

ROANOKE RISING

FALL 2024



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Roanoke
Housing Authority
Managed by Auburn HA

auburnhousingauth.org



FROM THE CEO SHARON N. TOLBERT

*Management Agent for LaFayette & Roanoke Housing Authority
Auburn Housing Authority Affiliates: AHA Development LLC &
Auburn Community Development Corp.*

Welcome to the Fall 2024 edition of the Roanoke Rising! As we prepare to say goodbye to summer, we welcome the fall season that brings the anticipated football season, cooler temperatures, and holiday celebrations.

Summer was a busy quarter for our team. We began Phase 2 of the compliance camera installation, implemented procedures to start FYB2024 strong, the management team held its annual meeting, completed the annual inspection, drafted policy revisions to comply with HUD regulatory updates, and more. Thank you to our team for your efforts!

We anticipate the fall season to be as exciting as the summer. To kick off fall, the Roanoke Housing Authority (RHA) is looking forward to hosting various events for our residents. LHA will host its Thanksgiving Farmers Market on November 12th. The event will offer free fruits, vegetables, and other food assortments.

As always, I want to thank the Board for entrusting me to continue to serve as the CEO of the RHA. Thank you to our community partners for your contributions as we strive to provide valuable services and resources to our families.

I hope that you find the Fall 2024 Roanoke Rising edition to be a useful tool to communicate upcoming news, events, and more. For more information, please visit our website at www.auburnhousingauth.org and sign up for "News and More" to receive email and text notifications. Also, be sure to connect with us on social media!

As we end the summer season and approach my favorite season, fall, I'm reminded of the quote, "Fall is a Southerner's reward for having survived summer." Slow down this season and enjoy all the beauty this wonderful season brings. As always, "Please take care of yourself and each other".

Bountiful Blessings,
Sharon N. Tolbert

ROANOKE HOUSING AUTHORITY COMMISSIONER'S CORNER



Paula Lambert
Chairperson



Scot Thomason
Vice Chairperson



Robert Alton Joiner
Commissioner



Patrice Awbrey
Commissioner



Sarah Nunn
Resident
Commissioner

Roanoke Housing Authority (RHA) is governed by a five-member Board of Commissioners, representing a cross-section of the community and appointed by the Mayor of the City of Roanoke. One member must be a resident of an RHA property or program. The Commissioners are responsible for overseeing the fiscal management of the agency and approving policies.

The board meetings are held at 5:30 pm on the 2nd Thursday in March, June, September and December. The meeting date is subject to change. **Thank you to all Commissioners for your loyal and dedicated service to the RHA!**

BOARD UPDATES-

During the previous quarter (July - September 2024), Paula Lambert was re-elected Chairperson and Scot Thomason was re-elected Vice Chairperson. Both will serve in their respective positions July 1, 2024 - June 30, 2025.

The Board approved the FYE2024 Fixed Asset Write-Offs, Tenant Write-Offs, 2024 Performance Award and other action items.



RHA Board Meeting
Date: March 13, 2025
Time: 5:30 pm (CST)
Location: RHA Administrative Office
231 Avenue A, Roanoke, AL.

*Special Meeting will be held for time-sensitive action items.

*The date, time, and location are subject to change.

HUMAN RESOURCES & NEWS



→ Fall Work Anniversaries

- **Todd James** – 2 year Anniversary, Oct 24, 2022
- **Dominique Moore** – 4 year Anniversary, Nov 17, 2020
- **Tony Askew** – 1 year Anniversary, Nov 6, 2023
- **Mary Cameron** – 1 year Anniversary, Dec 18, 2023

→ Fall Birthdays

- **Greg Moore** – October 7th
- **Jaquinta Pettus** – November 6th
- **Sharon Tolbert** – November 15th
- **Esmerelda Smith** – November 30th
- **Tabitha Griffin** – December 7th



→ Promotions

- **Kelvin Whitlow** – promoted to “Interim” Maintenance Mechanic II
- **Marquindez Whitlow** – promoted to “Interim” Maintenance Mechanic I
- **Tony Askew** – promoted to “Interim” Maintenance Mechanic
- **Nick Busby** – promoted to “Interim” Maintenance Mechanic

→ Recognitions

Kudos to **Rachel Harris** for being quick and calm in her demeanor in assisting one of our residents in a time of need. Rachel, great job! We appreciate you.

Kudos to **Todd James** for providing excellent customer service and outstanding assistance for a HCV customer at AHA. Great work Todd! We appreciate you.

→ Upcoming Retirements

- **Charlotte Mattox** – Resident Services Coordinator, retiring November 1, 2024.



EMPLOYEE Spotlight

Sylvia has been with AHA since 2016. Sylvia serves as our Purchasing/Inventory Clerk where she provides administrative support for Authority procurement operations.

Over the past 8 years, Sylvia has been instrumental in her duties assisting with the procurement and related documentation of supplies, material and equipment used by the AHA and its managed agencies.

Sylvia, we appreciate your contributions, and we are glad you are here!



SYLVIA IMPSON

→ Staff Directory

Name	Title	Extension	Email
Angel Long	Human Resources Manager	237	along@auburnhousingauth.org
Tabitha Griffin	Executive Business Coordinator	210	tgriffin@auburnhousingauth.org
Housing Choice Voucher			
Wendy Cochran	Chief Operating Officer	247	wcochran@auburnhousingauth.org
Todd James	Interim HCV Manager	221	tjames@auburnhousingauth.org
Esmerelda Smith	HCV Caseworker II	267	esmith@auburnhousingauth.org
Mary Cameron	HCV Caseworker III	224	mcameron@auburnhousingauth.org
Rachel Harris	FSS Coordinator	259	rharris@auburnhousingauth.org
Multi-Family Housing (MFH)			
Shannon Walters	MFH Director	243	swalters@auburnhousingauth.org
Dominique Moore	Regional Property Manager	242	dmoore@auburnhousingauth.org
Greg Moore	Regional Maintenance Manager	262	gmoore@auburnhousingauth.org
Jaquinta Pettus	Property Manager	212	jpettus@auburnhousingauth.org
Charlotte Mattox	Resident Services Coordinator	230	cmattox@auburnhousingauth.org
Finance			
Richetta Stephens	Accountant	228	rstephens@auburnhousingauth.org
Sylvia Impson	Purchasing/Inventory Clerk	255	simpson@auburnhousingauth.org
LaFayette Housing Authority			
Christina Williamson	Property Manager	334-864-8391	cwilliamson@auburnhousingauth.org
Roanoke Housing Authority			
Beth Redding	Property Manager	334-869-8863	bredding@auburnhousingauth.org

CLOSED FOR Holidays

The LHA's office is closed on Fridays. Observed holidays that fall on Friday or Saturday will be observed on the preceding Thursday. Observed holidays that fall on Sunday will be observed on the following Monday.

Veterans Day – Nov 11th
Thanksgiving – Nov 27th & 28th
Christmas Day – Dec 25th



CURRENT OPENINGS:

- **Maintenance Asst. (LHA)**
- **Resident Services Coordinator**

EMPLOYEE BENEFITS:

- BCBS medical benefits
- BCBS dental benefits
- Group life insurance
- State retirement
- Supplemental Insurance
- Annual leave
- Sick leave
- Paid holidays
- Career Incentive Program
- Four-day work week (Monday - Thursday)

Learn about future openings by visiting our Careers page at www.auburnhousingauth.org.

FINANCE/ACCOUNTS PAYABLE - In an effort to increase efficiency and reduce processing time, AHA is converting to an online system for all finance department programs. A part of the conversion implementation includes processing Accounts Payable payments through ACH transfers. AHA will begin notifying vendors about the upcoming conversion and provide additional information on how vendors can begin receiving their payments through ACH instead of paper checks. If you are a current vendor with AHA and would like to begin receiving payments for invoices by ACH Transfer, email Richetta Stephens, AHA Accountant, at rstephens@auburnhousingauth.org to request a Vendor Direct Deposit Sign-Up Form. Complete the Direct Deposit Sign-Up Form and return it to the Finance Department and we can set you up for ACH payment.

In addition to ACH payments, AHA will begin coordinating with vendors to start sending/receiving invoices electronically. **If you are a current vendor with AHA and would like to submit your invoices electronically instead of mailing a paper copy, you can email the invoice to accountspayable@auburnhousingauth.org.**

The AHA Accountant monitors the email account for receipt of submitted invoices and forwards the invoices for approval and processing. Electronic submission of invoices reduces processing time by eliminating delays caused by mailing paper copies through the US Postal Service.

Future implementation plans include the creation of a vendor portal allowing vendors to submit invoices, check on payment status, and download 1099s. If you are a current vendor partnering with AHA and would like more information related to ACH payments or electronic transmission of invoices, you can contact the Finance Department for more information. Richetta Stephens, AHA Accountant, can provide additional information and can be reached at (334) 821-2262, Extension 228, or by email at rstephens@auburnhousingauth.org.

PROCUREMENT- To accomplish our mission of providing affordable housing, it is imperative that AHA works with vendors and contractors who can deliver the highest quality of goods and services at the best value. In order to maximize its contracting dollars, AHA looks for as much competition as the open market will provide. We are always looking for new qualified vendors.

AHA is currently processing bids for roofing services for the Auburn and Roanoke sites. In addition, AHA is preparing a bid for FSS Coordinator Services to procure services to administer the Family Self-Sufficiency Program for Auburn Housing Authority. Expiring contracts expected to be procured in the next few months include competitive procurements for Fee Accounting Services, Auditing Services, and Lawn Maintenance at all AHA Sites.

Future procurements for AHA may include services for plumbing, tree removal, and establishing a pool of vendors to supply maintenance materials when needed. Make sure that you register under the e-procurement site to ensure you receive notifications when related bids open for procurement. Learn more about becoming a vendor, current solicitations, and procurement guidelines by visiting www.auburnhousingauth.org/procurement.

E-PROCUREMENT- In an effort to improve our communication with our vendors, reduce administrative costs, and streamline our procurement process, AHA conducts most of its competitive solicitations on the e-Procurement Marketplace site. Please be advised that AHA absorbs all costs for using this Marketplace; therefore, there will not be any additional charges to your firm to use this Marketplace site if you desire to respond to a published procurement solicitation. To take part in the e-procurement process, please follow these instructions:

1. Access ha.economicengine.com (no "www").
2. Click on the "login" button on the upper left side (for registered users) or
3. Click the "Sign up as a Vendor" button on the lower left side (for non-registered users).
4. Follow the listed directions.

If you have any problems accessing or registering on the Marketplace, please contact customer support at (866) 526-9266.

TENANT-BASED VOUCHERS (TBV)

Auburn Housing Authority's (AHA) Housing Choice Voucher (HCV) Tenant Based Voucher (TBV) Program allows low-income families to rent quality housing in the private market via federal funds provided by the U.S. Department of Housing and Urban Development (HUD). Through the HCV Program, AHA pays a portion of eligible families' rent each month directly to the property owner. Families can use their vouchers to rent a house or apartment in the private market throughout Lee County, with the exception of the city limits of Opelika, AL.

Because there are more families who need rental assistance than there are funds available, AHA uses a waiting list to administer the program to eligible families.

Applicant families must meet the following eligibility requirements to qualify for the HCV Program:

- Meet HUD's definition of family
- Meet income limits specified by HUD
- Qualify on the basis of citizenship or eligible immigrant status
- Provide Social Security number
- Sign required consent forms
- Pass screening process

Currently, AHA's tenant-based voucher waiting list is closed. AHA will provide notice through a variety of media outlets when it reopens. To learn more contact Mary Cameron at 334-821-2262 ext. 224 or by e-mail at mcameron@auburnhousingauth.org.

PROJECT-BASED VOUCHERS (PBV)

PBV is similar to TBV. However, the differences between the two are that PBV assistance is tied to the unit, and once HCV determines eligibility, the applicant is referred to the PBV landlord to determine if the applicant is suitable for tenancy. The waitlist is currently open for bedroom sizes 3-5.

HCV PROGRAMS

AUBURN HOUSING AUTHORITY



VETERANS AFFAIRS SUPPORTIVE HOUSING (VASH)

The VASH program combines HUD's Housing Choice Voucher rental assistance for homeless Veterans with case management and clinical services provided by the Department of Veterans Affairs (VA). VA provides these services for participating Veterans at VA medical centers (VAMCs), community-based outreach clinics (CBOCs), through VA contractors, or through other VA designated entities. If you are a Veteran and wish to utilize the VASH voucher, please contact the Central Alabama Health Care System (CAVHCS) at 334-727-0550 or 800-214-8387.



MAINSTREAM VOUCHERS

Mainstream Vouchers assist households that include a nonelderly person(s) with a disability. This is defined as any family that includes a person with a disability who is at least 18 years old and not yet 62 years old at the effective date of the initial Housing Assistance Payment (HAP) Contract. Aside from serving a special population, Mainstream Vouchers are administered using the same rules as other Housing Choice Vouchers. Currently, AHA's Mainstream Voucher waiting list is closed. AHA will provide notice through a variety of media outlets when it reopens.

FOSTER YOUTH TO INDEPENDENCE INITIATIVE (FYI)

HUD's FYI targets housing assistance to young people aging out of foster care and who are at extreme risk of experiencing homelessness. The initiative offers housing vouchers to local public housing authorities to prevent or end homelessness among young adults under the age of 25 who are, or have recently left, the foster care system without a home to go to. Eligible applicants must be referred to AHA by the Alabama Department of Human Resources. If you are a foster youth who is about to age out of foster care and wish to utilize the FYI voucher, please contact the Alabama Department of Human Resources at (334) 242-1310.



ROANOKE THANKSGIVING FARMERS *Market*

SAVE THE DATE

FREE FRESH
PRODUCE,
FRUITS, &
MORE!



NOVEMBER 12TH | TIME TO BE ANNOUNCED
ROANOKE HOUSING AUTHORITY OFFICE
231 AVENUE A, ROANOKE, AL 36274

A partnership with  **FOOD BANK** OF EAST ALABAMA  **AHA** Development LLC
An Affiliate of Auburn HA

Roanoke
Housing Authority
Managed by Auburn HA

Be sure to connect with us on social media
and subscribe to receive text via our
website at auburnhousingauth.org



 auburnhousingauth.org

 AuburnHousing



Resident Corner

The Roanoke Housing Authority's (RHA) mission is to provide safe, decent, and affordable housing for families. RHA must comply with the Department of Housing and Urban Development's (HUD) regulations and RHA's internal policies and procedures. RHA encourages families to comply with the following requirements to maintain their housing assistance.

- a. Comply with your annual recertification requirements and submit the requested information by the deadline.
- b. Report all changes in income and household composition.
- c. Comply with your public housing dwelling lease.
- d. Comply with all written requests and forward the requested information by the deadline.

Not complying with the requirements above may result in the termination of your assistance or eviction. The list above is not all-inclusive.

If you have questions about your public housing assistance, please contact Beth Redding, Property Manager 334-869-8863.

Smoking is NOT permitted inside the unit. See the Smoke-Free Policy that's included as an addendum to your lease for more information.

RHA's Pet Policy is included within the Lease Addendum signed by all Residents. By signing, residents agreed to report all pets and pay deposits and applicable fees. Per the lease, RHA residents agree to:

"Not keep or allow dogs, cats, or any other animals or pets on the premises without the prior written consent of the Landlord and in accordance with the Landlord's Pet Policy. Residents are only allowed to keep common household pets in their units subject to the execution of the pet policy of the Landlord and proper execution of the Lease addendum for pets. Resident agrees to comply with the Pet Policy. Violation of the pet rules, as outlined in the lease addendum, will be grounds for removal of the pet, fines, termination of pet owner's tenancy, or both. Violation of this Paragraph shall be considered a serious violation of this lease;"

If you have a pet and have not notified the property manager, do so immediately. Failure to comply can lead to financial penalties and/or eviction. To request a copy or questions concerning the RHA's Pet Policy, contact Beth Redding via phone at 334-869-8863 or via e-mail at bredding@auburnhousingauth.org.

ALL locations stop taking rent at 4:30 p.m. on the last business day of each month.

Residents are encouraged to obtain rental insurance. Rental insurance helps to protect your belongings after a covered loss.

Free Wifi in All AHA Communities!

All AHA communities now have free Wi-Fi available in every unit! Spectrum has provided instructions to all residents on how to connect to the Wi-Fi.

To access the free Wi-Fi, follow these steps:

- Contact Charter Spectrum: Call Spectrum and request to speak with the Bulk Sales Department about accessing the free Wi-Fi in your community.
- Set Up Service: The service must be set up in your name. Spectrum will provide the necessary equipment, and you will be responsible for it.
- No Charges for Free Wi-Fi: You will not be billed for the free Wi-Fi. However, if you request additional services beyond the free Wi-Fi, those will be billed separately.



Enjoy your complimentary internet access, and stay connected!

If you have any questions, please reach out to Dominique Moore, our Regional Property Manager, at dmoore@auburnhousingauth.org or call 334.821.2262 ext. 242.

Voter Registration

Alabama offers online voter registration. You can also register to vote by mail or in person if you prefer. Visit the Secretary of State website for more information.



POLICY REMINDER



RHA is committed to providing all residents with safe, decent, and sanitary housing and ensuring that all residents have the right to peaceful enjoyment of their apartment. As a part of this commitment, RHA has implemented weekly property assessments. As a result, RHA requests residents' assistance in addressing frequent issues observed. (Please note that all residents agree to abide by this policy upon signing a lease, failure to do so can lead to fines and eviction.)

1. No parking on or driving across the grass is permitted at any time.
2. Before bringing a pet and/or service animal home, you must contact RHA's office. RHA has no pet visitation policy.
3. All smoke detectors inside the home must be operable. Residents should contact the office to request batteries for all beeping smoke detectors. Smoke detectors should not be tampered with, removed, disconnected, or covered.

Contact RHA Property Manager Beth Redding via phone at 334-869-8863 or e-mail at redding@auburnhousingauth.org.



COMPLIANCE CAMERAS PHASE 2 UNDERWAY!

By increasing coverage and upgrading technology, we aim to provide even better oversight and support for our community. If you have any questions, please reach out to Dominique Moore, our Regional Property Manager, at dmoore@auburnhousingauth.org or call 334.821.2262 ext. 242.

DRUG/CRIME

EVICTION POLICY

The Board of Commissioners of the Housing Authority and Landlord, in an effort to take a positive stand against the sale and use of illegal drugs and other crimes on Landlord or Housing property, hereby adopts and endorses the following policy.

I. Any person, regardless of age, arrested on Housing Authority (HA) or Landlord's property for possession, use, or sale of drugs or any unlawful act that threatens the peace and security of the Tenants, general public, or HA staff, who is not listed as a family member on any lease of Landlord's property will immediately be issued a letter of "No Trespassing."

II. Any person arrested on Landlord or Housing Authority property for possession, use, or sale of drugs or any unlawful act that threatens the peace and security of the Tenants, general public, or HA staff, who is listed as a family member on a lease of Landlord or Housing Authority owned property and who is under the age of 19 will immediately be sent a letter requiring the arrested family member and the entire family to come to the office for counseling in which the following will be required:

A. Head of house and all family members will be required to sign a statement acknowledging the counseling session and acknowledging that another occurrence of this problem may result in termination of the lease.

B. The arrested family member MUST agree to and MUST attend an HA approved counseling or rehabilitation program. HA will verify attendance and completion of the program.

C. Failure to agree or comply with Section II, A, B may result in immediate termination of the dwelling lease

III. Any person arrested on Landlord or Housing Authority property for possession, use, or sale of drugs or any unlawful act that threatens the security of the Tenants, general public, or HA staff, who is listed as a family member on a lease of Landlord or Housing Authority owned property and who is 19 years of age or older will immediately be sent a letter requiring the arrested member and lease holder(s) to come to the office for counseling in which the following will be required:

A. The lease holder(s) will be requested to in writing remove the arrested person from the lease and agree to allow the Landlord or HA to send the arrested person a letter of "No Trespassing."

B. If the conditions of the "No Trespassing" letter are violated and it is determined that the remaining family members have contributed to the violation, the dwelling lease may be terminated.

C. Refusal of the Tenant to comply with Section III, A, will result in termination of the dwelling lease.

IV. If the Head of house or spouse is arrested for possession, use or sale of drugs the conditions in Section III, (A-C) will apply.

We Do Business In Accordance With the Federal Fair Housing Law

Revision Schedule: Exhibit A

POLICY ALERT - COLLECTION POLICY (EXCERPT)

I. RENT DUE DATE: Rent and service fees are due on the first (1st) of each month. No partial payments will be accepted on or after the rent due date.

II. LATE FEE CHARGED: If rent and service fees are not received by 5:00 p.m. on the sixth (6th) of the month, a "late fee" in accordance with the Board approved posted current late fee charge will be added to your account.

III. Residents who fail to pay their rent or make arrangements to resolve balances by 5:00 p.m. on the sixth (6th) will be sent a "LEASE TERMINATION NOTICE."

IV. Residents requesting a hardship must request the hardship prior to being considered late. Hardships will not be granted on requests made after the last day to pay on time unless a verifiable emergency exists.

V. Residents who are still residing in the apartment after the lease termination notice has expired will be issued eviction papers.

VI. If a resident moves out of a dwelling unit owing the Housing Authority for back rent, repairs, and/or other expenses, he or she should arrange for the debt to be paid or face possible court action.

EXTERIOR AND GROUNDSKEEPING

RHA is committed to providing an attractive environment for all our communities. Residents, please be reminded that:

1. All garbage and debris must be disposed of in the City of Roanoke assigned garbage carts. No trash should accumulate on the grounds or porch of the apartment.
2. All garbage carts must be stored appropriately at the rear of my apartment. Garbage carts are allowed on the street the night before the scheduled pickup and returned to storage the next day.
3. All child(ren)/guests; conduct must be controlled to prevent damage to the interior and exterior of the apartment.
4. Roofs must be free of litter, sticks, and other debris.
5. Do not accumulate items on the porch, yard, or any other property premises.
6. Inoperable vehicles are not allowed in parking areas, sidewalks, or grass.
7. All bicycles and toys must be stored appropriately and not scattered around the yard.
8. All large items (sofas, mattresses, etc.) must not be on the curb earlier than one day before the scheduled City of Roanoke garbage pickup.



For the safety of our residents and maintenance staff, effective immediately, residents will not be allowed in the vicinity of our maintenance staff while they are performing maintenance repairs inside of RHA units. Residents will be required to go into another room until all maintenance issues have been addressed.

An emergency work order will be completed within twenty-four (24) hours. If a situation is determined to not be an emergency, the resident will be informed that the request will be considered as “any other resident work order request”. Normal work orders will be resolved within 3 business days. Emergency Work Orders are when the situation constitutes a serious threat to the life, safety, or health of resident(s) or staff; or the situation will cause serious damage to the property, property structure, or systems if not repaired within twenty-four (24) hours.

Examples of a work order emergency are:

- Broken exterior door lock
- Fire
- Loss of power – mechanical failure
- Broken water line
- Loose or falling ceiling
- No Heat (when the outside temperature is less than 35 degrees)

Please call to request a work order:

Greg Moore
Regional Maintenance Manager
Phone: (334) 821-2262 ext. 262

For Police and Fire Emergencies dial 911

Roanoke
Housing Authority
Managed by Auburn HA



FALL FESTIVAL

OCTOBER 17th

4:00PM - 5:00PM

Music / Food / Games / Giveaways
Fellowship & So Much More!

SAVE
THE DATE

Host A Booth

INTERESTED ORGANIZATIONS AND BUSINESSES PLEASE
CONTACT: BETH REDDING AT 334-869-8863 OR
BREDDING@AUBURNHOUSINGAUTH.ORG.

ROANOKE HOUSING AUTHORITY
231 AVENUE A, ROANOKE, AL 36274