

# PRHA Today

VOLUME II ISSUE I

JAN - FEB 2008

## Petersburg Redevelopment and Housing Authority

128 S. Sycamore St.  
Petersburg, VA 23803

(804) 733-2200

(804) 733-2229 (fax)

Visit our website at:

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



### PRHA BOARD MEETINGS

—Held the fourth Monday of every month at 6:00 p.m. in Sycamore Towers Board Room.

### TENANT ASSOCIATION MEETINGS

#### Pecan Acres

—Held the first Thursday of each month at 5:30 p.m. at the Community Center.

#### Pin Oaks

—Held the second Monday of each month at 5:30 p.m. at the Community Center.

#### Sycamore Towers

—Held second Tuesday of each month at 6:00 p.m. in the Community Room.

#### Gilhaven Manor

—Held second Monday of each month at 6:00 p.m. in the Community Room.

**Make Tax Time Pay—  
For You!**

*Claim the Tax Benefits  
You've Earned*

Get up to **\$4,716** with the Earned Income Tax Credit  
You may be able to get Child Tax Credit too!

If you worked in 2007, had children living with you and earned  
less than **\$39,783**

**Or**

Did not have children living with you  
And earned less than \$14,590

*You Could Qualify!*

*File a tax return to claim all the credits you've earned.*



### FREE ASSISTANCE AVAILABLE

through

Volunteer Income Tax Assistance Programs

at

#### Goodwill of Central VA

65 Crater Circle

Petersburg, VA 23803

(804) 451-1773

Thursdays only 10:00 a.m.—2:00 p.m.

or

#### Richmond Community Action Program

2917 S. Crater Rd.

Petersburg, VA 23803

Mon., Tues., Thurs. & Fri: 1:00 p.m.—5:00 p.m

Wed.: 1:00 p.m.—7:00 p.m..

2nd & 4th Sat.: 9:00 a.m.—1:00 p.m.

## WORK ORDER CALLS

8:00 a.m.—5:00 p.m.

- Pecan Acres—  
(804) 733-2230
- Sycamore Towers—  
(804) 733-2248
- Pin Oaks—  
(804) 733-2240
- Cedar Lawn—  
(804) 733-2230
- Washington Col.—  
(804) 732-6300
- Wythe Row—  
(804) 733-2240
- Gilhaven—  
(804) 733-2255

## WORK ORDER CALLS

AFTER 5:00 P.M.  
(804) 733-2222

Questions regarding Access Utility Consumption?

READ YOUR LEASE.



**Don't Forget!!!  
Rent is due  
the first day of  
each month.**

## HUD'S CUSTOMER SERVICE AND SATISFACTION SURVEY

The U.S. Department of Housing and Urban Development (HUD) has begun sending out its annual Customer Service and Satisfaction Survey this month to gather information about resident satisfaction with living conditions in public housing developments across the nation.

The Customer Service and Satisfaction Survey is part of HUD's commitment to monitor the performance of public housing authorities through its annual Public Housing Assessment System (PHAS). In addition to assessing customer satisfaction, the PHAS also evaluates the physical condition of the developments, the housing authorities' financial health, management, operations and resident services.

The survey includes questions covering maintenance and repair, communication, safety, services and neighborhood appearance. It will be sent to a random sampling of Petersburg Redevelopment and Housing Authority (PRHA) residents who live in PRHA's federally funded developments. All answers will be kept confidential and anonymous. PRHA will not know who participated in the survey but will only receive the scores.

The survey accounts for 10 out of the 100 points it is possible for a public housing authority to receive under the PHAS. Housing authorities which receive scores over 90 on the PHAS are considered "High Performers" and qualify for additional capital funding. PRHA urges all residents who receive the survey to complete it. If you have any questions about the survey, please call REAC's Customer Service Center at 1 (888) 245-4860.



### SNOW REMOVAL POLICY

It is the intent of Petersburg Redevelopment and Housing Authority (PRHA) to provide safe and suitable surrounding to you and your family this winter season. All snow, sleet and ice accumulations on sidewalks at all developments will be cleared and/or salted.

Additionally, all snow, sleet and ice accumulations on front stoops and ramps at elderly developments will be cleared and/or salted. Snow removal services will commence after it has stopped snowing. However, when there is a continuous snowfall, snow removal services may start earlier. All snow removal services are at the discretion of the Maintenance Supervisor.