



NEWS AND NEIGHBORS

Newport News Redevelopment and Housing Authority

September 2021

Volume 28, Issue 9

HOLIDAYS OBSERVED DURING THE MONTH OF SEPTEMBER

Labor Day

September 6

Fall Begins

September 22



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How do I Register to Vote?

Voter Information

Who can register to vote?

Where can I get a registration form?

Registration Deadlines?



To be eligible to register to vote in Virginia a person must:

- Be a resident of Virginia (A person who has come to Virginia for temporary purposes and intends to return to another state is not considered a resident for voting purposes);
- Be a U. S. Citizen;
- Be 18 years old (Any person who is 17 years old and will be eighteen years of age at the next election shall be permitted to register in advance and also vote in any intervening primary or special election;
- Does not claim the right to vote in any other State;
- Not currently declared mentally incompetent by a court of law;
- If convicted of a felony, your right to vote must have been restored.

Persons eligible to register can obtain a registration application at any of the following locations:

- Local voter registration office: **Newport News City Hall-2400 Washington Avenue 6th Floor-Newport News, Virginia 23607.** Telephone number: **757.926.8683**
- Online: **www.nngov.com/voter-registrar.**
- State or local government offices when applying or recertifying for Aid to Dependent Children, Food Stamps, WIC, Medicaid, or Rehabilitation Services;
- Government offices in the State that provide State-funded programs primarily engaged in providing services to person with disabilities;
- Armed forces recruitment offices;
- Public Libraries: **Pearl Bailey-2510 Wickham Avenue, Newport News, VA 23607**
Grissom-366 DeShazor Drive, Newport News, VA 23608
West Avenue-2907 West Avenue, Newport News, VA 23607
Main Street-110 Main Street, Newport News, VA 23601
- State Board of Elections office;
- Department of Motor Vehicles offices;
- Voter Registration Drives.

Registration Deadline: October 11, 2021 by 5:00 p.m. (in person)
If registering online, must be submitted by 11:59 p.m.



Going Back to School... Top 10 Tips for Parents

1. Meet the principal and teachers at the beginning of the school year.
2. Find out the best way to reach your child's teacher and tell them the best way to reach you (e.g. cell phone/texting/ email, phone call)
3. Go to Back-To-School night and events at your child's school. Kid's who see their parents at school get better grades.
4. Regularly check your child's backpack for notes, and keep track of homework.
5. Help your child with homework if needed, and always check when it's done.
6. Create a study space with good lighting and set regular time for homework.
7. Read, read, read. Have your child read everyday. Read to them, read with them and make sure your child sees you reading as well.
8. Provide healthy food every meal. Skip the sweets and soda -these foods don't help kids learn.
9. Make sure your child gets enough sleep.
10. Go online to www.GreatSchools.org and get other ideas for helping your child be the best that they can be.



BUS BEHAVIOR TIPS



RESPECT

- ❖ Appropriate noise level
- ❖ Stay in personal space
- ❖ Follow all established bus rules
- ❖ Follow adult directions

RESPONSIBILITY

- ❖ Keep bus clean & tidy
- ❖ Stay in personal space
- ❖ Stand patiently in line to get on/off bus

HONESTY

- ❖ Stay in assigned seat
- ❖ Be truthful
- ❖ Report any problems to driver


TOLERANCE

- ❖ Accept people, events or situations with patience and understanding
- ❖ Allow different opinions, beliefs, behaviors, and feelings without judgement
- ❖ Respect other people's differences
- ❖ Reject stereotypes

SAFETY

- ❖ Follow all established bus rules
- ❖ Remain seated until driver says otherwise
- ❖ Follow all adult directions
- ❖ Keep all personal items secure
- ❖ Remain in personal space at all times (in line, in seats and at bus stop)

**WELCOME
BACK TO SCHOOL**



10 Habits of Successful Students

1. **Get Organized.** Making a plan for what you're going to do and when you're going to do it will make sure you're always ahead of the curve - literally.
2. **Don't multitask.** Studies have shown that multitasking is physically impossible.
3. **Divide it up.** Studying isn't fun to begin with, and forcing yourself through a study marathon will only make it worse. Dividing your work into manageable chunks and rewarding yourself when you finish each chunk will make studying (more) fun.
4. **Sleep.** Don't underestimate the importance of those eight hours of zzz's every night! Getting a good night's rest will sharpen your focus and improve your working memory.
5. **Set a schedule.** Do you work better right after school or after you've eaten dinner? Are you more productive in 90-minute blocks or half-hour spurts? Find a schedule that works for you, and stick to it.
6. **Take notes.** Taking notes will not only keep you more engaged during class, but will also help you narrow down what you need to study when exam time rolls around. It's much easier to reread your notes than to reread your entire textbook!
7. **Study.** This one might be obvious, but did you know that there's a right and a wrong way to study? Review your material several days ahead of time, in small chunks, and in different manners (for example, write flashcards one day and take practice tests the next). In other words, don't cram.
8. **Manage your study space.** Find a place that will maximize your productivity. Look for places away from the television and other distractions. Whether it's your local library or just the desk in your bedroom, set aside a study space that you'll want to spend time in.
9. **Find a study group.** Sitting down with a group of people who are learning the same things as you is a great way to go over confusing class material or prepare for a big test. You can quiz each other, re-teach material, and make sure that everyone is on the same page. After all, teaching someone else is the best way to learn.
10. **Ask questions.** You're in school to learn, so don't be afraid to do just that! Asking for help - from a teacher, a tutor or your friends - is a surefire way to make sure you truly understand the material.

NNPS 2021-2022

Approved, 4-20-21

SCHOOL CALENDAR



Newport News Public Schools • 12465 Warwick Blvd., Newport News, VA 23606 • (757) 591-4500 • www.nnschools.org

July 2021						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

2, 9, 16, 23, 30 Summer Hours

August 2021						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

6, 13, 20 Summer Hours
16 New Teachers Report
26 All Teachers & Teacher Assts. Report

September 2021						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

6 Labor Day
7 Teacher Work Day
8 All Students Report

October 2021						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

1 Half day dismissal for students (In-person instruction in a.m.; student Independent learning and teacher PD in p.m.)
8 Half Day Dismissal - Family Conferences (held throughout the week)

November 2021						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

2 Half Teacher Work Day (Section Day); Half Day PD - Students do not report
24 Schools Closed, Half Day for Offices
25-26 Thanksgiving Observance
Schools & Offices Closed

December 2021						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

15 Half day dismissal for students (In-person instruction in a.m.; student Independent learning and teacher Professional Development in p.m.)
20-31 Winter Break - Schools and Offices Closed (12 month employees to use 1/2 day leave each day, December 20-21)

January 2022						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

3 Schools reopen
17 Martin Luther King Day
24-26 Exam Dates - 1/2 day high schools
27 Teacher Work Day - Students do not report
28 Regional Prof. Development Day
31 Second Semester begins

February 2022						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

16 Half day dismissal for students (In-person instruction in a.m.; student Independent learning and teacher PD in p.m.)
21 President's Day - Schools and Offices Closed

March 2022						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

4 Half Day Dismissal - Family Conferences (held throughout the week)

April 2022						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

1 Teacher Work Day - Students Half Day Dismissal
4-8 Spring Break (Annually 1st week of April for Peninsula school divisions) - Schools & Offices Closed (12 month employees to use 1/2 day leave each day, April 6-8)

May 2022						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

30 Memorial Day

June 2022						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

11-12 High School Graduations (tentative)
15, 17, 20 ECC, Elementary & Middle - Early Dismissal
16, 17, 20 High School - Half Day Dismissal
20 Last Student Day
21 Last Teacher Day
24 Summer Hours begin

9 Weeks Report Cards

Period	Ends	# of Days	Reports Issued
1	Nov. 1	39	Nov. 10
2	Jan. 26	47	Feb. 8
3	Apr. 1	44	Apr. 19
4	June 20	50	June 20

Religious observances beginning/occurring on 2021-2022 student school days:

Rosh Hashanah - Sept. 7
Yom Kippur - Sept. 16
Sukkot - Sept. 21
Hanukkah - Nov. 29
Ash Wednesday - Mar. 2
Eid al-Fitr - May 3
Ascension Day - May 26

180 Pupil Days

*All schools need to schedule at least one evening conference period, preferably in the fall.
NOTE: If make-up days are necessary, they will be made up, at the superintendent's direction.

- ★ First Day of School
- Schools & Offices Closed
- Half Day Dismissal
- Early Dismissal
- Schools Closed, Offices Open
- Schools Closed, Half Day Offices Only
- Key Dates



Struggling to pay your rent due to the COVID-19 pandemic?

The Virginia Rent Relief Program may be able to help

Virginia is administering relief for renters experiencing a negative financial impact due to the COVID-19 pandemic through the Virginia Rent Relief Program (RRP). Through this state program, you can apply (or your landlord may apply on your behalf) to receive funds to pay delinquent rent arrear payments back to April 1, 2020, and up to three months of payments into the future to maintain housing stability. The total payments may not exceed a total of 15 months of rental assistance per household.



Eligibility

The Virginia RRP will provide financial help on behalf of renters who meet the following criteria:

- ☒ Have a valid lease agreement in their name or other documents confirming the landlord-tenant relationship, and live in the unit at time of application
- ☒ Have a rent amount that is at or below **150% Fair Market Rent**
- ☒ Have a gross household income at or below **80% of the area median income**
- ☒ Have experienced a financial hardship directly or indirectly due to the coronavirus pandemic including but not limited to:
 - Being laid off
 - Place of employment has closed
 - Reduction in hours of work
 - Loss of spousal/child support
 - Inability to find work due to COVID-19
 - Having to stay home with children due to distance learning / closure of day care or school
 - Increase in expenses due to COVID-19, such as child care, medical bills, etc.
 - Unwilling or unable to participate in previous employment due to the workplace's high risk of severe illness from COVID-19



Required documents

You'll need the following as proof of eligibility:

- ☒ Proof of income (for example: pay stubs, bank statements, letter from employer, Social Security documents, pension)
- ☒ Valid lease or other documentation of landlord-tenant relationship
- ☒ Rent ledger (landlord provides)
- ☒ Completed application and agreements
- ☒ Virginia W-9

Learn More & Apply:

Contact your landlord today to apply on your behalf. This is the quickest way to access rent relief.

Or apply for yourself. Get started on DHCD's website: **dhcd.virginia.gov/eligibility**



The Virginia Rent Relief Program is administered through the Virginia Department of Housing and Community Development. Virginia Housing is the grantee for landlord-initiated applicants. For more information, visit dhcd.virginia.gov/rrp.



¿Luchando para Poder Pagar su Alquiler debido a la pandemia de COVID-19?

Usted podría ser elegible para recibir asistencia financiera a través del Programa de Alivio de Alquiler de Virginia.

Virginia está administrando fondos de alivio para inquilinos que estén experimentando un impacto financiero negativo debido a la pandemia de COVID-19 a través del Programa de Alivio de Alquiler de Virginia (RRP). A través de este programa, usted puede aplicar (o su arrendador puede aplicar a su nombre) para recibir fondos para cubrir los pagos atrasados de su alquiler a partir del 1 de abril de 2020 y hasta tres meses de pagos en el futuro para mantener la estabilidad de la vivienda. Los pagos totales no pueden exceder un total de 15 meses de asistencia para el alquiler por hogar.



Elegibilidad

El RRP de Virginia brindará ayuda financiera a nombre de los inquilinos que cumplan con los siguientes requisitos:

- ☒ Tener un contrato de arrendamiento válido a su nombre u otra documentación que confirme la relación entre el propietario y el inquilino y ocupar la unidad en el momento de la aplicación
- ☒ El pago total del alquiler del hogar es igual o menor al **150% del alquiler justo del mercado**
- ☒ Tener un ingreso familiar bruto igual o menor al **80% del ingreso medio del área**
- ☒ Haber experimentado dificultades financieras (directa o indirectamente) debido a la pandemia de coronavirus, incluyendo, entre otros:
 - Haber sido despedido
 - Su lugar de trabajo ha cerrado
 - Reducción de horas de trabajo
 - Pérdida de la manutención del cónyuge / hijos
 - Incapacidad para encontrar trabajo debido a COVID-19
 - Tener que quedarse en casa con sus niños debido al cierre de la guardería / escuela
 - Aumento en gastos debido a COVID-19, como cuidado de niños, facturas médicas, etc.
 - No estar dispuesto o no poder participar en su empleo anterior debido a que su enfermedad lo hace ser considerado de alto riesgo al contagio de COVID-19



Documentos requeridos

Necesitará lo siguiente como prueba de elegibilidad:

- ☒ Comprobante de ingresos (por ejemplo: recibos de pago, estados de cuenta bancarios, carta del empleador, documentos del seguro social, pensión)
- ☒ Contrato de arrendamiento válido u otra documentación que compruebe la relación propietario-inquilino
- ☒ Libro de contabilidad de alquiler
- ☒ Solicitud y acuerdos completados
- ☒ W-9 de Virginia

Aprenda Más y Aplique:

Comuníquese con su arrendador hoy para que presente una solicitud a su nombre. Esta es la forma más rápida de acceder al alivio del alquiler.

O aplique usted mismo. Comience visitando el sitio web de DHCD: dhcd.virginia.gov/eligibility



El programa de alivio de alquiler de Virginia es administrado a través del Departamento de Vivienda y Desarrollo Comunitario de Virginia. Virginia Housing es el administrador para las solicitudes iniciadas por el propietario. Para obtener más información, visite dhcd.virginia.gov/rrp.

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:

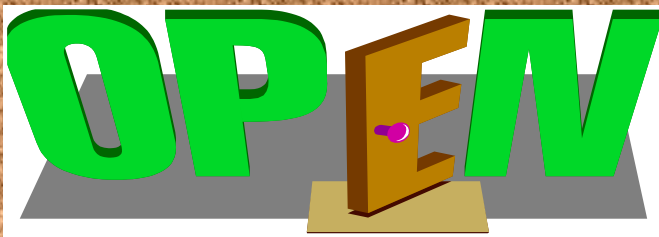
- Mecanografia;
- Habilidades de obrero;
- Ayuda con su resumen y su entrevista;
- Como se encuentra trabajo;
- Como encontrar y poseer una casa.

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
Ashe Manor	928-6187
Aqueduct	833-5700
Pinecroft	269-4300
Orcutt Townhomes	928-6187
Community Resources	928-6063
Family Investment Center	928-3680

The Apprentice School of Newport News Shipbuilding



The Apprentice School of Newport News Shipbuilding offers four, five, and eight year, tuition-free apprenticeships in 28 occupations to qualified men and women. Apprentices work a regular 40-hour week and are paid for all work, including time spent in academic classes.

An apprenticeship is a formal training program which allows a worker to receive thorough instruction and experience-both theoretical and practical-in the various aspects of a skilled trade. Today's apprentices are fully trained, well paid men and women acquiring skills and knowledge that will serve them well throughout their careers.

Please visit the website or call for additional information:
www.as.edu or (757) 380-3809.

The Apprentice School-Newport News Shipbuilding -
A Division of Huntington Ingalls Industries



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.

There is another reason to file your 2020 tax return

Recent changes to the Child Tax Credit

The American Rescue Plan Act provides for an **ADVANCE CHILD TAX CREDIT**.
The Child Tax Credit will now be available through advance payments during **2021**.

Here's what you need to know about the Advanced Child Tax Credit:

- **You should file a 2020 tax return.** Your eligibility for the credit will likely be based upon the information you report on your 2020 tax return.
- **The credit amount increased.** The credit amount has been increased from \$2,000 to \$3,600 for children under 6, and to \$3,000 for other children under 18.
- **Get payments ASAP.** Individuals eligible for a 2021 Child Tax Credit can receive a portion of the credit in advance, via payments starting July 1, 2021 through December 31, 2021.
- **Online Portal to update information.** The law requires the IRS to create a new online portal through which families can update their information for the credit. More specific information about the portal is not yet available.
- **The credit was expanded to include children aged 17 years old.** Children 17 years old and younger will now be covered by the Child Tax Credit.

Are you eligible for the Child Tax Credit (CTC)?

A child generally qualifies you for the CTC if the child meets all of the following conditions:

1. The child is your son, daughter, stepchild, eligible foster child, brother, sister, stepbrother, stepsister, half brother, half sister, or a descendant of any of them.
2. The child was under age 17 at the end of 2020.
3. The child did not provide over half of his or her own support for 2020.
4. The child lived with you for more than half of 2020 (some exceptions may apply).
5. The child is claimed as a dependent on your tax return.
6. The child does not file a joint tax return for the year.
7. The child was a U.S. citizen, U.S. national, or U.S. resident alien.

The Community Tax Law Project

Telephone: 804-358-5855 • E-mail: info@ctlp.org

*This information is correct as of 3/25/2021. We are waiting for the IRS to release further guidance on certain topics such as what to do for the advanced CTC when children are moving between parents or households or in shared custody situations.

This information is not legal advice. We are providing this information as a public service. We have tried to make it accurate as of the date below, but keep in mind that tax laws change frequently. CTLP is a nonprofit organization that provides free legal help to low-income taxpayers who have tax problems. CTLP receives funding from the IRS but is not part of the IRS or the Virginia Department of Taxation. Your decision to use CTLP will not affect your rights before the IRS.

© 2021 The Community Tax Law Project



HURRICANE PREPAREDNESS TIPS

"PROTECT YOURSELF AND LOVED ONES"

Review your emergency plan

Review your plan with everyone in your household and make sure everyone knows about the safest location in the home.



Check your supplies

Be sure to you have necessities such as water, blankets, first aid kits, flashlights, batteries, radios and any pet care items.



Set up an out-of-town contact

It's important to have an out-of-state friend or family member as a contact, so they can check on your whereabouts.



Secure important documents

Make sure documents such as insurance cards, IDs and other pertinent information are placed in a secured water-proof container.



Figure out your evacuation route

Make sure you know your evacuation route before the storm hits and keep a full tank of gas.



Be aware of your vehicle's surroundings

Make sure your vehicle is safe. If possible, move your vehicle away from trees or other objects that may damage it in a storm.



Follow official instructions

Follow all instructions from your local authorities regarding evacuation or other safety procedures. Check radio, television or other media for emergency information.



More information in upcoming weeks...

Coronavirus: Keeping you informed

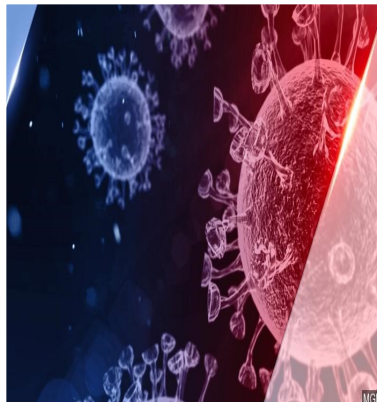
Coronavirus Update from the Virginia Peninsula Foodbank

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.



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)

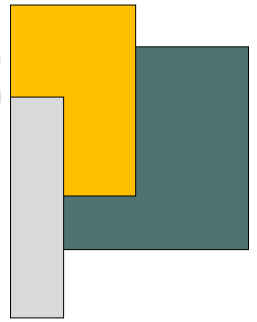
General Overtime Guidelines

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 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 morning.

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.

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 AA Hotline 595-1212	Support group Alcoholism-friends/relatives and teens. 12 Step Program	No fees 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:

757-928-6063 or 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



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**Newport News Redevelopment and
Housing Authority**

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