



NEWS AND NEIGHBORS

Newport News Redevelopment and Housing Authority

August 2021

Volume 28, Issue 8



[IRS.gov/childtaxcredit2021](https://www.irs.gov/childtaxcredit2021)



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2021 Advance Child Tax Credit Payments start July 15, 2021

- Eligible families can receive advance payments of **up to \$300 per month** for each child under age 6 and **up to \$250 per month** for each child age 6 and above.
- Payments begin July 15 and will be sent monthly through December 15 without any further action required.
- You can benefit from the credit even if you don't have earned income or don't owe any income taxes.
- The credit includes children who turn age 17 in 2021.
- The tax credit is expanded to include advance payments for 2021 only.

Filed already?

You don't need to take any action now if you've filed a 2020 tax return.

Haven't filed yet?

File your tax return as soon as possible. For people not required to file a tax return and who didn't file in 2019 or 2020, visit the special IRS **Non-filer Sign-up Tool** for more details and quickly register. You may qualify for the Child Tax Credit and Economic Impact Payments.



Eligible taxpayers who don't want to receive advance payment of the 2021 Child Tax Credit will have the opportunity to unenroll from receiving the payments.

Family Investment Center

FREE TRAINING PROGRAMS

The Family Investment Center offers free training in the following courses:

- CNA;
- Self-Paced Typing;
- Employability Skills Workshops;
- Resume and Interviewing Prep;
- Job Lead Assistance;
- Homeownership.

The Family Investment Center
600 C Ridley Circle
Newport News, VA 23607

Monday thru Friday

8:00 a.m. - 4:30 p.m.
757.928.3680

PROGRAMA LIBRE DE INSTRUCCION

Centro de Trabajo Para la Familia ofrece los Cursos que sigue:

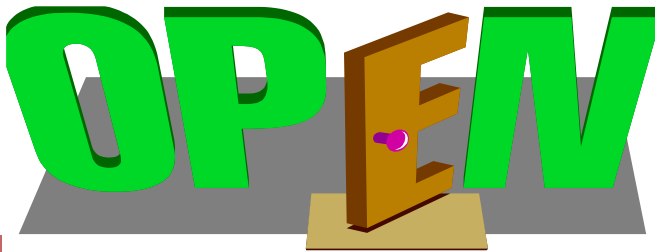
- Mecanografía;
- Habilidades de obrero;
- Ayuda con su resumen y su entrevista;
- Como se encuentra trabajo;
- Como encontrar y poseer una casa.

Centro de Trabajo
Para La Familia
600 C Ridley Circle
Newport News, VA 23607

Lunes—Viernes

8 de la mañana-
4:30 de la tarde

757.928.360 ingles
757.928.6146 espanol



The waiting list for housing assistance at the Warwick SRO is open for single room occupancy only.

Please call (757) 928-6060, Monday-Friday, from 9:00 a.m. - 4:00 p.m. to schedule an appointment.



IMPORTANT NUMBERS

Marshall	928-6181
Ridley	928-2680
Ashe Manor	928-6187
Aqueduct	833-5700
Pincroft	269-4300
Orcutt Townhomes	928-6187
Community Resources	928-6063
Family Investment Center	928-3680



PROPERTY & UNIT INSPECTIONS INFORMATION FOR RESIDENTS

The U.S. Department of Housing and Urban Development (HUD) will substantially increase inspections of assisted properties and units on June 1st, 2021 to help ensure the overall health and well-being of HUD-assisted households. An inspector from HUD may inspect your home soon. Residents will be notified in advance by property management of their inspection date and time.

Resident Rights

- * Residents should communicate any health-related concerns and the inspector will select an alternate unit to inspect.
- * Residents have the choice to be present. If you are not home and your unit is randomly selected, the inspection will move forward.
- * Residents who are home may elect to leave or stay in the unit during the inspection.
- * The inspector and property representative will practice safe distancing and wear personal protective equipment (PPE) consistent with detailed HUD safety protocols informed by the Centers for Disease Control and Prevention's (CDC) most recent guidance.

Additional Details

- * Not all residential units are inspected, and buildings and units are randomly selected on the day of inspection.
- * If you have questions, please contact your property representative or HUD's Technical Assistance Center (TAC) at 888-245-4860.
- * Residents of HUD Multifamily properties should review HUD's "Residents Rights & Responsibilities" for further information https://www.hud.gov/sites/documents/DOC_12162.PDF
- * To view the Secretary of HUD's statement on resuming inspections: <https://www.hud.gov/>

Real Estate Assessment Center Inspection Process and Cycle



Purpose: To make sure your home is being safely maintained physical inspections are needed from time to time. Inspections help ensure units are decent, safe, and sanitary.



Step 1: Notification

Property representatives will notify you of the pending inspection.

Step 2: Pre-Inspection

Contact your property representative with any questions you or your family may have surrounding the inspection with the property representative or HUD's Technical Assistance Center (TAC) at 888-245-4860.



Step 3: Inspection

Inspectors follow a detailed inspection protocol including wearing proper PPE and other related safety requirements. Inspectors will also review the property's common areas as well.

Step 4: Post Inspection

The property owner or manager will be notified of the inspection results. Contact the property representative if you have any questions about your unit's inspection.



Additional Information may be found at https://www.hud.gov/program_offices/public_indian_housing/react



EMERGENCY BROADBAND BENEFIT

WHAT IS IT?

The Emergency Broadband Benefit is a temporary FCC program to help households struggling to afford internet service during the pandemic.

The benefit provides:

- Up to \$50/month discount for broadband services;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

WHO IS ELIGIBLE?

A household is eligible if one member of the household:

- Has an income that is at or below 135% of the Federal Poverty Guide lines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.

THREE WAYS TO APPLY

1

Contact your preferred participating provider directly to learn about their application process.

2

Go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) to submit an application and to find participating providers near you.

3

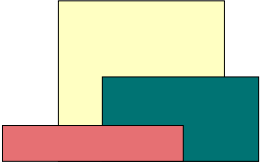
Complete a mail in application and send it along with proof of eligibility to:

Emergency Broadband Support Center
P.O. Box 7081
London, KY 40742

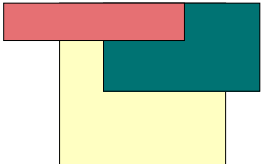
LEARN MORE

 Call 833-511-0311, or

 Visit [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit)



Coronavirus: Keeping you informed



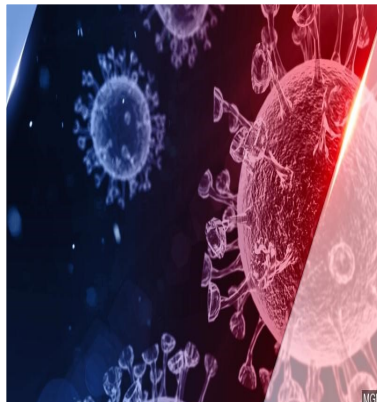
Coronavirus Update from the Virginia Peninsula Foodbank

During times of crisis, the Foodbank plays an important role in meeting community needs. In response to the coronavirus, the Virginia Peninsula Foodbank has been working to provide food to people who might otherwise go hungry.

The Foodbank's Mobile Food Pantry Program is distributing food in high-traffic spots across the peninsula and they are working with partner agencies to ensure people receive the food they desperately need. The team from the Foodbank's Culinary Training Program is preparing breakfast and lunch grab-and-go bags for children throughout our local area. The Foodbank has also hosted several large-scale public food distribution events to help individuals and families struggling to locate healthy meals. During a distribution event in Newport News last week, they provided food to support 500 households.

If you are struggling to get the food you and your family need, please visit the Get Help page on the Foodbank's website to locate a mobile food pantry or partner agency that can help. Please call prior to visiting to confirm hours of operation, as distribution plans change quickly and without much notice.

Due to the increased demand for food in grocery stores, the Foodbank has seen a significant decrease in food pick-ups and store donations, which means personal donations are even more important. You can still drop food donations off at their Hampton headquarters at 2401 Aluminum Avenue. All donations are quarantined for 72 hours before they are available to be distributed. You can make a monetary donation to help purchase truckloads of supplies, donate through YouGiveGoods or purchase through online retailers to ship items directly to the Foodbank's doors. For additional information on any of these options, you can contact Tracy Hansbrough at thansbrough@hrfoodbank.org.



NEWPORT NEWS HEALTH DEPARTMENT

Call center is open 8 AM - 6 PM

Please call 757-594-7069

If you have questions about where to
get tested if you are experiencing
COVID-19 symptoms.



We encourage you to self-report illness or quarantine if you are not feeling well. This will prevent spreading the COVID 19 to your loved ones and friends.

RapidSOS Enhances Response to Crisis Situations

The Newport News Police Department (NNPD) has partnered with RapidSOS to help first responders be better prepared to help you in an emergency. Citizens can now voluntarily register and provide critical health related information that gets relayed to 911 dispatchers when you call for assistance.

In an emergency, the NNPD understands that every second counts. First responders often report the need for more data when responding to a call such as a significant medical or mental health condition, a communicable disease, allergies or any necessary or special medical equipment needs.

RapidSOS is a web-based tool that enables 911 dispatchers to access location and supplemental medical data.

Citizens create a profile on www.emergencyprofile.org that is associated with their cell phone number so that when they call 911, their information appears on a dispatcher's screen. The information helps first responders with the critical data they need to better care for people in an emergency when they arrive on the scene.

"By creating an Emergency Health Profile, citizens can take an important step in helping first responders provide fast, individualized and efficient care during an emergency," said Assistant Police Chief Brandon Creswell. "It will provide peace of mind for you and those that care about you and your safety."

The information provided in the emergency profile is confidential and is used exclusively by 911 dispatchers and first responders for situational awareness only. There is no cost to use the system. Participation is strictly on a voluntary basis and the information you provide is maintained by the Emergency Health Profile Association.

For more information or to register yourself (must be 16 or older) or someone you are a legal guardian for, visit emergencyprofile.org.



9 Things You Should Never Flush Down a Toilet



Dispose the following things in your toilet and you could end up with plumbing problems.

Toilets were designed to only do one thing: Dispose of human waste and toilet paper. Even so, many people are tempted to use them to rid of various things. In addition to damaging your plumbing, some items can harm the environment if they find their way into the ecosystem.

The following things you should never flush down your toilet.

- Cigarette butts
- Tampons and sanitary napkins
- Cooking oil and grease
- Stringy materials
- Cat litter
- Medicines
- Wet wipes
- Food
- Contact lenses

PLEASE
DO NOT FLUSH
ANYTHING
EXCEPT
TOILET PAPER



EMERGENCY SERVICES



SUMMER FOOD SERVICE PROGRAM



FREE GRAB & GO

**BREAKFAST AND LUNCH
FOR SCHOOL-AGE
CHILDREN
EVERY
MONDAY-FRIDAY**

SAME GREAT SERVICE, BRAND NEW TIMES!

C4 Boxing Club - 1947 E. Pembroke Ave. Hampton

Beginning Monday, April 19th, 2021, **3:30pm-4:30pm**

Downing-Gross Cultural Arts Center - 2410 Wickham Ave. Newport News

Beginning Monday, April 19th, 2021, **12:15pm-1:30pm**

Lift and Connect EnVision Center - 2501 Jefferson Ave. Newport News

Beginning Monday, April 19th, 2021, **12:15pm-1:30pm**

Contact Us

(757) 247-0379 Option 1



10 Tips To Save Energy When Air Conditioning Is A Must

There are ways to keep cool without turning on your air conditioner, but when the summer temperatures start the 90 (or 100) degree mark daily, sometimes air conditioning is a must. Stay cool and save money with these energy saving tips:

1. **Keep the AC Higher at Night:** Try turning your AC temperature up (so it is running less) during your sleep hours.
2. **Close Off Vents:** By closing the vents, you're forcing all the air up top first, cooling as it comes down.
3. **Rearrange Your Furniture:** Furniture that obstructs air conditioning vents means you could be cooling the back of a chair or the bottom side of your sofa. You would rather have that chill for yourself. Rearrange your furniture, even if only temporarily.
4. **Try 78 Degrees:** That is a good point for an air conditioner to run at its optimal performance level.
5. **Lighting:** Turning lights off can help reduce your heat, but paying attention to how much light you let in from open windows can also play a significant role. Opening and closing your shade everyday with the changing of the sun, it makes a huge difference in how much heat your air conditioner is competing against.
6. **Don't Forget The Fan:** We rely on air conditioners to keep things cool, but having the help of a few supplemental fans doesn't hurt. They use less energy than your air conditioner unit, so having them as backup is a great idea.
7. **Don't let the water run:** Don't let the water run while brushing your teeth or cleaning the bathroom.
8. **Report all Leaks:** Report all leaks and running toilets.
9. **Use Microwave:** Use your microwave oven instead of a conventional electric or gas range or oven.
10. **Take Showers:** Take showers instead of baths to reduce hot water use. A five minute shower uses a third of the water it takes to run a bath.

REHABILITATION ASSISTANCE



We all know the heartache and devastation that drugs can bring to our families.

If you or anyone you know and love is affected by substance abuse help is available.

Program Name	Services	Payment
Tidewater Area Hot Line 459-8467	Narcotics Anonymous	No fees
Narcotics Anonymous VA Regional Hot Line 1-800-777-1515	Support group for recovering substance abusers.	No fees
Hampton Roads Clinic Reflections 827-8430	Outpatient Counseling I.V. Methadone Maintenance 30-45 day Residential Facility	Sliding fee Scale Medicaid
Project Link 245-0217	Case management and coordination services for prenatal abuser	Sliding fee Scale Medicaid
AI Anon/Alateen 1-888-425-2666	Support group Alcoholism-friends/relatives and teens.	No fees
AA Hotline 595-1212	12 Step Program	No fees
Peninsula Area Help Line 875-9314	Narcotics Anonymous	No fees
Advanced Recovery Systems	Alcohol, Eating Disorders and Substance Abuse	Private Insurance

FILING A COMPLAINT...



Here is the Customer Service

Hotline Number:

757-928-3680

A TENANT HOTLINE IS A FREE SERVICE FOR TENANTS LIVING IN PROPERTIES OWNED AND MANAGED BY THE NEWPORT NEWS REDEVELOPMENT AND HOUSING AUTHORITY. WHEN FILING A COMPLAINT, YOU MUST STATE YOUR FULL NAME, ADDRESS, AND TELEPHONE NUMBER AND SPEAK AS SLOWLY AND CLEARLY AS POSSIBLE.

WE WILL CALL YOU BACK WITHIN 48 HOURS REGARDING YOUR CONCERNS.

THANK YOU



This newsletter is published by the
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 Housing Authority**
 News Coordinator and Layout: **Lisa Artis**
**Newport News Redevelopment and
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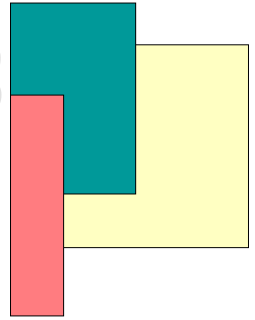
General Overtime Guidelines

Maintenance staff will respond to the following calls:

1. Gas Leaks;
2. Electrical Problems;
3. Smoke Detector;
4. Power Outages (only at Pinecroft, Ashe Manor, Spratley House, Ridley and Marshall);
5. No Heat between 5:00 p.m. on Friday and 8:00 am on Sunday or holidays if the next day is a working day. If the next day is not a working day, accepts calls until 6:00 p.m.
6. Floods and Sewer Problems;
7. Broken Windows;
8. Collapsed ceiling or damaged roofs;
9. Commode stopped up (if two in apartment hold to next day if that is a normal business day);
10. Lock Out/Lock Change;
11. Damaged Exterior Doors;
12. Fire.

Note to Residents: If you believe the situation can wait until the next day, call first thing in the

Manager's Corner



After Hours Guidelines

Marshall	928-6154
Spratley House	928-6187
Ashe Manor	928-6187
Aqueduct	833-5700
Pinecroft	269-4300
Orcutt Townhomes	928-6187



Please use this number **ONLY** after 5:00 p.m.
(757) 247-0484

- Marshall 928-6181

All Tenants should contact their rental office about proper installation of cable and satellite tv before being installed by the company.



MISSION STATEMENT

The mission of the Newport News Redevelopment and Housing Authority (NNRHA) is to create affordable housing, viable neighborhoods, and opportunities for self-sufficiency that enhance the quality of life for all citizens of Newport News.



Hurricane Preparedness 2021

COVID-19
Hurricane Season Prep List

7 MUST DO'S



- 01 Practice safe social distancing and wear face coverings while shopping for supplies.
- 02 Purchases non-perishable foods and one gallon of water per day.
- 03 Purchase personal hygiene items weeks prior.
- 04 Stock up on ample cleaning and disinfectant supplies.
- 05 Ensure you have prescription and over the counter medication for at least a month.
- 06 While preparing for the storm create a 2-week kit of supplies should power go out.
- 07 Stay safe and reach out for help if necessary.

FOR MORE INFORMATION VISIT
WWW.READY.GOV

More information in upcoming weeks...