled ☐ Less than 80% of files sampled

4. Utility Allowance Schedule. (24 CFR 982.517)

The PHA maintains an up-to-date utility allowance schedule. The PHA reviewed utility rate data that it obtained within the last 12 months, and adjusted its utility allowance schedule if there has been a change of 10% or more in a utility rate since the last time the utility allowance schedule was revised.

PHA Response Yes ☐ No ☐

5. HQS Quality Control Inspections. (24 CFR 982.405(b))

A PHA supervisor (or other qualified person) reinspected a sample of units during the PHA fiscal year, which met the minimum sample size required by HUD (see 24 CFR 985.2), for quality control of HQS inspections. The PHA supervisor's reinspected sample was drawn from recently completed HQS inspections and represents a cross section of neighborhoods and the work of a cross section of inspectors.

PHA Response Yes ☐ No ☐

6. HQS Enforcement. (24 CFR 982.404)

The PHA's quality control sample of case files with failed HQS inspections shows that, for all cases sampled, any cited life-threatening HQS deficiencies were corrected within 24 hours from the inspection and, all other cited HQS deficiencies were corrected within no more than 30 calendar days from the inspection or any PHA-approved extension, or, if HQS deficiencies were not corrected within the required time frame, the PHA stopped housing assistance payments beginning no later than the first of the month following the correction period, or took prompt and vigorous action to enforce the family obligations for (check one):

PHA Response ☐ At least 98% of cases sampled ☐ Less than 98% of cases sampled

7. Expanding Housing Opportunities. (24 CFR 982.54(d)(5), 982.153(b)(3) and (b)(4), 982.301(a) and 983.301(b)(4) and (b)(12)).

Applies only to PHAs with jurisdiction in metropolitan FMR areas.

Check here if not applicable ☐

(a) The PHA has a written policy to encourage participation by owners of units outside areas of poverty or minority concentration which clearly delineates areas in its jurisdiction that the PHA considers areas of poverty or minority concentration, and which includes actions the PHA will take to encourage owner participation.

PHA Response Yes ☐ No ☐

(b) The PHA has documentation that shows that it took actions indicated in its written policy to encourage participation by owners outside areas of poverty and minority concentration.

PHA Response Yes ☐ No ☐

(c) The PHA has prepared maps that show various areas, both within and neighboring its jurisdiction, with housing opportunities outside areas of poverty and minority concentration; the PHA has assembled information about job opportunities, schools and services in these areas; and the PHA uses the maps and related information when briefing voucher holders.

PHA Response Yes ☐ No ☐

(d) The PHA's information packet for voucher holders contains either a list of owners who are willing to lease, or properties available for lease, under the voucher program, or a list of other organizations that will help families find units and the list includes properties or organizations that operate outside areas of poverty or minority concentration.

PHA Response Yes ☐ No ☐

(e) The PHA's information packet includes an explanation of how portability works and includes a list of neighboring PHAs with the name, address and telephone number of a portability contact person at each.

PHA Response Yes ☐ No ☐

(f) The PHA has analyzed whether voucher holders have experienced difficulties in finding housing outside areas of poverty or minority concentration and, where such difficulties were found, the PHA has considered whether it is appropriate to seek approval of exception payment standard amounts in any part of its jurisdiction and has sought HUD approval when necessary.

PHA Response Yes ☐ No ☐

8. Payment Standards. The PHA has adopted current payment standards for the voucher program by unit size for each FMR area in the PHA jurisdiction and, if applicable, for each PHA-designated part of an FMR area, which do not exceed 110 percent of the current applicable FMR and which are not less than 90 percent of the current FMR (unless a lower percent is approved by HUD). (24 CFR 982.503)

PHA Response Yes ☐ No ☐

Enter current FMRs and payment standards (PS)

0-BR FMR _____	1-BR FMR _____	2-BR FMR _____	3-BR FMR _____	4-BR FMR _____
PS _____	PS _____	PS _____	PS _____	PS _____

If the PHA has jurisdiction in more than one FMR area, and/or if the PHA has established separate payment standards for a PHA-designated part of an FMR area, attach similar FMR and payment standard comparisons for each FMR area and designated area.

9. Annual Reexaminations. The PHA completes a reexamination for each participating family at least every 12 months. (24 CFR 982.516)

PHA Response Yes ☐ No ☐

10. Correct Tenant Rent Calculations. The PHA correctly calculates tenant rent in the rental certificate program and the family rent to owner in the rental voucher program. (24 CFR 982, Subpart K)

PHA Response Yes ☐ No ☐

11. Precontract HQS Inspections. Each newly leased unit passed HQS inspection before the beginning date of the assisted lease and HAP contract. (24 CFR 982.305)

PHA Response Yes ☐ No ☐

12. Annual HQS Inspections. The PHA inspects each unit under contract at least annually. (24 CFR 982.405(a))

PHA Response Yes ☐ No ☐

13. Lease-Up. The PHA executes assistance contracts on behalf of eligible families for the number of units that has been under budget for at least one year.

PHA Response Yes ☐ No ☐

- 14a. Family Self-Sufficiency Enrollment. The PHA has enrolled families in FSS as required. (24 CFR 984.105)

Applies only to PHAs required to administer an FSS program.

Check here if not applicable ☐

PHA Response

a. Number of mandatory FSS slots (Count units funded under the FY 1992 FSS incentive awards and in FY 1993 and later through 10/20/1998. Exclude units funded in connection with Section 8 and Section 23 project-based contract terminations; public housing demolition, disposition and replacement; HUD multifamily property sales; prepaid or terminated mortgages under section 236 or section 221(d)(3); and Section 8 renewal funding. Subtract the number of families that successfully completed their contracts on or after 10/21/1998.)

<input type="text"/>
<input type="text"/>

or, Number of mandatory FSS slots under HUD-approved exception

b. Number of FSS families currently enrolled

c. Portability: If you are the **initial** PHA, enter the number of families currently enrolled in your FSS program, but who have moved under portability and whose Section 8 assistance is administered by another PHA

Percent of FSS slots filled (b + c divided by a)

14b. Percent of FSS Participants with Escrow Account Balances. The PHA has made progress in supporting family self-sufficiency as measured by the percent of currently enrolled FSS families with escrow account balances. (24 CFR 984.305)

Applies only to PHAs required to administer an FSS program .

Check here if not applicable ☐

PHA Response

Yes ☐

No ☐

Portability: If you are the **initial** PHA, enter the number of families with FSS escrow accounts currently enrolled in your FSS program, but who have moved under portability and whose Section 8 assistance is administered by another PHA

Deconcentration Bonus Indicator (Optional and only for PHAs with jurisdiction in metropolitan FMR areas).

The PHA is submitting with this certification data which show that:

- (1) Half or more of all Section 8 families with children assisted by the PHA in its principal operating area resided in low poverty census tracts at the end of the last PHA FY;
- (2) The percent of Section 8 mover families with children who moved to low poverty census tracts in the PHA's principal operating area during the last PHA FY is at least two percentage points higher than the percent of all Section 8 families with children who resided in low poverty census tracts at the end of the last PHA FY;

or

- (3) The percent of Section 8 mover families with children who moved to low poverty census tracts in the PHA's principal operating area over the last two PHA FYs is at least two percentage points higher than the percent of all Section 8 families with children who resided in low poverty census tracts at the end of the second to last PHA FY.

PHA Response

Yes ☐

No ☐

If yes, attach completed deconcentration bonus indicator addendum.

I hereby certify that, to the best of my knowledge, the above responses under the Section 8 Management Assessment Program (SEMAP) are true and accurate for the PHA fiscal year indicated above. I also certify that, to my present knowledge, there is not evidence to indicate seriously deficient performance that casts doubt on the PHA's capacity to administer Section 8 rental assistance in accordance with Federal law and regulations.

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Executive Director, signature

Chairperson, Board of Commissioners, signature

Date (mm/dd/yyyy) _____

Date (mm/dd/yyyy) _____

The PHA may include with its SEMAP certification any information bearing on the accuracy or completeness of the information used by the PHA in providing its certification.

SEMAP Certification - Addendum for Reporting Data for Deconcentration Bonus Indicator

Date (mm/dd/yyyy) _____

PHA Name _____

Principal Operating Area of PHA _____
(The geographic entity for which the Census tabulates data)

Special Instructions for State or regional PHAs Complete a copy of this addendum for each metropolitan area or portion of a metropolitan area (i.e., principal operating areas) where the PHA has assisted 20 or more Section 8 families with children in the last completed PHA FY. HUD will rate the areas separately and the separate ratings will then be weighted by the number of assisted families with children in each area and averaged to determine bonus points.

1990 Census Poverty Rate of Principal Operating Area _____

Criteria to Obtain Deconcentration Indicator Bonus Points

To qualify for bonus points, a PHA must complete the requested information and answer yes for only one of the 3 criteria below. However, State and regional PHAs must always complete line 1) b for each metropolitan principal operating area.

- 1) _____ a. Number of Section 8 families with children assisted by the PHA in its principal operating area at the end of the last PHA FY who live in low poverty census tracts. A low poverty census tract is a tract with a poverty rate at or below the overall poverty rate for the principal operating area of the PHA, or at or below 10% whichever is greater.
_____ b. Total Section 8 families with children assisted by the PHA in its principal operating area at the end of the last PHA FY.
_____ c. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the last PHA FY (line a divided by line b).
Is line c 50% or more? Yes ☐ No ☐
- 2) _____ a. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the last completed PHA FY.
_____ b. Number of Section 8 families with children who moved to low poverty census tracts during the last completed PHA FY.
_____ c. Number of Section 8 families with children who moved during the last completed PHA FY.
_____ d. Percent of all Section 8 mover families with children who moved to low poverty census tracts during the last PHA fiscal year (line b divided by line c).
Is line d at least two percentage points higher than line a? Yes ☐ No ☐
- 3) _____ a. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the second to last completed PHA FY.
_____ b. Number of Section 8 families with children who moved to low poverty census tracts during the last two completed PHA FYs.
_____ c. Number of Section 8 families with children who moved during the last two completed PHA FYs.
_____ d. Percent of all Section 8 mover families with children who moved to low poverty census tracts over the last two completed PHA FYs (line b divided by line c).
Is line d at least two percentage points higher than line a? Yes ☐ No ☐

If one of the 3 criteria above is met, the PHA may be eligible for 5 bonus points.

See instructions above concerning bonus points for State and regional PHAs.



Commissioners' Update

NRHA Board of Commissioners

Subject: Client Services Update

Executive Contact: Julius Norman

Date: 8/7/2025

BACKGROUND

The attached FY2025 Client Services Impact Report provides an overview of the department's service efforts for the fiscal year ending June 30, 2025 to enhance the quality of life for NRHA residents through programs that promote self-sufficiency, academic success, aging-in-place, and community engagement. The report highlights key impact areas across four strategic goals, financial achievements including \$2.5 million in secured grant funding, strategic partnerships with over 75 community organizations, and administrative improvements in service delivery and reporting. Additionally, the report outlines key accomplishments in staff development and operational excellence, while presenting FY2026 strategic priorities focused on expanding partnerships, implementing awarded grant programs, and enhancing service delivery through standardized procedures and comprehensive program evaluations.

STATUS

This annual impact report has been compiled by Client Services staff and is submitted to provide the Board of Commissioners with a comprehensive overview of departmental performance and strategic outcomes for the completed fiscal year, July 1, 2024 – June 30, 2025.

FUTURE ACTION

Client Services will proceed with implementing the FY2026 strategic priorities as outlined in the attached report.



FY2025

Client Services Impact Report



CLIENT SERVICES

FY2025 IMPACT REPORT

MISSION

To enhance the quality of life for NRHA Residents through programs, services, and resources that promote self-sufficiency, academic success, aging-in-place and community engagement.

KEY IMPACT METRICS



25,000+

**TOTAL RESIDENTS
CONNECTIONS**



\$2.5M+

**SECURED GRANT
FUNDS**



75+

**PARTNERS
ENGAGED**



10

**NEW INITIATIVES
IMPLEMENTED**

IMPACT BY GOALS

Self-Sufficiency

- 324 Residents received Family Self-Sufficiency Services; escrow balance averaging \$4,845
- 249 Residents engaged in Workforce Development Training initiatives
- 123 participants engaged in Career and Financial Empowerment workshops

IMPACT: Encourage economic independence and reduce the need for assistance

Academic Success

- 4,479 Participants engaged in Youth Programs
- 3 scholarships awarded including \$20,000 ODU scholarship
- Special programming included football clinic led by NSU Head Coach Michael Vick and Kids Café program serving 200+ meals weekly

IMPACT: Promote student achievement and prepare youth for success in postsecondary education and/or work

Aging-in-Place

- Launched food support programs including Golden Harvest Mobile Market and monthly food distributions through Isabella Health Foundation
- Senior support services and educational workshops provided to promote aging well initiatives
- Weekly transportation services provided enabling senior and disabled residents to access cultural and recreational activities

IMPACT: Build supportive living environments that promote aging well at home

Community Affairs

- 20,002 residents engaged through Community Affairs
- 100% resident engagement maintained across 11 communities through active Advisory Boards and regular community meetings
- Community Affairs engaged 70+ partners and stakeholders through collaborative initiatives

IMPACT: Build community partnerships that leverage resources and support residents



CLIENT SERVICES

FY2025 IMPACT REPORT

KEY ACCOMPLISHMENTS

Financial Achievements

- **Total Grant Funding Secured: \$2,534,000**
 - **\$816,000** - Resident Opportunities and Self-Sufficiency (ROSS) Program funding
 - **\$800,000** - Resident Support Services and Transportation funding
 - **\$618,000** - Family Self-Sufficiency (FSS) Program funding
 - **\$300,000** - Youth Engagement Services from Department of Criminal Justice

Strategic Partnerships

- United Way partnership established for the provision of case management services
- Service collaborations with Renaissance Counseling, Norfolk State University, Legal Aid, Norfolk Department of Social Services, and DollarBank to leverage resources and expand resident support services.

Staff Development

- FSS Certification Programs completed for all Family Self-Sufficiency staff
- Comprehensive staff training delivered on new service enhancements and reporting protocols
- Staff obtained food handler certification through NPS to operate the Kids Café summer meals program
- Community Affairs staff maintains certification in mental health first aid certification

Administrative Excellence

- Client Services tracking system implemented for comprehensive service monitoring
- Standard reporting protocols established including quantitative and qualitative metrics
- Monthly client service tracker implemented to monitor service levels and outcomes
- Transformation planning framework developed with strategic work plans
- Resident Needs Assessment launched covering services, safety, transportation, and relocation priorities

FY2026 Strategic Priorities

- Enhancing partnerships through expanded community collaborations and strengthened existing relationships
- Moving to implementation phases for awarded grants including Self-Sufficiency and Youth Engagement programs
- Developing and implementing standard operating procedures to ensure consistent, high-quality service delivery
- Implementing comprehensive program and service evaluations to measure impact and resident outcomes
- Enhancing programs and services tailored specifically for youth, adults, and seniors across all communities
- Creating operational efficiencies through streamlined processes and integrated service delivery models
- Expanding staff training initiatives to build capacity and professional development opportunities
- Integrating new operational tools including the FY2026 operational plan and client tracking systems



Commissioners' Update NRHA Board of Commissioners

Subject: Department of Communications and Intergovernmental Relations

Executive Contact: Leha Byrd

Date: Aug.14, 2025

BACKGROUND

STATUS

Media Relations

[Learning from the Best with NRHA's Nathan Simms – The Hampton Roads Chamber Podcast](#)

[What's next for Norfolk's Calvert Square, Young Terrance redevelopment](#)

[Preliminary presentation for Calvert Square and Young Terrace transformation revealed](#)

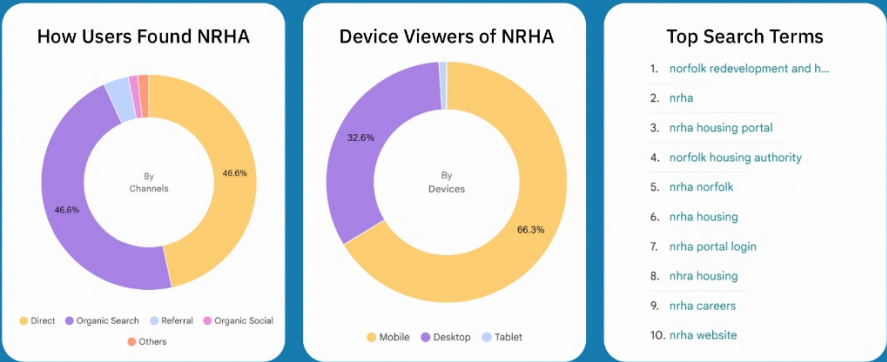
[Calvert Square and Young Terrace neighborhoods are one step closer to redevelopment plans](#)

[Residents weigh in on St. Paul's Transformation Project in Norfolk](#)

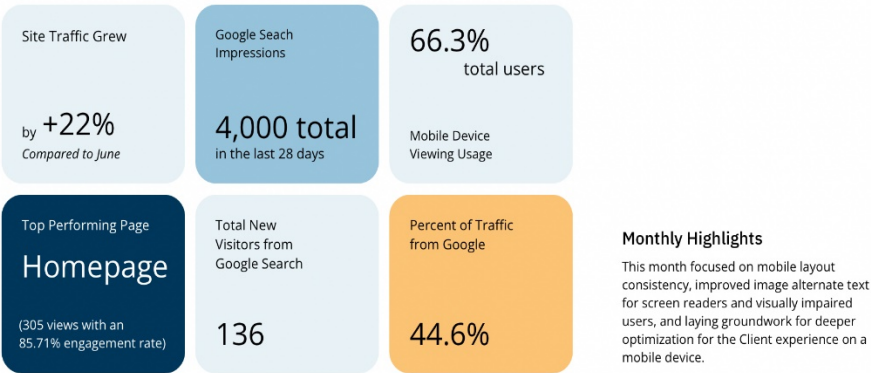
Website Additions

[NRHA, Gilbane Development Presented Initial Master Plan for Calvert Square, Young Terrace Redevelopment](#)

Key Metrics Overview



Site Traffic & Interaction Summary



DESIGN & BANNER IMPROVEMENTS

Updates masthead design for branding and visual interest

[St. Paul's Transformation Overview >](#)

[Visions & Guiding Principles >](#)

[Neighborhoods Page >](#)

[Housing Page >](#)

[United Way of South Hampton Roads \(Thriving Families\) >](#)

Added Community Resource PDF Guide to [Client Services](#) Page

COMMUNITY NEWS & EVENT UPDATES

~~New events~~ category and over 6 new event postings added in July:

[Free Housing Workshop - Legal Aid for Young Terrace](#)

[R.O.S.S. Program + Unity Place Update](#)

[Wanna Trade? Career Fair](#)

[Yardi Rent Cafe Update to Residents](#)

[Gilbane Development Presentation](#)

[NRHA 85th Birthday Celebration](#)

FUTURE ACTION

Continued updates to the [St. Paul's Area Transformation Page](#)

Update of information and content to [Contact Us Page](#)

Update of information and content to [Waitlists Page](#)



COMMISSIONERS' MONTHLY CONTRACT REPORT –
Meeting Date: August 14, 2025

As set forth in Resolution No. 8053 adopted January 23, 1995, the below listed contracts, change orders, and bid activities are for the Commissioners' information only, and no vote is required.

July, 2025

New contracts issued between \$30,000 and \$99,999:	<i>Contract Ceiling</i>	A	B	C
1.				

New contracts issued for \$100,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. I0022 – Taylor Construction (Unit Turn Services)				
2. I0038 – Cooper & Gray, LLC (Facilities Management/555 E. Main St.)	\$250,000.00	C	M	
	\$227,000.00	O	M	
3. I0018 Breeden Construction (Renovations to Sykes Midrise)	\$14,953,722.00	C		IF
4. I0044 - Reno & Cavanaugh, PLLC (LEGAL SERVICES (Real Estate & Affordable Housing)	\$1,888,000.00	P		IF
	\$ 262,500.00	P		
5. I0042 - Berman Hopkins CPA's & Associates, LLP (Audit Services)	\$ 3,792,000.00	P	W	
6. Delphine Carnes Law Group, PLC (Legal Services/Various)				

New task orders issued for \$30,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. None				

New Interagency Agreements for \$30,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. None				

Change orders issued for \$30,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. None				

Options exercised for \$30,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. H1097/ Option Yr. 1 – Vivian Advisory LLC (Serves as an advisor to the Executive Director, senior staff, and other key stakeholders by performing functions which include a broad range of strategic, programmatic, and operational tasks. This work will involve independent research and analysis of complex issues regarding housing programs and policies, federal and local regulations and other matters pertaining to affordable housing.	\$132,600.00	P		FF

A. KEY to contract type:

C – Construction

P – Professional Services

O – Other than Professional Services

G – Goods, Equipment, Materials, etc.

B. KEY to ownership type, new contracts only:

M – Minority-owned

3 – Section 3

W – Woman-owned

C. KEY to Funding:

FF – Fully-Funded

IF – Incrementally-Funded

**BID ACTIVITY FOR CONTRACTS \$100,000 AND ABOVE
FOR THE MONTH ENDING June, 2025**

None.



**Anticipated Requests for Proposals,
Quotations and Invitations for Bids
August, 2025**

Project	Status	Dept
IFB, Relocation Services for Sykes Midrise RAD Project	August	Development
RFP, Transformation Development Partner - Master Developer	Awarded	Development
IFB, Foreign Language Translation Services and American Sign Language	Evaluation	
IFB, Cathodic Protection Services	Closed (No Offerors)	Property Management
IFB, Boiler Preventative Maintenance	August	Property Management
IFB, As Needed Plumbing Services	August	Property Management
CA, Midrise Elevator Maintenance and Repair	TBD	Property Management
IFB, Bed Bug Treatment Services	TBD	Property Management
IFB, Grounds Maintenance Services - Oakleaf, Diggs, Calvert, Youngs	Awarded	Property Management
IFB, Pest Control Services	August	Property Management
Recently Removed (*this section is added for continuity purposes only)		
IFB, Grounds Maintenance - Bobbitt, Hunter Square, Sykes	Awarded	Property Management
RFP, 555 East Main St Property Management Services	Awarded	Administrative Services
IFB, Grounds Maintenance Grandy Village Wetlands	Awarded	Property Management
IFB, Grounds Maintenance Grandy Village	Awarded	Property Management
RFQ, Midrise Washer and Dryer Rental Services	Awarded	Property Management
IFB, Grounds Maintenance Services - Oakleaf, Diggs, Calvert	Awarded	Property Management
RFP, Professional Legal Services	Awarded	Executive Office
IFB, Sykes Midrise Renovation	Awarded	Development
RFP, Audit Services	Awarded	Executive Office

IFB, As Needed HVAC Services	Awarded	Property Management
IFB, Process Server Services	6 Month Contract in Place	Property Management
RFP, Banking Services	Awarded	Finance
RFP, Grant Writing Services	Awarded	HOME

RFP = Request for Proposal (Price + Factored Criteria)

IFB = Invitation for Bid (Price Only Criteria)

RFQ = Request for Qualifications

CA = Cooperative Agreement

Short Listed=Selected offerors have advanced to the next stages of the RFP process