

**Rights & Responsibilities:
The Rights of Requesters and the Responsibilities of the
City of Roanoke Redevelopment and Housing Authority
under the Virginia Freedom of Information Act**

The Virginia Freedom of Information Act (FOIA), located § 2.2-3700 et seq. of the Code of Virginia, guarantees citizens of the Commonwealth and representatives of the media access to public records held by public bodies, public officials, and public employees.

A public record is any writing or recording -- regardless of whether it is a paper record, an electronic file, an audio or video recording, or any other format -- that is prepared or owned by, or in the possession of a public body or its officers, employees or agents in the transaction of public business. All public records are presumed to be open, and may only be withheld if a specific, statutory exemption applies.

The policy of FOIA states that the purpose of FOIA is to promote an increased awareness by all persons of governmental activities. In furthering this policy, FOIA requires that the law be interpreted liberally, in favor of access, and that any exemption allowing public records to be withheld must be interpreted narrowly.

Your FOIA Rights

- You have the right to request to inspect **or** receive copies of public records, or both.
- You have the right to request that any charges for the requested records be estimated in advance.
- If you believe that your FOIA rights have been violated, you may file a petition in district or circuit court to compel compliance with FOIA. Alternatively, you may contact the FOIA Council for a nonbinding advisory opinion.

Making a Request for records from the City of Roanoke Redevelopment and Housing Authority (RRHA)

- You may request records by U.S. Mail, fax, e-mail, in person, or over the phone. FOIA does not require that your request be in writing, nor do you need to specifically state that you are requesting records under FOIA.
 - From a practical perspective, it may be helpful to both you and the person receiving your request to put your request in writing. This allows you to create a record of your request. It also gives us a clear statement of what records you are requesting, so that there is no misunderstanding over a verbal request. However, we cannot refuse to respond to your FOIA request if you elect to not put it in writing.
- Your request must identify the records you are seeking with "reasonable specificity." This is a common-sense standard. It does not refer to or limit the volume or number of records that you are requesting; instead, it requires that you

be specific enough so that we can identify and locate the records that you are seeking.

- Your request must ask for existing records or documents. FOIA gives you a right to inspect or copy **records**; it does not apply to a situation where you are asking general questions about the work of RRHA, nor does it require RRHA to create a record that does not exist.
- You may choose to receive electronic records in any format used by RRHA in the regular course of business.
 - For example, if you are requesting records maintained in an Excel database, you may elect to receive those records electronically, via e-mail or on a computer disk, or to receive a printed copy of those records
- If we have questions about your request, please cooperate with staff's efforts to clarify the type of records that you are seeking, or to attempt to reach a reasonable agreement about a response to a large request. Making a FOIA request is not an adversarial process, but we may need to discuss your request with you to ensure that we understand what records you are seeking.

To request records from RRHA, you may direct your request to David Bustamante, Executive Director. He can be reached by mail at 2624 Salem Turnpike NW, Roanoke, VA 24017; by phone at (540) 983-9283; by fax at (540) 983-9200; or by email at dbustamante@rkehousing.org. You may also contact him with questions you have concerning requesting records from RRHA. In addition, the Freedom of Information Advisory Council is available to answer any questions you may have about FOIA. The Council may be contacted by e-mail at foiacouncil@dls.virginia.gov, or by phone at (804) 225-3056 or [toll free] 1-866-448-4100.

RRHA's Responsibilities in Responding to Your Request

- RRHA must respond to your request within five working days of receiving it. "Day One" is considered the day after your request is received. The five-day period does not include weekends or holidays.
- The reason behind your request for public records from RRHA is irrelevant, and you do not have to state why you want the records before we respond to your request. FOIA does, however, allow RRHA to require you to provide your name and legal address.
- FOIA requires that RRHA make one of the following responses to your request within the five-day time period:
 - 1) We provide you with the records that you have requested in their entirety.
 - 2) We withhold all of the records that you have requested, because all of the records are subject to a specific statutory exemption. If all of the records

are being withheld, we must send you a response in writing. That writing must identify the volume and subject matter of the records being withheld, and state the specific section of the Code of Virginia that allows us to withhold the records.

- 3) We provide some of the records that you have requested, but withhold other records. We cannot withhold an entire record if only a portion of it is subject to an exemption. In that instance, we may redact the portion of the record that may be withheld, and must provide you with the remainder of the record. We must provide you with a written response stating the specific section of the Code of Virginia that allows portions of the requested records to be withheld.
 - 4) We inform you in writing that the requested records cannot be found or do not exist (we do not have the records you want). However, if we know that another public body has the requested records, we must include contact information for the other public body in our response to you.
 - 5) If it is practically impossible for RRHA to respond to your request within the five-day period, we must state this in writing, explaining the conditions that make the response impossible. This will allow us seven additional working days to respond to your request, giving us a total of 12 working days to respond to your request.
- If you make a request for a very large number of records, and we feel that we cannot provide the records to you within 12 working days without disrupting our other organizational responsibilities, we may petition the court for additional time to respond to your request. However, FOIA requires that we make a reasonable effort to reach an agreement with you concerning the production of the records before we go to court to ask for more time.

Costs

- A public body may make reasonable charges not to exceed its actual cost incurred in accessing, duplicating, supplying, or searching for the requested records. No public body shall impose any extraneous, intermediary, or surplus fees or expenses to recoup the general costs associated with creating or maintaining records or transacting the general business of the public body. Any duplicating fee charged by a public body shall not exceed the actual cost of duplication. All charges for the supplying of requested records shall be estimated in advance at the request of the citizen as set forth in subsection F of § 2.2-3704 of the Code of Virginia.
- In certain cases, depending on the nature of the request and the volume of records that must be searched, RRHA may be required to retain the assistance of a third-party to assist in searching for and locating electronically-stored information that is (or may be) responsive to your request. In such cases, RRHA will normally include the amounts charged by the third party as a part of the costs you must pay.

- If we estimate that it will cost more than \$200 to respond to your request, we may require you to pay a deposit, not to exceed the amount of the estimate, before proceeding with your request. The five days that we have to respond to your request does not include the time between when we ask for a deposit and when you respond.
- You may request that we estimate in advance the charges for supplying the records that you have requested. This will allow you to know about any costs upfront, or give you the opportunity to modify your request in an attempt to lower the estimated costs.
- If you owe us money from a previous FOIA request that has remained unpaid for more than 30 days, RRHA may require payment of the past-due bill before it will respond to your new FOIA request.

Types of records

The following is a general description of the types of records held by RRHA:

- Housing statistics
- Personnel records concerning employees and officials of RRHA
- Records of contracts which RRHA has entered into
- Records of applicants, tenants, participants, and landlords in housing programs administered by RRHA
- Records of property acquisitions and sales
- Records of neighborhood revitalization research and plans
- Records of redevelopment activities
- Budget, procurement and financial records
- Records of public meetings and public hearings
- Records of correspondence by public officials

If you are unsure whether RRHA has the record(s) you seek, please contact Glenda Edwards Goh directly by mail at 2624 Salem Turnpike NW, Roanoke, VA 24017; by phone at (540) 983-9283; by fax at (540) 983-9200; or by email at ggoh@rkehousing.org.

Commonly used exemptions

The Code of Virginia allows any public body to withhold certain records from public disclosure. RRHA commonly withholds records subject to the following exemptions:

- Personnel records (§ 2.2-3705.1 (1) of the Code of Virginia)
- Records subject to attorney-client privilege (§ 2.2-3705.1 (2)) or attorney work product (§ 2.2-3705.1 (3))
- Vendor proprietary information (§ 2.2-3705.1 (6))
- Records relating to the negotiation and award of a contract, prior to a contract being awarded (§ 2.2-3705.1 (12))
- Records containing personal identifying information of applicants, tenants, or participants in federally-subsidized housing programs where disclosure is prohibited by the Federal Privacy Act.

Policy regarding the use of exemptions

- The general policy of RRHA is to invoke the personnel records exemption in those instances where it applies in order to protect the privacy of employees and officials of RRHA.
- The general policy of RRHA is to invoke the contract negotiations exemption whenever it applies in order to protect RRHA's bargaining position and negotiating strategy.
- The general policy of RRHA is to invoke the exemption for personal identifying information of applicants, tenants, or participants in federally-subsidized housing programs where disclosure is prohibited by the Federal Privacy Act.
- The general policy of RRHA is to invoke the exemption for records subject to attorney-client privilege or attorney work product.
- The general policy of RRHA is to invoke the exemption for vendor proprietary information.