



NEW RIVER VALLEY



**HOUSING
SERVICES
GUIDE**

NEW RIVER VALLEY HOUSING SERVICES GUIDE
UPDATED APRIL 2021

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The New River Valley Housing Services Guide was compiled through a collaborative effort with the following partners:

- Center for Gerontology at VT
- City of Radford
- Community Foundation of the NRV
- Community Housing Partners
- Floyd County
- Giles County
- Habitat for Humanity of the NRV
- Housing Connections
- Montgomery County
- New River Community Action
- New River Valley Agency on Aging
- New River Valley Disability Resource Center
- New River Valley Homebuilders Association
- New River Valley HOME Consortium
- New River Valley Regional Commission
- Pulaski County
- Southeast Rural Community Assistance Program (SERCAP)
- New River Family Shelter
- Town of Blacksburg
- Town of Christiansburg
- Town of Pulaski
- Virginia Community Capital

For more information, please contact the New River Valley Regional Commission at (540) 639-9313.

Note: the information included in this guide has been provided by the service providers and is not intended as a recommendation for a particular provider or service.

For information about **affordable rental housing** in the New River Valley, please see the Virginia Housing Search website at <http://virginiahousingsearch.com/>.

SECTION 1: EMERGENCY SHELTERS AND HOMELESSNESS PREVENTION

Hope House

The Giles County Shelter's mission is to provide a safe emergency shelter for families experiencing a housing crisis and to connect them with supportive services that promote and enhance their self-sufficiency and stability.

Contact: David Carico, Shelter Coordinator

Phone: (540) 921-3843 OR (540) 599-1290

Email: david.carico@dss.virginia.gov

Shelter Address: 138 Old Virginia Avenue
Narrows, VA 24134

Facebook: Hope House – The Giles County Homeless Shelter

<http://virginiasmtnplayground.com/hope-house-2/>

New River Community Action Homeless Hotline

New River Community Action has recently announced a 24/7 homeless hotline available to those in need of shelter. For more information, please call (540) 320-7028.

<https://newrivercommunityaction.org/>

New River Family Shelter

New River Family Shelter provides emergency shelter to families with children in the New River Valley and connects them with supportive services to promote self-sufficiency and lasting stability.

Contact: Carol Johnson, Executive Director

Phone: (540) 382-6188

Email: nrfamilyshelter@gmail.com

Address: 110 Roanoke Street
Christiansburg, VA 24073

Facebook: New River Family Shelter

<http://nrfamilyshelter.org/>

****COVID-19 UPDATE:** the shelter is currently operating at reduced capacity; the houses available have reduced numbers of families, and the best course of action for assistance is to call the main office number**

The Warming Station

This temporary shelter service only operates when the temperature falls below 40 degrees at 6PM. The Warming Station reaches out to those experiencing homelessness or who are without shelter. They provide lodging, hot meals, and clean clothing. Participants will be registered on-site. The Warming Station also

offers assistance in locating long-term housing for those experiencing homelessness.

Contact: Pastor Charlie Barbettini

Phone: (276) 620-4293

Email: Charlie.barbettini@gmail.com

Address: 223 N. Washington Avenue
Pulaski, VA 24301

Facebook: Taking it To the Streets

<http://streets4god.com/>

****COVID-19 UPDATE:** Guests can come to the Warming Station between 6PM and 9PM. No one is accepted after 9PM, unless they are called in by the police or EMS. Upon arrival, temperature will be taken, and proof of identity requested. A copy of the ID will be made, and guests will be sent to the Budget Inn in Pulaski, VA. There they will receive a \$10 meal card to receive a hot meal**

To Our House - Intake Center

To Our House is a program of New River Community Action and is available November through March, every night. It provides a multi-night stay for single, homeless adults. Participants must arrive before 5PM. Please call to check availability.

Contact: Carol Johnson, Program Coordinator

Phone: (540) 320-1273

Email: toourhousenrv@gmail.com

Address: 1093 East Main Street
Radford, Virginia 24141

Facebook: To Our House

www.ToOurHouse.org

****COVID-19 UPDATE:** Social distancing measures are in place; To Our House is not operating at full capacity at this time (limit: 10 adults) and is only serving those who are in the New River Valley area; no transportation provided at this time**

Women's Resource Center of the New River Valley

The Women's Resource Center offers temporary emergency housing for adults and children who live in the New River Valley and are fleeing intimate partner violence. The shelter is a comfortable home with facilities for 26 women and children. It also provides shelter for men or LGBTQ individuals who do not feel comfortable staying at the shelter. Families who leave the emergency shelter and desire a supportive living environment can also apply for transitional housing apartments before stepping out on their own.

Crisis hotline: (540) 639-1123 OR (800) 788-1123 (available 24/7 with trained staff answering all calls)

Administrative Office: (540) 639-9592

Email: director@wrcnrv.org

Address: 1217 Grove Ave
Radford, VA 24141

Facebook: Women's Resource Center of the New River Valley
<https://www.wrcnrv.org/our-services/>

Women's Shelter

Grace Episcopal Church

Contact the church secretary before coming.

Phone: (540) 639-3494

Address: 210 4th Street
Radford, VA 24141

<https://www.graceradford.org/>

****COVID-19 UPDATE:** Grace Episcopal Radford is not currently taking any women into their shelter due to the ongoing coronavirus pandemic**

ROANOKE RESOURCES

Family Promise of Greater Roanoke

The Family Promise of Greater Roanoke provides shelter and case management for families and children experiencing homelessness. This organization does not discriminate against any type of family (LGBTQ+, grandparents, etc.). In order to participate, you must call the shelter and go through the intake process. You must be free from alcohol/drugs when entering the program and have no record of a violent criminal history.

Contact: Tasha Evans, Program Manager

Phone: (540) 444-7374, option 1

Email: tevans@familypromiseroanoke.org

Address: 37 East Clay Street
Salem, Virginia 24153

<http://familypromiseroanoke.org/>

Facebook: Family Promise of Greater Roanoke

****COVID-19 UPDATE:** The shelter is currently operating at half capacity. There is no in-person contact; please call for intake to get your name on the waiting list. Shelter is first come, first serve**

Rescue Mission of Roanoke

The Rescue Mission provides a safe haven to families and individuals in crisis. Services include overnight shelter, meals, addiction recovery programs, and job skills training.

Phone: (540) 343-7227

Email: mission.info@rescuemission.net

Address: 402 4th Street SE
Roanoke, VA 24013

Facebook: The Rescue Mission of Roanoke
www.rescuemission.net

****COVID-19 UPDATE:** The homeless population in the New River Valley does not currently qualify to be accepted at the Rescue Mission of Roanoke**

LONG TERM HOUSING ASSISTANCE

Virginia Veteran and Family Support

If you are a veteran experiencing homelessness, please contact the Federal Department of Veterans Affairs – Veterans Experiencing Homelessness Hotline: (877) 424-3838 (1-877-4AID-VET) or dial 211, available 24/7

Email: info@DVS.virginia.gov

Address: James Monroe Building, 101 North 14th Street
17th Floor
Richmond, VA 23219

<https://www.dvs.virginia.gov/virginia-veteran-and-family-support/resources/housinghomelessness/>

SECTION 2: ENERGY ASSISTANCE & WEATHERIZATION

AEP Utility Assistance

American Electric Power uses energy efficiency programs and consumer education to help customers reduce their electricity consumption. It also has several energy assistance grants and programs to help customers. In the majority of its states, AEP facilitates Neighbor-to-Neighbor programs that help customers who are behind on their bills, but whose incomes disqualify them for government assistance. The funds for this program come from customer contributions, as well as AEP grants.

Local residents wishing to access Neighbor-to-Neighbor may do so at any New River Community Action Emergency Assistance Program office:

- Floyd (540) 745-2102
- Pearisburg (540) 921-2146
- Christiansburg (540) 382-6186
- Pulaski (540) 980-5525
- Radford (540) 320-7460

www.newrivercommunityaction.org

Address: 1093 E Main Street
Radford, VA 24141

<https://www.appalachianpower.com/account/bills/assistance/>

Community Housing Partners

The Energy Solutions team completes a site-specific energy audit of a home that includes blower-door-directed air leakage diagnostics, heating system safety

and efficiency diagnostics, duct leakage diagnostics, and insulation needs. Following the energy audit, CHP's weatherization team performs repairs and improvements to home heating and cooling systems and provides for the installation of energy-saving measures in the house, such as improved insulation and air sealing.

Phone: (540) 381-9446

Email: info@chpc2.org

Address: 448 Depot Street NE
Christiansburg, VA 24073

Facebook: Community Housing Partners

Twitter: @chporg

Instagram: @chousingpartners

<https://www.communityhousingpartners.org/312/weatherize.html>

Virginia Department of Social Services - Energy Assistance

The purpose of the DSS Energy Assistance program is to help eligible low-income households offset expenses associated with heating and/or cooling their home.

Local DSS offices can assist with the completion of this application.

Toll-Free Number: +1 (855) 635-4370

Montgomery County Office Agent: **Larry Lindsay**

Phone: (540) 382-6990

Pulaski Office Agent: **Guy Smith**

Phone: (540) 980-7995

Floyd Office Agent: **Chad Alls**

Phone: (540) 745-9316

Giles Office Agent: **Sherry Nipper-Williams**

Phone: (540) 726-8315

Radford Office Agent: **Vicki Collins**

Phone: (540) 731-3663

Email: citizen.services@dss.virginia.gov

Address: 801 E Main Street
Richmond, VA 23219

<http://www.dss.virginia.gov/benefit/ea/>

SECTION 3: FAIR HOUSING

Virginia Department of Professional and Occupational Regulation (DPOR)

Information is available about Fair Housing Law and how to file a complaint for victims of unfair housing practices. The complaint form is available for download online and **can be submitted to the Virginia Fair Housing Office by mail, fax, or email.**

Phone: (804) 367-8530 **OR** (888) 551-3247

Mailing Address: Virginia Department of Professional and Occupational
Regulation
9960 Maryland Drive
Suite 400
Richmond, VA 23233

Fax: (866) 480-8333

Email: fairhousing@dpor.virginia.gov

<http://www.dpor.virginia.gov/FairHousing/>

SECTION 4: HOMEBUILDERS

Community Housing Partners

Community Housing Partners is an HUD-approved Housing Counseling Agency serving all income levels in preparing for home ownership. CHP Homeownership provides a straightforward home-buying experience by connecting you with the resources to make informed decisions when purchasing your new home.

Services include financial management education, homebuyer education, one-on-one mortgage consulting, down payment assistance, single-family home construction, and realty services.

Phone: (540) 260-9039

Email: ownahome@chpc2.org

Address: 448 Depot Street NE
Christiansburg, VA 24073

<http://www.chphomeownership.org>

Habitat for Humanity

Habitat for Humanity is a non-profit building and counseling service for low-to-moderate income households. Services include budgeting, debt remediation, home-buying guidelines, mortgage readiness and home construction.

Phone: (540) 381-1144

Email: info@habitatnrv.org

Address: 1675 North Franklin Street
Christiansburg, VA 24073

<http://habitatnrv.org/>

New River Valley Home Builders Association

The New River Valley Home Builders Association is a non-profit trade association representing the interests of residential and commercial building members, developers and remodelers, as well as suppliers, subcontractors, and related service providers.

Phone: (540) 443-0090

Email: info@nrvhba.com

Address: 2200 Kraft Drive, Suite 1050
Blacksburg, VA 24060
Facebook: New River Valley Home Builders Association
Instagram: @nrvhba
<http://www.nrvhba.com/>

Southeast Rural Community Assistance Project (SERCAP)

SERCAP's mission is to improve the quality of life for low-income individuals by promoting affordable water and wastewater facilities, community development, environmental health and economic self-sufficiency. The Housing Department targets these individuals by providing new housing, housing renovations and housing repairs.

Contact: Cherry Wilson, Housing Manager

Phone: (540) 345-1184 ext. 127

Email: cwilson@sercap.org

Address: 347 Campbell Avenue SW
Roanoke, VA 24016

Facebook: Southeast Rural Community Assistance Project, Inc.

Instagram: @sercapwaterislife

www.sercap.org

****COVID-19 UPDATE:** SERCAP is following all guidelines provided by the CDC at their office and for any site visits made to client homes/offices.

SECTION 5: HOME MODIFICATIONS AND REPAIR

Each program may have specific income eligibility, so make sure to get specifics on the programs you contact.

Aging in Place Program - SERCAP

Aging in Place provides support services that allow individuals coping with health issues to continue living at home. From minor renovations to major overhaul projects, Aging in Place program can provide a complete adaptive design solution for homeowners. SERCAP offers affordable options for each personal situation, including but not limited to bathroom remodeling, handrail installation, wheelchair ramp installation, and kitchen remodeling.

Contact: Kenneth Rodgers, Rural Housing Specialist

Phone: (540) 345-1184

Email: krodgers@sercap.org

Address: 347 Campbell Avenue SW
Roanoke, VA 24016

<http://www.sercap.org/get-assistance/for-individuals>

Civic and Religious Organizations

There are many civic and religious organizations that provide help to individuals on a wide variety of issues. Reach out to those in your community who may know more about what is available.

Community Development Loan Program - SERCAP

SERCAP's Community Development Loans can be applied for by local governments, non-profit agencies, user associations or other community entities for up to \$150,000 towards the construction or development of a project to benefit the entire community. Because projects often exceed the \$150,000 cap, SERCAP also provides gap financing to facilitate these community projects. SERCAP offers these loans at the affordable interest rate of 3% to 7% coupled with alternative repayment structures such as deferred interest for up to one year or interest only payment options.

Contact: Beth Pusha, Director of Housing and Community Development

Phone: (540) 345-1184

Email: bpusha@sercap.org

Address: 347 Campbell Avenue SW
Roanoke, VA 24016

<http://www.sercap.org/get-assistance/for-communities>

FISH: Floyd Initiative for Safe Housing

Floyd Initiative for Safe Housing (FISH) is an all-volunteer organization that partners with Habitat for Humanity of NRV to develop options for families and individuals in need of safe, affordable, and accessible housing in Floyd County. FISH provides assistance to Floyd County homeowners in need of home repairs to keep their home safe, warm and dry. Projects are limited to \$1,000 in materials. Apply through the NRV Habitat for Humanity website.

Contact: Jim Drader, Executive Director

Phone: (540) 381-1144

Email: jdrader@habitatnrv.org

Address: 1675 North Franklin Street
Christiansburg, VA 24073

Facebook: Floyd Initiative for Safe Housing

<https://www.habitatnrv.org/programs/floyd-safe-housing/>

Granting Freedom

Granting Freedom is a Virginia grant program for home modifications for disabled veterans or disabled servicemen or women. These disabled servicemen or women must have sustained a line of duty injury resulting in a service-connected disability. **Administered through the New River Valley Disability Resource Center**, the grant is available up to \$6,000 and can be used to widen doorways and add ramps; to make a home wheelchair-accessible; to install

grab bars in a bathroom, or to make other modifications recommended by the VA that help eligible recipients feel more at home. This grant is available to both renters and homeowners.

Contact: Barbara Clark, Independent Living Coordinator

Phone: (540) 266-1435

Email: bclark@nrvdrc.org

Address: 53 West Main Street, Suite A

Christiansburg, VA 24073

Facebook: New River Valley Disability Resource Center

<https://nrvdrc.org/>

Individual Home Improvement Loan Program - SERCAP

SERCAP's home improvement loans allow rural residents to apply for loans of up to \$15,000 for home improvement projects such as replacing faulty HVAC units and installing handicap infrastructures. Interest rates range from 3% to 6% based on median household income (MHI). In addition, SERCAP accepts a lower credit score of 600 to increase borrower eligibility.

Contact: Sam Sarmadi, Loan Fund Coordinator

Phone: (540) 345-1184

Email: ssarmadi@sercap.org

Address: 347 Campbell Avenue SW

Roanoke, VA 24016

<http://www.sercap.org/get-assistance/for-individuals>

Individual Household Well Loan Program - SERCAP

SERCAP's Individual Well Loans are low interest 1% loans that can be applied for by residents of rural communities with population under 25,000 for up to \$11,000 to cover the cost of digging a new well or repairing an existing well. Individual Household Well Loans address the needs of SERCAP's certified target market by offering low-interest loans to low-to-moderate income individuals and families in rural communities to refurbish or drill new household water well systems.

Contact: Sam Sarmadi, Loan Fund Coordinator

Phone: (540) 345-1184

Email: ssarmadi@sercap.org

Address: 347 Campbell Avenue SW

Roanoke, VA 24016

<http://www.sercap.org/get-assistance/for-individuals>

Individual Septic System Loan Program - SERCAP

SERCAP's Individual Septic loans can be applied for by residents of rural communities for up to \$15,000 for a new standard or alternative septic system. Interest rates will range from 3% to 6% based on median household income.

Contact: Sam Sarmadi, Loan Fund Coordinator

Phone: (540) 345-1184

Email: ssarmadi@sercap.org

Address: 347 Campbell Avenue SW
Roanoke, VA 24016

<http://www.sercap.org/get-assistance/for-individuals>

Indoor Plumbing Rehabilitation (IPR Flex) – Total Action for Progress (TAP)

The Indoor Plumbing Rehab Program provides water and wastewater needs, indoor plumbing facilities, and rehabilitation of substandard, unsafe housing for low-income, rural homeowners. There is currently a 3- to 4-year waitlist to participate in this program. TAP now requires a five-year lean with a deed of trust in order to work on a home. This is a zero-interest, zero-dollar amount loan.

Contact: Liz Puckett, IPR Coordinator/Program Specialist

Phone: (540) 283-4882

Email: liz.puckett@tapintohope.org

Address: 302 2nd Street SW
Roanoke, VA 24001

<https://www.tapintohope.org/IndoorPlumbing.aspx>

****COVID-19 UPDATE:** Before working in any home, clients must be screened for any health-related issues. You must call and set up an appointment and complete the health screening form. Once a worker comes to your home, temperatures will be taken, and masks worn at all times**

IRS Tax Credits

The entire cost of renovations and home improvements—if made for bona fide medical purposes—may be an IRS tax deduction, as long as they do not increase the property value of your home on a real estate appraisal. Some of the most common home improvements that can be deducted as medical expenses include, but are not limited to entrance or exit ramps, handrails or grab bars, railings, support bars, or other modifications to bathrooms, and lowered or modified kitchen cabinets and equipment. A prescription from a physician is needed to document that these renovations are based on medical need. **Consultation with a tax professional is strongly advised when claiming these deductions.**

Phone: +1 (800) 829-1040

Regional Address: 210 First Street SW
Roanoke, VA 24011

<http://www.irs.gov/pub/irs-pdf/p502.pdf>

Livable Homes Tax Credit

The Virginia Livable Homes Tax Credit (LHTC) program is designed to improve accessibility of Virginia's residential units by providing state tax credits for the purchase of new units or the retrofitting of existing housing units. Tax credits are

available for up to \$5,000 for the purchase of a new accessible residence and up to 50% for the cost of retrofitting existing units, not to exceed \$5,000.

Contact: Kike (KEE-kay) Oliver
Phone: (804) 371-7000
Email: hsnh@dhcd.virginia.gov
Address: 600 E. Main Street #300
Richmond, VA 23219
<https://www.dhcd.virginia.gov/lhtc>

New River Valley Disability Resource Center

The NRV Disability Resource Center is a non-profit center for independent living—an organization run by and for people with disabilities. They provide advocacy, peer support, independent living skills training, information and referral, and services to assist people transitioning in the community (when finishing school or when transitioning out of nursing homes and institutions). The NRVDRC serves individuals with disabilities residing in Floyd, Montgomery, Pulaski, and Giles counties, and the city of Radford.

Contact: Frank Hayes, Executive Director
Phone: (540) 266-1435
Email: info@nrvdrc.org
Address: 53 West Main Street, Suite A
Christiansburg, VA 24073
Facebook: New River Valley Disability Resource Center
Instagram: @nrvdrc
Twitter: @nrvdrc
<https://nrvdrc.org/direct-services/>

****COVID-19 UPDATE:** The NRVDRC office is currently closed, but help is still available by telephone and Zoom (video conferencing) appointments**

Renovation Alliance

The mission of Renovation Alliance is to bring volunteers and communities together to improve the homes and lives of low-income homeowners in need. We work to preserve and revitalize houses and communities, ensuring that low-income homeowners – particularly older adults, individuals with disabilities, families with children, and active or retired members of the armed services – can live independently in homes that are safe and healthy. We work in the Cities of Roanoke and Salem and the Counties of Roanoke, Botetourt, Craig, Franklin, and Floyd.

Contact: Ellie Rigby, Executive Director
Phone/Fax: (540) 400-0959
Email: info@renovateall.org
Address: 530 8th Street SW, Roanoke, VA 24016
<http://renovateall.org>

SERCAP Loan Fund

The SERCAP Loan Fund offers low-interest loans to low to moderate income persons and rural communities for water/wastewater, housing and community development activities.

Contact: Beth Pusha, Director of Housing and Community Development

Phone: (540) 345-1184

Email: bpusha@sercap.org

Address: 347 Campbell Avenue SW
Roanoke, VA 24016

<http://www.sercap.org/get-assistance/for-individuals>

US Department of Agriculture (USDA)

Single Family Housing Repair Loans and Grants, also known as the Section 504 Home Repair Program, provide loans to very-low-income homeowners in order to repair, improve, or modernize their homes. It also administers grants to very-low-income elderly homeowners to remove health and safety hazards. The New River Community Action (NRCA) directly assists homebuyers in filling out the application for this loan program. Please contact the NRCA for more information regarding this program.

Contact: Casey Edmonds, NRCA Homeless & Housing Programs Coordinator

Phone: (540) 633-5133

Address: 1093 E. Main Street
Radford, VA 24141

<https://www.rd.usda.gov/programs-services/single-family-housing-repair-loans-grants>

Veterans Administration

The Department of Veteran Affairs offers the Specially Adapted Housing (SAH) grant program to provide disabled veterans with funding to make modifications to their home. Applicants will first need to register for an account through the Department of Veterans Affairs.

at <https://www.ebenefits.va.gov/ebenefits/about/feature?feature=sah-grant>.

Roanoke Regional Office Address: 210 Franklin Rd, SW
Roanoke, VA 24011

New River Valley Agency on Aging

The NRV Agency on Aging provides information and referrals for housing targeted toward older adults and care supporters. This agency provides direct supportive services such as help with applications for individuals looking for other housing if they need accessible accommodations. The NRV Agency on Aging can also assist individuals with finding services to install accessible features in a home.

Phone: (540) 980-7720

Email: nrvaooa@nrvaooa.org

Address: 6226 University Park Drive Suite 3100
Fairlawn, Virginia 24141

Facebook: NRV Agency on Aging

Instagram: @nrvaooa

www.nrvaooa.org

****COVID-19 UPDATE:** The NRV Agency on Aging is not currently seeing individuals on site, but is able to provide services over the phone and online**

Virginia Department for Aging and Rehabilitative Services (DARS)

The Virginia Department for Aging and Rehabilitative Services is for people who are disabled, want to work, and are eligible for services. The Virginia Department for Aging and Rehabilitative Services may provide accessibility modification assistance of the home for the adaptations needed in order to obtain or continue to work. The mission of this organization is to help people with disabilities find and maintain employment.

Contacts: Norah Tucker, Manager or Stephanie Green, Office Support Specialist

Phone: (540) 381-7122 OR (540) 585-3225

Fax: (540) 381-7125

Email: dars@dars.virginia.gov

Address: 8004 Franklin Farms Drive
Henrico, VA 23229

Facebook: VADARS

Twitter: @vadars

YouTube: Virginia Department for Aging and Rehabilitative Services

<https://www.vadars.org/#gsc.tab=0>

****COVID-19 UPDATE:** The DARS office is currently operating virtually, so all appointments will be facilitated through telephone or video conferencing. If a need must be addressed in person, arrangements can be made for a socially distanced and masked in-person appointment**

Virginia Housing Rental Unit Accessibility Modification Grant Program (RUAM)

This grant provides up to the amount of \$6000 for adaptation or modifications to a rental unit for persons with disabilities. It is only available to renters who earn 80% or less of the area median income. Administered through Virginia Housing, with applications submitted to accepted agents (NRV Disability Resource Center).

Contact: Barbara Clark, Independent Living Coordinator

Phone: (540) 266-1435

Email: bclark@nrvdrc.org

Address: 53 West Main Street, Suite A
Christiansburg, VA 24073

Facebook: New River Valley Disability Resource Center

<https://nrvdrc.org/>

<https://www.vhda.com/Renters/Pages/AccessibleRentalHousing.aspx>

SECTION 6: HOUSING CHOICE VOUCHERS (RENTAL ASSISTANCE)

The Housing Choice Voucher program provides assistance to very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market from private landlords. A housing subsidy is paid to the landlord directly by the program administrator on behalf of the participating family. **Participants of this program rent privately in the community, as the voucher is not tied to a particular residence.**

Housing Connections

Housing Connections (formerly Pembroke Management) manages the Housing Choice Voucher program for the counties of Craig, Floyd, Giles, Montgomery, and Pulaski. In the City of Radford, the program is administered through the Radford Department of Social Services. Once a household is at the top of the waiting list, it must meet all eligibility requirements and pass an interview.

Contact: Brett Rader, Executive Director

Email: brett@housingconnectionsva.org

Address: 2955 Market Street NE Suite A
Christiansburg, VA 24073

Pearisburg office: (540) 921-1392

Christiansburg office: (540) 381-8101

Dublin office: (540) 674-8326

Facebook: Housing Connections

housingconnectionsva.org

Radford Department of Social Services

The Radford DSS is home to many programs to help assist individuals in the New River Valley with housing-related concerns, such as the Housing Choice Voucher program for rental assistance.

Contact: Gabe Martin, Radford Rental Assistance Agent

Phone: (540) 731-3663

Email: gabe.martin@radfordva.gov

Address: 928 W. Main Street
Radford, VA 24141

<http://www.radfordva.gov/254/Social-Services>

****COVID-19 Update:** The lobby of the Radford DSS office is currently closed, but there is a walk-up window connected to the lobby through which people can be assisted. The walk-up window is operating during regular office hours**

SECTION 7: HOUSING CRISIS FINANCIAL ASSISTANCE

New River Community Action

New River Community Action provides time-limited financial assistance to eligible people who are in imminent danger of becoming homeless. Homeless Prevention provides rental assistance, rental deposits, and utility assistance. Rapid Rehousing assists clients who meet the HUD definition of homeless to obtain stable, permanent housing. Both programs facilitate housing counseling services that include housing search assistance, budgeting, and mediation with landlords and neighbors if needed.

- Floyd (540) 745-2102
- Giles (540) 921-2146
- Montgomery (540) 382-6186
- Pulaski (540) 980-5525
- Radford (540) 320-7460

Address: 1093 E Main Street
Radford, VA 24141

Facebook: New River Valley Community Action, Inc.

<http://newrivercommunityaction.org/>

****COVID-19 UPDATE:** NRCA is not currently holding in-person appointments. All appointments will be done over the phone for the foreseeable future**

Virginia Department of Social Services

The Virginia Department of Social Services facilitates numerous programs to assist with housing-related financial need. The Disaster Assistance Program uses public funds to provide financial assistance to persons and governments victimized by a major disaster. Following an emergency declaration by the president and governor, state and local disaster assistance programs are made available for those governments and individuals who suffered loss or damage within the designated area. The Individuals and Households Program (IHP) provides financial assistance and services to households that have necessary disaster-related expenses and serious needs that cannot be met through other means.

For more information regarding these programs, please call your local DSS office.

Montgomery County Office Agent: **Larry Lindsay**

Phone: (540) 382-6990

Pulaski Office Agent: **Guy Smith**

Phone: (540) 980-7995

Floyd Office Agent: **Chad Alls**

Phone: (540) 745-9316

Giles Office Agent: **Sherry Nipper-Williams**

Phone: (540) 726-8315

Radford Office Agent: **Vicki Collins**

Phone: (540) 731-3663

State Agency Address: 801 E. Main Street
Richmond, VA 23219

<https://www.dss.virginia.gov/localagency/index.cgi>

SECTION 8: HOUSING COUNSELING AND EDUCATION

Community Housing Partners

Community Housing Partners is an HUD-approved Housing Counseling Agency serving all income levels in preparing for homeownership. CHP Homeownership provides a straightforward home-buying experience by connecting you with the resources to make informed decisions when purchasing your new home.

Services include financial management education, homebuyer education, one-on-one mortgage consulting, down payment assistance, single-family home construction, and realty services.

Phone: (540) 260-9039

Address: 448 Depot Street NE
Christiansburg, VA 24073

<http://www.chphomeownership.org>

Habitat for Humanity NRV

Habitat for Humanity is a non-profit building and counseling service for low-to-moderate income households. Services include budgeting, debt remediation, home buying guidelines, mortgage readiness and home construction. Clients must have the ability to pay, have a need, and be willing to partner with the organization.

Contact: Jim Drader, Executive Director

Phone: (540) 381-1144

Email: jdrader@habitatnrv.org

Address: 1675 North Franklin Street
Christiansburg, VA 24073

Facebook: Habitat for Humanity of the New River Valley

<http://habitatnrv.org/>

New River Community Action Housing Counseling

New River Community Action offers housing counseling for resolving or preventing mortgage delinquency or default, post purchase, rental topics, homeless prevention, and homeless rapid rehousing to help clients reach the goal of long-term housing/financial stability. Emphasis is on housing options, financial management, and budgeting skills training.

Floyd (540) 745-2102
Giles (540) 921-2146
Montgomery (540) 382-6186
Pulaski (540) 980-5525
Radford (540) 320-7460

Address: 1093 E. Main Street
Radford, VA 24141

<https://newrivercommunityaction.org/housing-counseling/>

****COVID-19 UPDATE:** Appointments only available through telephone and Zoom conferencing**

New River Community Action Renter's Education

The Renter's Education workshops are held twice monthly at each of the five area locations, Montgomery, Giles, Radford, Floyd and Pulaski. Topics include fair housing, the Virginia Residential Landlord and Tenant Act, housing discrimination, role of credit, budgeting, saving for the future and tips on lowering energy cost. Specific dates and times of classes can be found at

<http://newrivercommunityaction.org/renter-education/>

Address: 1093 E. Main Street
Radford, VA 24141

****COVID-19 UPDATE:** Renter's education classes are not being held at this time**

SERCAP Housing Counseling

SERCAP's Housing Counseling program provides individuals the tools they need in order to purchase a home. The SERCAP Housing Counseling program will also work with those who need to improve or establish credit and change their living situation. Available counseling services include

- Pre-Purchase Counseling
- Post-Purchase Counseling
- Rental Counseling
- Financial Literacy
- Credit Counseling
- Home Maintenance Education
- First Time Homebuyer Education

Contact: Deborah Davoll, Housing Counselor

Phone: (540) 345-1184 ext. 119

Email: ddavoll@sercap.org

Address: 347 Campbell Avenue SW, Roanoke, VA 24016

<http://www.sercap.org/get-assistance/for-individuals>

Project Hope

Project Hope is a state-wide homeless education program that operates in local public schools. This program connects families with community resources and works through the eviction process to prevent homelessness. Project Hope additionally connects families with housing counselors.

Contact: Heather Turman, Project Hope Regional Coordinator

Phone: (540) 382-5100 ext. 1026

Email: heatherturman@mcps.org

Address: 750 Imperial Street
Christiansburg VA 24073

Twitter: @ProjecthopeM

https://www.mcps.org/parents/homeless_info

SECTION 9: LEGAL ASSISTANCE

Landlord and Tenant Act

The Virginia Landlord and Tenant Act provides information on the rights and responsibilities of both landlords and renters concerning the rental process.

<http://www.dhcd.virginia.gov/images/Housing/2018%20landlord-tenanthandbook.pdf>

Southwest Virginia Legal Aid

Legal Aid provides the following services: consumer/debt collection, custody and child support, divorce, domestic violence, employment, housing, public benefits, other civil cases, no criminal cases taken.

Phone: (888) 201-2772

Christiansburg Office: (540) 382-6157

Email: svlas@svlas.org

Address: 155 Arrowhead Trail
Christiansburg, VA 24073

<http://www.swvlegalaid.org/>

Virginia Lawyer Referral Service

The Virginia Lawyer Referral Service (VLRS) was established in 1977 to assist the public with referrals to practicing lawyers in the Virginia State Bar. The VLRS makes over 20 referrals a day or 4,000 a year and receives over 12,000 calls yearly. **NOTE:** the VLRS is only accessible by telephone; it does not receive walk-in clients.

Phone: (800) 552-7977

Address: Virginia Lawyer Referral Service
1111 East Main Street, Suite 700
Richmond, VA 23219-0026

<http://www.vsb.org/vlrs/>

Disability Law Center of Virginia

The Disability Law Center's services include information and referral, legal representation, technical assistance, short-term assistance, systemic advocacy, monitoring and training. Contact the Disability Law Center of Virginia if you think that your legal rights have been violated because of a disability, such as being abused or neglected, discriminated against, denied services or unable to access public facilities.

Toll-Free Phone Number: +1 (800) 552-3962

Richmond Office Number: (804) 225-2042

Email: info@dLCV.org

Address: 1512 Willow Lawn Drive Suite 100
Richmond, VA 23230

<https://www.dlcV.org/>

SECTION 10: REALTORS ASSOCIATION

The New River Valley Association of Realtors

The New River Valley Association of Realtors is a trade association of real estate professionals and affiliate members serving the Southwestern Virginia area. This includes the counties of Bland, Carroll, Floyd, Giles, Grayson, Montgomery, Pulaski, Tazewell and Wythe, the city of Galax, and the city of Radford.

Contact: Brooke McPeak, Membership Coordinator

Phone: (540) 381-9354

Email: staff@nrvar.com

Address: 125 Ponderosa Drive
Christiansburg, VA 24073

www.nrvar.com

SECTION 11: REENTRY ASSISTANCE PROGRAMS

The Oxford House

The Oxford House is a network of peer-support recovery homes for people who have struggled with substance abuse in the past. The 153 domestic and international Oxford Houses are covered by the Fair Housing Act. There are two Oxford Houses in Radford and currently one in Christiansburg (an additional house will be opening in Christiansburg exclusively for females in 2021). In order to apply, please visit the Oxford House website linked below.

Contact: Annie Cleveland, Outreach Coordinator

Phone: (304) 601-4307

Email: each house has their own general email (e.g., example@oxfordhouse.us)
Facebook: Oxford Houses of VA; Oxford House of Southwest Virginia
<https://www.oxfordvacancies.com/>

****COVID-19 UPDATE:** Interviews are now being completed by phone and by Zoom conferencing. Currently incarcerated persons can set up phone interviews and health screenings with Annie Cleveland.**

New River Valley Reentry Council

The NRV Reentry Council is a nonprofit organization made up of volunteers throughout the community who meet every other month to discuss the struggles of those who are just being released from incarceration. There are certain sub-committees within the Reentry Council that meet to propose solutions for problems related to housing, transportation, employment, and other areas of post-incarceration life. The council works off of a grant to reconcile housing-related issues. This organization also oversees operations of the Manna House, a transitional shelter for returning citizens in the New River Valley. This is catered toward ex-offenders and violent offenders.

Contact: Shannon Lowery with Virginia CARES

Phone: (540) 382-9382

Email: nrvreentry@gmail.com

Address: 110 Roanoke Street
Christiansburg, VA 24073

Facebook: NRV Reentry Council

<https://sites.google.com/view/nrvreentrycouncil/our-one-stop-shop>

****COVID-19 UPDATE:** Meetings for volunteers and the general public will be held on Google Meet every other month. If you would like to be added to the meeting attendance list, please email the council and they will add you to the email list with the Google Meet link.**

ADDITIONAL RESOURCES

For assistance with food access, please see the **NRV Thrive Food Assistance Directory** at <https://cfnr.org/partnerships-initiatives/fund-for-the-nrv/thrive/resources/>.