

HOUSING OPERATIONS

Director – Tera Lockley

The Housing Operations Department is responsible for managing the Occupancy, Community Resources, Housing Choice Voucher (HCV) Program and Public Housing divisions. Along with the provision of traditional management services, Housing Operations provides a variety of community services to Authority residents in the form of social, cultural and educational activities.

- ❑ **Occupancy** – supports the housing assistance function for low income families in multifamily dwellings, owned and operated by the Newport News Redevelopment and Housing Authority. Performs eligibility casework, income verification and initial criminal records checks. Eligible applicants are assigned to one of our Public Housing units.
- ❑ **Community Resources** –provides supportive resident services in partnership with community agencies to serve the needs of low income families
- ❑ **Housing Choice Voucher Program** – administers housing subsidies in the private market for very low-income families including elderly and disabled families determined eligible for HCV Program assistance.
- ❑ **Property Management** – oversees and manages the operation of public housing units in fourteen complexes.
- ❑ **Maintenance** – provides assistance to our public housing residents by managing all routine and emergency work order requests.

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