



RIHA Welcomes New Director of Operations; Laura Pierson



Laura Pierson is a familiar face that brings a friendly smile and a breath of fresh air to the office with her each morning. Laura started with RIHA as the Property Manager for Spencer Towers in 2010. When RIHA/CHS began the construction of Lynden Lane, she moved to the CHS Leasing Office at Cascade Garden. While there, she played an integral role in leasing Lynden

Lane up in a very short window of time and then became the property manager for the CHS portfolio including; Cascade Garden, Lynden Lane and Douglas Park Place. Since then, Laura has gained an extraordinary amount of experience with Low-Income Housing Tax Credit (LIHTC) properties, and managing mixed-in developments in multiple locations. Laura understands what it takes to run a high-performing property and has first-hand experience of the positions she will be supervising.

In addition to her thirty years experience as a Property Manager for both public and privately owned housing complexes, Laura holds numerous professional certifications ranging from an Accredited Resident Manager, Rent Calculation Specialist, and Low-Income Housing Tax-Credit to Blended Occupancy Specialist. She also holds degrees in Accounting and Business Management & Marketing from Black Hawk College. As part of her new role as RIHAS/CHS Director of Operations, Laura will be overseeing the Agency's real-estate management activities as well as the Property Management and Maintenance teams.

Her favorite part of the job is working with people. "I love watching people grow!" she says enthusiastically, "whether it's a resident or an employee, watching people learn new skills that can better their lives is very satisfying and I am looking forward to expanding that aspect of the job in my new position as Director of Operations."

Welcome the NEW CHS Property Manager; Jeffery Westerfield



Jeffery Westerfield is the new property manager for Cascade Garden, Lynden Lane and Douglas Park Place. He brings a solid history of leadership, property management, maintenance and construction management, development oversight, and communications skills with him.

Jeff grew up in Rock Island, graduated from Rock Island High School and attended Western Illinois University in Macomb Illinois. His educational background and varied interests took him from the Illinois Quad Cities to Chicago, Florida, and twenty years later, home again to Rock Island.

When asked what he thought of the City he loves so much, he eagerly responded, "One of the first things that I noticed is how much has changed — especially related to the housing authority and the visible impact it has had on the community — wow! Great work has been accomplished by this organization."

Over the years, Jeff has worked with investors and developers; hired, trained and managed people; and worked with families from a variety of economic and socioeconomic backgrounds, and in his words, it all comes back to people, "There are beautiful people from one end of the spectrum to the other wherever you go. I'm proud of Rock Island and I want to do everything I can to further all the good I see around me; and I can't think of a better place to do that than as part of the RIHA team."

3-Bedroom Waiting List is OPEN

RIHA is opening its 3-bedroom waiting list beginning
Wednesday, March 1, 2017 at 8:30am.

Applications will be accepted by mail or in person
at the RIHA Administrative Offices.

RIHA is an equal opportunity service provider.

For Leasing Information & Applications

Phone: 309.788.0825 ext 200

RIHA Administrative Offices: 227-21st Street Rock Island, IL 61201

Office Hours: 8:30am to 4:30pm Monday through Friday



EQUAL HOUSING
OPPORTUNITY

www.RIHA4RENT.ORG

CONTACT INFORMATION

RIHA Properties

Lincoln Homes: 309.788-0539
Maintenance: 309.788-3800

Sunset Heights: 309.788-3800
Maintenance: 309.788.3800

Spencer Towers: 309.788.1809
Maintenance: 309.788.1809

3rd & 11th Townhomes: 309.788.1809
Maintenance: 309.788.1809

Leasing Office:

227 - 21st Street, Rock Island, IL 61201
Phone: 309.788.0828 • Email: Housing@RIHA4rent
www.RIHA4Rent.org

CHS Properties

Cascade Garden: 309.283.2299
Maintenance: 309.283.2299

Douglas Park Place Maintenance: 309.283.2299

Lynden Lane: 309.283.2299
Maintenance: 309.283.2299

Leasing Office:

655 Cascade Garden Drive, Rock Island, IL 61201
Phone: 309.283.2299 • Email: Housing@RIHA4rent
www.CHS4You.org

TDD/TTY Use Only: 1.800.1833 ext 355

For More Information Contact:

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