



2025-2030 5-YEAR PHA PLAN

Housing Authority of the City of Raleigh

Purpose

This Plan provides a ready source of information on RHA's policies, rules, and requirements about its operations, programs, and services as well as informs on its mission, goals and objectives for serving its families over a 5-year period.

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5-Year PHA Plan <i>(for All PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 02/29/2016
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA’s operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA’s mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. Form HUD-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

A.	PHA Information.																															
A.1	<p>PHA Name: <u>Housing Authority of the City of Raleigh</u> PHA Code: <u>NC-002</u></p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>04/2025</u></p> <p>PHA Plan Submission Type: <input checked="" type="checkbox"/> 5-Year Plan Submission <input type="checkbox"/> Revised 5-Year Plan Submission</p> <p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p>A public comment period for the 5-Year PHA began October 15, 2024 and ended December 6, 2024. During the public comment period, RHA provided notice and/or draft copies to the public in multiple ways.</p> <ul style="list-style-type: none"> • Website notice posted on www.rhaonline.com • Legal notice in the New & Observer on 10/18 • Public meetings held 11/4, 11/8 and 12/2 • Presented at a joint ICC/RAB meeting 11/12 • Flyers posted in on-site offices and at 900 Haynes Street • Printed copies available at office locations • Emailed to resident participants and partnering agencies • Shared on social media channels <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below) <u>N/A</u></p> <table border="1"> <thead> <tr> <th rowspan="2">Participating PHAs</th> <th rowspan="2">PHA Code</th> <th rowspan="2">Program(s) in the Consortia</th> <th rowspan="2">Program(s) not in the Consortia</th> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>						Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program		PH	HCV	Lead PHA:																	
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B.	Plan Elements																															

B.1	<p>Mission. State the PHA’s mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA’s jurisdiction for the next five years.</p> <p>The mission of the Raleigh Housing Authority is to provide safe, quality, affordable housing to low and moderate-income families in the greater Raleigh community, and to promote personal responsibility and self-sufficiency of residents while maintaining the fiscal integrity of the agency.</p>
B.2	<p>Goals and Objectives. Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years.</p> <p>See Exhibit 1.</p>
B.3	<p>Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.</p> <p>See Exhibit 2.</p>
B.4.	<p>Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA’s goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>Raleigh Housing Authority complies with all requirements associated with the federal law, Violence Against Women Act, or “VAWA”. RHA adheres to this law in the development of policy and procedures. Anyone eligible for public housing or for the Section 8 voucher program will not be refused admittance or terminated from the program solely because they are a victim of domestic violence, dating violence, sexual assault or stalking.</p> <p>Raleigh Housing Authority understands the importance of notifying applicants and residents of their rights under VAWA. For that reason, RHA posts copies of their rights in all offices and on the Agency website. Notification of applicants and resident rights are also provided during instances of denial of housing notification, move-in orientation, incidents of domestic violence and during any notification of lease or housing assistance termination. There is an <i>Emergency Transfer Policy</i> in place for residents seeking transfers due to domestic violence, dating violence, sexual assault and stalking which is posted throughout Agency offices in addition to being provided upon request.</p> <p>Raleigh Housing Authority recognizes that VAWA does not limit the housing authority’s or landlord’s duty to honor court orders about access to or control of a public housing unit. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up. VAWA does not replace any federal, state, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault or stalking.</p>
C.1	<p>Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>RHA defines a significant amendment/modification as a change that affects a majority of program participants, or a change that cause large sections of the current plan to be: 1) out of date; 2) inaccurate; or 3) result in a change in the way that RHA delivers its services. Significant amendments/modifications are cause to amend or modify the plan during the program year. Short-term changes of less than one year are not considered significant.</p>

C.2	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) have comments to the 5-Year PHA Plan?</p> <p>Y N <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>RHA held a Resident Advisory Board meeting on the proposed updates November 12, 2024. Staff presented the proposed PHA Plan to residents and feedback is included in Section IV.</p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>
C.3	<p>Certification by State or Local Officials.</p> <p>Form HUD-50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.4	<p>Challenged Elements.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, include Challenged Elements.</p> <p>No elements of this Plan were challenged during the feedback and comment period.</p>

Instructions for Preparation of Form HUD-50075-5Y

5-Year PHA Plan for All PHAs

A. PHA Information [24 CFR §903.23\(4\)\(e\)](#)

- A.1 Include the full PHA Name, PHA Code, , PHA Fiscal Year Beginning (MM/YYYY), PHA Plan Submission Type, and the Availability of Information, specific location(s) of all information relevant to the hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table.

B. 5-Year Plan.

- B.1 **Mission.** State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years. ([24 CFR §903.6\(a\)\(1\)](#))
- B.2 **Goals and Objectives.** Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years. ([24 CFR §903.6\(b\)\(1\)](#)) For Qualified PHAs only, if at any time a PHA proposes to take units offline for modernization, then that action requires a significant amendment to the PHA's 5-Year Plan.
- B.3 **Progress Report.** Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. ([24 CFR §903.6\(b\)\(2\)](#))
- B.4 **Violence Against Women Act (VAWA) Goals.** Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. ([24 CFR §903.6\(a\)\(3\)](#))
- B.5 **Significant Amendment or Modification.** Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.
- B.6 **Resident Advisory Board (RAB) comments.**
- (a) Did the public or RAB provide comments?
 - (b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. ([24 CFR §903.17\(a\)](#), [24 CFR §903.19](#))

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average .76 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. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

II. EXHIBIT 1: GOALS AND OBJECTIVES

Raleigh Housing Authority's goals and objectives are focused on improving the lives of employees and our customers, increasing affordable housing development, and reaching our goals for equitable, inclusive communities. The five strategic goals put forth in the Plan present our vision of what RHA hopes to accomplish over the next 5-year period.

GOAL 1: VIBRANT COMMUNITIES.

RHA will create access to and develop vibrant, economically diverse communities of high opportunity throughout our jurisdiction. We will accomplish this through acquiring the necessary financial tools, such as an investment-grade credit rating, repositioning all housing developments to replace existing and add at least 2,000 units, preserving affordable housing with expiring affordability terms and expanding our housing stock with new construction opportunities. RHA also will better utilize the Housing Choice Voucher Program to create greater access to communities of higher opportunity.

Objectives to create access to and develop vibrant, economically diverse communities of high opportunity throughout our jurisdiction:

- Develop access to and acquire the financial tools necessary for success.
 - Reposition all public housing developments, preferably through one-for-one replacement and an increase of at least 2,000 units.
 - Preserve and acquire existing affordable housing with expiring affordability terms.
 - Expand RHA housing stock through new construction, especially affordable housing.
 - Utilize the Housing Choice Voucher Program to promote mobility and access to communities of high opportunity.
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GOAL 2: THRIVING CUSTOMERS.

RHA residents and participants will live in communities where they and their households can thrive. We will accomplish this by planning, designing, and implementing programs, policies and services that focus on our customers. We will ensure high-quality interactions with staff and residents through ongoing trainings, measuring performance, and coaching efforts. RHA will leverage community services available to provide assistance and support for our customers to thrive.

Objectives to ensure customers will live in communities where they and their households have the opportunity to thrive:

- Planning, design and implementation of policies, programs and services will be customer centered.
 - High-quality customer service will be a key objective of all staff interactions with RHA's customers.
 - RHA will pursue and develop the resources needed to provide access to services that support households' ability to thrive.
 - Services and programs provided will be consistent with supporting customers' need to thrive.
 - RHA will leverage technology to empower our customers to access information and educational materials.
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GOAL 3: ORGANIZATIONAL HEALTH.

We will continually maximize RHA's Organizational Health to ensure RHA's ability to thrive through challenges. By creating and following a strategic plan, we will increase employee engagement, satisfaction and create an environment for competitive compensation and benefits. RHA will use technology and new information systems to increase efficiency, effectiveness, and development, helping both existing and potential employees to do their best.

Objectives to continually maximize RHA's Organizational Health to ensure RHA's ability to thrive through challenges:

- Ensure that all staff understand the organization's core goals and the strategies to achieve them.
 - Increase employee satisfaction as a key determinant of overall organizational health.
 - Increase employee engagement as a key determinant of overall organizational health.
 - Establish a competitive compensation and benefits system to attract and retain a qualified workforce.
 - Leverage state-of-the-art information systems, including Yardi, to increase efficiency, effectiveness, and quality customer service.
 - Implement a comprehensive Human Resources Information Management System that provides the framework for talent recruitment, onboarding, development, and retention.
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GOAL 4: EFFECTIVE PARTNERSHIPS.

RHA will pursue effective partnerships with a broad range of mission-aligned organizations, establishing our brand, shared values, and communications goals. We will leverage community-based service providers to enhance the relationships between partners and customers for the benefit of both parties. RHA also seeks to build strong relationships with elected officials, City and County staff, nonprofits, and other housing developers to maximize partnerships and the availability of affordable housing.

Objectives RHA will pursue to ensure effective partnerships with a broad range of mission-aligned organizations:

- Implement a strategic engagement plan as a core ingredient and building block of effective partnerships.
 - Increase customers' access to partners' services to enhance their potential to flourish.
 - Build strong relationships with elected officials and City and County staff and other government partners to maximize the availability of affordable housing.
 - Partner with a wide spectrum of nonprofit and other housing developers to maximize the availability of affordable housing.
 - Achieve greater effectiveness through RHA's nonprofit partners—Capitol Area Developments and Oak City Affordable Communities—to achieve the mission imperatives of increasing the availability of quality affordable housing.
 - Utilize the Housing Choice Voucher Program to create partnerships with landlords and owners with assets in communities of high opportunity.
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GOAL 5: RACIAL AND SOCIAL EQUITY.

We will pursue and promote racial and social equity in RHA's housing, community, and economic development efforts. Of primary importance is to address the disproportionate impacts of gentrification and displacement on Black and Hispanic communities. We seek to provide equitable access to living wage jobs through internships, entry-level positions with our partners, and leveraging opportunities for people of color. RHA will reach out to minority-owned businesses as part of our procurement practices and increase these strategic partnerships to provide opportunities for these businesses to grow and thrive.

Objectives to pursue and promote racial and social equity in RHA's housing, community, and economic development efforts:

- Address the disproportionate impacts of gentrification and displacement on Black and Hispanic communities.
 - Leverage RHA's resources to provide equitable access to livable wage jobs.
 - Leverage RHA's construction and development opportunities to strengthen and grow minority-owned businesses.
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III. EXHIBIT 2: PROGRESS REPORT

The goals listed below are from RHA's most recent 5-Year PHA Plan. RHA's actions in meeting these goals and objections is provided below.

GOAL 1: ENSURE EQUAL OPPORTUNITY AND AFFIRMATIVELY FURTHER FAIR HOUSING.

RHA has taken the following actions to ensuring equal opportunities and in affirmatively furthering fair housing:

- Routinely evaluated policies and procedures to ensure compliance with federal and local regulations, as well as any guidance from HUD, the US Dept. of Justice, Legal Aid of NC, local and county fair housing coordinators, and HUD FHEO.
 - Annually reviewed Section 8 *Administrative Plan* and Public Housing *Admissions and Continued Occupancy Policy*.
 - Provided staff training on important topics including applicable laws, regulations, policies and procedures on the following topics: reasonable accommodations, limited English proficiency, fair housing, mental health, domestic violence, and sexual harassment.
 - Undertook affirmative measures to ensure equal access to housing programs for all.
 - Marketed programs widely in the community to promote programs to all races and ethnicities, including through participation and by making presentations when requested.
 - Maintained compliance with the Section 504 and ADA regulations and tracked requests internally.
 - Reviewed and updated Language Access Plan with the most recent revisions being made October 2024.
 - Provided an interpreter for non-English speaking and/or Limited English Proficiency speaking groups as necessary.
 - Continued to recruit and hire bilingual staff with the language skills to assist RHA's LEP clientele.
 - Engaged in conversation and initiatives with the City of Raleigh's Homelessness Prevention Initiative that includes local preference vouchers.
 - Participated in fair housing conferences with the City of Raleigh, Town of Cary, Wake County and the Housing Authority of the County of Wake.
 - Acted as a part of the Fair Housing Analysis of Impediments consortia for our area. Bids are currently out for the 2025-2030 Plan.
 - Improved accessibility when redeveloping/renovating older communities.
 - Performed repairs and modernization work within ADA compliant units in a way that ensures continued compliance with regulations.
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GOAL 2: REDUCE OPERATIONAL COSTS.

- RHA sought measures to control costs for all housing programs and program operations including reviewing updates to HUD rules and adopt administrative rule changes meant to reduce administrative costs, increase program efficiency, improve resident benefits, or foster self-sufficiency.
 - RHA received "High Performer" designations for both the public housing and Housing Choice Voucher management assessment systems throughout the duration of the 5-Year Plan period which allowed us to streamline processes and reduce staff costs and administrative tasks.
 - Maintained vacancy turn times well under HUD required period.
 - Upgraded computer network infrastructures, program platforms, and PHA software to ensure reliable connections to increase overall staff productivity.
 - RHA is in the process of designing a new Agency website to be more user friendly, offer web-based applications and forms, as well as other items aimed at improving customer service.
 - Computer stations with internet access were provided to assist voucher holders with their unit search.
 - Online rent payment capabilities were provided to alleviate administrative burden and reduce staff costs.
 - Completed re-certifications, inspections and disbursing timely payments to landlords.
-

GOAL 3: PROVIDE A DECENT AND SAFE LIVING ENVIRONMENT.

- Updated and increased exterior lighting at public housing properties. RHA worked with utility providers to switch to LED lights to provide greater visibility at night.
- Surveillance cameras were added to and upgraded within several public housing properties.
- Requested security patrols and reports from Raleigh Police Department at RHA properties. Independent contractors were engaged to provide additional patrols as needed.
- Conducted annual unit inspections and completed repairs in a timely manner.
- Upheld the no-smoking policy required throughout all public housing properties and other properties owned or operated by the Housing Authority.
- Developed and implemented strategies to improve the quality of housing units. This includes enforcement of HQS standards, outreach to new landlords with high quality rental units, requiring that pre-1978 units are certified as lead-safe, and encouraging residents to seek high quality rental units in all areas of Wake County.
- Utilized procedures to protect both staff and residents whenever asbestos is disturbed. These measures include increased staff training in the area of hazardous materials.
- Repositioned four RHA properties from public housing to project-based vouchers through a RAD portfolio award.

- Engaged in a robust evaluation and public engagement process for the redevelopment of the Heritage Park community. This site has met HUD’s obsolescence criteria and a Section 18 application was submitted June 2024.
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GOAL 4: PROVIDE AN ENVIRONMENT THAT ENCOURAGES RESIDENT SELF-SUFFICIENCY AND UPWARD SOCIO-ECONOMIC MOBILITY.

- Encouraged opportunities to increase the income of residents to complement de-concentration and income targeting.
 - Promoted economic self-sufficiency of assisted households.
 - Welcomed local service providers into RHA’s communities who provide supportive services and address the social needs of the families.
 - Engaged supportive service providers to improve assistance recipients' employability and to increase independence for the elderly or families with disabilities by continually attracting and providing supportive services.
 - Supported agencies that offer services both with public housing residents and within its communities that advance RHA’s goals and provide resident services.
 - Partnered with Triangle Family Services to provide on-site *Ready to Rent* classes to public housing residents.
 - Encouraged residents to learn about home ownership and both federal and local programs that help provide financial resources for home buyers.
 - Encourage participation in incentive public housing programs which foster an environment of economic self-sufficiency and requires annual homeownership training.
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GOAL 5: STAY UP-TO-DATE ON DOMESTIC VIOLENCE ISSUES AND REGULATIONS.

- RHA supports the goals and objectives of the Violence Against Women Act (“VAWA”) and will continue to comply with its requirements.
- Continued to review all relevant guidance to ensure agency stayed up-to-date in policy and procedure with any changes to VAWA protections.
- Provided training to staff on VAWA regulations and interacting with victims of domestic violence, dating violence, sexual assault and stalking.
- Ensured the *Administrative Plan* and the *Admissions and Continued Occupancy Policy* remained in compliance with current provisions and protections afforded under VAWA.
- Offered a preference designations for victims of domestic violence, dating violence, sexual assault and stalking.
- Provided VAWA rights and information to all applicants at denial, and residents at move-in, annual recertification and lease termination.
- Collaborated with the local domestic violence support agency, InterAct.

IV. PUBLIC COMMENTS RECEIVED, RAB COMMENTS AND CHALLENGED ELEMENTS

The Raleigh Housing Authority held a public comment period for the Annual and Five Year PHA Plans from October 15 through December 6. During this period, three public meetings and one Resident Advisory Board meeting were held to help facilitate public feedback. RHA made draft copies of the Plans available to the public in various ways and encouraged residents and others to ask questions and provide feedback. A summary of the comments received and RHA's responses are below.

Question/Comment – What does RHA mean when you say that you are working towards better “organizational health”?

RHA Response – Organizational Health is included in our plans and refers to the overall health of RHA as an employer and the work culture experienced by staff. We are striving to be a great employer and company individuals not only seek out but stay with long-term.

Question/Comment – When explaining about the PHA Plan, you mentioned having Critical Needs Assessments completed for the buildings. Can you share those reports with residents?

RHA Response – RHA has not received a request to share plans with residents in the past but we can consider providing those in the future. The CNAs mentioned have not been completed yet and still with our contractor. We don't have anything that is ready to share with residents at this time.

Question/Comment – Why has my Property Manager told me that I have to go to a hotel?

RHA Response – RHA places residents in a hotel if there are maintenance concerns or needs that make an apartment temporarily unfit during the repair process. In your case, we have to work on your bathroom plumbing and it will leave you temporarily without access to a fully functioning bathroom. When RHA has to provide hotel stays to residents due to repairs, we prioritize the work to make sure you are away for the shortest time possible and RHA covers the cost of the hotel.

Question/Comment – As the resident president, where can I hold community functions?

RHA Response – RHA has 11 different community spaces throughout its public housing and RAD/PBV properties. Resident councils can hold programming at any one of these sites. We also can help you book programming at our main office location if you would like to utilize that space. Since we have multiple communities, staff, and partners that hold programming on-site, we will work with you to make sure that no one space ends up double booked.

Question/Comment – Has RHA leased all of its vouchers? Have you requested more from HUD?

RHA Response – Yes, RHA is fully leased under its voucher program. We have requested Tenant Protection Vouchers from HUD because of the redevelopment activities at Heritage Park. We are waiting to hear back about this potential award.

Question/Comment – What actions has RHA taken to reduce its wait times for applicants?

RHA Response – We closed our waiting lists in October 2023 and are now opening them to refresh the applicant pool as needed. We are also utilizing the Yardi platform as our internal database. Yardi has more functionality for applicants that will allow staff more ways to keep track of their applications and update their personal information. This will help streamline the applicant process and shorten waiting periods.

There were no items included in the Plan that were challenged by the public.