



# **Charlottesville Redevelopment and Housing Authority**

**DRAFT**

## **RELOCATION PLAN Crescent Halls**

**September, 2019**

**Charlottesville Redevelopment and Housing Authority  
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For more than 60 years, Charlottesville Redevelopment and Housing Authority (“CRHA”) has taken great pride in being the primary provider of “housing of first opportunity” in this community. As such, CRHA continues to strive tirelessly and passionately to be *a resident-centered organization committed to excellence in providing affordable quality housing, revitalizing communities, and promoting upward mobility and self-sufficiency through partnerships in the public and private sectors*. CRHA subscribes to a “Residents First!” philosophy that is grounded on relationships that develop and thrive only when mutual respect, dignity and commitment is afforded one another. At CRHA, relationships matter.

The Charlottesville Redevelopment and Housing Authority is a public entity that was formed in 1954 to provide federally subsidized housing and housing assistance to low-income families, within the City of Charlottesville, Virginia. Under the guidance of a seven-person Board of Commissioners, the CRHA is led by an Executive Director (“ED” or “CO”) and is subject to the requirements of Title 24 of the Code of Federal Regulations (“CFR”) and the CRHA’s policies.

Currently, CRHA owns 376 units of multi-family Public Housing at 11 sites within the City of Charlottesville; and administers a total of 533 Section 8 Housing Choice Vouchers (approximately 400 of which are under lease/deployed).

## 1.0 INTRODUCTION

In keeping with a “Residents First!” philosophy, CRHA has been working closely with the Public Housing Association of Residents (“PHAR”) through a Redevelopment Committee comprised of community stakeholders (collectively the “Project Team” or “Team”) to plan for the development of new low income housing opportunities and public housing replacement units within Charlottesville. Because the construction of new public and low-income housing units will require the relocation of site occupants at some point, the relocation of tenants will be necessary. This Relocation Plan sets forth procedures to assure the fair, uniform and equitable treatment of persons being relocated from their homes when renovation or redevelopment or new development occurs. It identifies the administrative requirements for conducting relocation and sets forth relocation standards, occupancy standards, methods for obtaining replacement housing, payments available and other related provisions of relocation practices. This Plan will demonstrate how CRHA intends to comply with the regulatory requirements, as well as the spirit and intent of the URA.

The vision for redevelopment is to create vibrant, attractive communities, where people of all economic strata, races, abilities and cultures will live, learn, work, play and raise their families in close proximity to employment, retail, cultural, social and service opportunities. It’s not just the buildings - it’s all about the quality neighborhoods this redevelopment process brings about - focused on all residents and the history and culture of the neighborhoods.

Together, the Project Team has identified and prioritized two CRHA-owned properties for immediate development activity. These are:

- CRHA’s Crescent Halls

- the currently undeveloped property at CRHA's South First Street community (formerly the "ball fields"); and

The Project Team also anticipates development activities to take place in the very near future at CRHA's Avon/Levy site, South 1<sup>st</sup> Street (existing housing area) and 6<sup>th</sup> Street communities. Although the Project Team is not currently working on plans for redevelopment of these sites, future considerations for compatible redevelopment of these properties is also contemplated in development of this Plan.

The Project Team's goal is to have the redevelopment of the sites proceed as expeditiously as possible with minimal temporary relocation housing. The desire of redevelopment is a "Build First and Move Once" philosophy.

Funding for the project is anticipated to come from a variety of sources including, but not limited to, low income housing tax credits, bonds, conventional loans, donations, or other private and public grants or loans. Due to the possible funding sources and nature of funds involved, the requirements of the Uniform Relocation Act ("URA") and corresponding Housing and Urban Development ("HUD") relocation requirements may apply to the relocation planning and implementation components of CRHA's redevelopment activities. Any change of funding sources may also require that this Plan be updated accordingly to reflect compliance adequate to the funding source.

### **1.1 Purpose of this Plan**

The objective of this Relocation Plan ("Plan") is to outline the relocation/non-displacement policy for the CRHA. These requirements and policies are to be followed when relocating or displacing persons for a project or program with federal HUD or other financial assistance, including, but not limited to Virginia Housing Development Authority ("VHDA"). In order to provide a resource for residents and practitioners, policies and procedures are cited in this Plan.

The CRHA understands that requested action is subject to the relocation requirements of 24 CFR Part 970 and Chapter 8, Section 110 of HUD Handbook 1378.

If there is any possibility that residents will be relocated because of acquisition, demolition, or rehabilitation for this project, the CRHA must undertake a planning process in conformance with the federal Uniform Relocation Act to minimize the adverse impacts of relocation.

Good recordkeeping, including a record of contacts with affected residents, is necessary to carry out the policies in an effective manner that maintains continuity, regardless of staff turnover.

## 1.2 Principles for Relocation

As CRHA moves forward with plans to rebuild or renovate each of Charlottesville's public housing neighborhoods, it is committed to minimizing the disruption experienced by existing residents who will be required to relocate during the redevelopment process. Most low-income residents have already experienced extensive housing instability in their lives as it is, so relocation for redevelopment must be planned carefully and implemented with the residents' best interests in mind.

Displacing residents from their homes and communities is almost always disruptive in the short term, but CRHA's goal is to implement a model relocation process that not only guarantees that no resident will become homeless as a result of relocation, but actually results in improved long-term housing stability for each affected household. Toward that end, CRHA's resident relocation efforts shall be carried out in accordance with four key principles:

1. CRHA will be transparent, inclusive and proactive in communicating with residents about the timetable and process for redevelopment and relocation. No residents will be blindsided by the changes that are coming to their neighborhood and to their own housing situation.
2. Well in advance of any relocation, CRHA will engage with the residents of each household to develop an individually-tailored Relocation and Housing Stability Plan for that household, based on its own unique needs and aspirations. The goal of this assessment is to identify the best possible short- and long-term housing outcomes for each resident, and to spell out the steps needed to accomplish those outcomes. Replacement housing shall be comparable or superior in quality and characteristics to the housing the resident is leaving behind, and must not leave any household cost-burdened.
3. CRHA will provide substantial wrap-around services and support to each household in carrying out its Relocation and Housing Stability Plan - and not just the minimum level of assistance that's required by federal or state code, such as the Uniform Relocation Act. CRHA will cover 100% of the moving costs for each displaced household and provide hands-on assistance to residents in easing the transition to and from their new home.
4. As specified in the Residents' Bill of Rights for Redevelopment (see **Exhibit A**), any temporary relocation will be minimal in impact and duration. Furthermore, all residents who wish to return to their former neighborhood once the renovation or rebuilding work is completed will have the right to do so, without needing to re-apply.
5. To the extent feasible, CRHA will follow a "build first, move once" philosophy in construction planning to minimize displacement.

With these provisions and protections in place, relocation can be transformed from a typically destabilizing process to one that helps each resident make a smooth transition to a more stable and higher-quality housing future (see **Exhibit B** for the full Principles for Relocation).

From the CRHA's perspective, the following elements must also be considered when planning for relocation of residents:

- Minimize displacement
- Budgetary implications - necessary funds are needed to carry out the relocation process
- Coordination of the project - necessary staffing and inter-agency coordination must be planned to coordinate activities and facilitate a resident's move
- Determine resource needs - staffing, training, capacity building and other considerations must be planned for early on
- Administrative requirements - must adhere to HUD and other regulatory regulations. In addition, this process must follow requirements of the Fair Housing Act to provide reasonable accommodations for disabled individuals and their special needs.
- Provide housing stock to insure one-to-one replacement of affordable housing units.

## **2.0 PROJECT DESCRIPTION**

### **2.1 Phased Redevelopment**

The Board of Commissioners of the Charlottesville Redevelopment and Housing Authority has identified Crescent Halls as one of the top priorities in an overall redevelopment process. The renovation of Crescent Halls will be included in Phase 1 of the overall redevelopment of CRHA properties.

Due to the limited availability of affordable "decent, safe, and sanitary" housing in the City of Charlottesville, the strategy of minimizing the temporary relocation of residents is the primary goal. The renovation of the existing Crescent Halls building will proceed in eight phases or floor-by-floor in order to minimize the relocation of residents. The intent of renovation in phases is to focus on the temporary relocation of those residents in the first phase of construction who choose to return to Crescent Halls, and to move residents in the second through seventh phases only once whenever possible.

## 2.2 The Crescent Halls Project

Project Site	Project Description and Proposed Timeframe	Proposed Units					
		Total	1-BR	2-BR	3-BR	4-BR	5-BR
Crescent Halls 500 S 1 <sup>st</sup> Street	Renovation of existing units	105	98	7	0	0	0

Crescent Halls, built in 1976, is a 105-unit, eight-story building housing primarily disabled and senior residents. (See **EXHIBIT C** for a location map of the property).

The renovation of Crescent Hall consists of the renovation of 105 apartment units, community and office spaces and miscellaneous site improvements. The scope of the interior work includes, but is not limited to: new handicap apartment unit layouts, finishes, plumbing fixtures, electrical light fixtures, mechanical systems, elevator modernization, and new appliances.

The project is anticipated to phase renovation floor-by-floor, rather than a section or building tower.

The estimated start date of construction is January 2020 with estimated completion in March 2021. The estimated timeframes of each phase are as follows:

- Phase 1: January 2020 - March 2020
- Phase 2: March 2020 - May 2020
- Phase 3: May 2020 - July 2021
- Phase 4: July 2020 - September 2020
- Phase 5: September 2020 - November 2020
- Phase 6: November 2020 - January 2021
- Phase 7: January 2021 - March 2021
- Phase 8: March 2021- April 2021

## 2.3 Measures to Minimize Construction Impact

The goal of a phased construction schedule is to minimize or eliminate the impact of the construction process on the residents while ensuring the delivery of a high quality product. The phasing plan for the Crescent Halls renovation is broken down into eight phases of work, based on the floor-by-floor renovation of the building. The construction of each phase is estimated to occur in a range in time around ten weeks. The total construction process is slated for 15 months assuming there are no unforeseen conditions or owner directed changes that would impact this timeframe.

The anticipated construction start date is January 2020, provided that relocation of residents in Phase 1 is completed. The remaining floors can remain occupied



during construction. A vacant unit, most likely on the fifth floor, will be used for a mock-up so that residents can have the opportunity to look at some of the upcoming renovation features. The following precautionary measures, as required by OSHA (Occupational Safety and Health Administration), will be set in place to insure the safety of residents remaining in Crescent Halls during construction:

- Create construction barricades that separate residents from construction workers and their work
- Insure the proper signage is posted throughout the building notifying residents of work zones and areas where work is taking place
- Utilize an OSHA approved air monitoring control device during all phases of construction
- Utilize negative air pressure machines as required to control air quality within and outside work zones
- Insure all workers are wearing the proper personal protective equipment when working within the construction work zone so that residents can easily identify the construction workers
- All construction trades will utilize the west staircase during Phase 1 construction operations
- Use of the passenger elevator (for minor deliveries only) will be coordinated with property management as needed to insure there's minimal impact to residents
- All debris will be removed via an attached building chute system provided in each phase
- There will be no instances where heavy construction debris will be near residents or in common area.
- Air monitoring machines will be placed within corridors to insure normal levels are maintained throughout construction
- Weekly owners, tenant, and subcontractor meetings will be held to insure safety and quality compliance has been and continues to be met
- Residents will be given notice about upcoming loud noises and other disturbances.
- Work shall not begin until 8am, and will cease at 7pm unless otherwise announced, with at least 2 days notice or if there is an emergency.
- The lounge area will be part of the first renovation to provide an area for residents to go to escape any noise.

### 3.0 PROPERTY AND HOUSEHOLD SUMMARY

The following table provides the overall unit size and total units by site within the CRHA public housing inventory:

Site / Address	Acreage		Units
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		<b>Year Built</b>	<b>Total</b>	<b>0-1-BR</b>	<b>2-BR</b>	<b>3-BR</b>	<b>4-BR</b>	<b>5-BR</b>
6 <sup>th</sup> Street 707-713 6 <sup>th</sup> Street SE	7.3	1980	25	0	0	25	0	0
Avon/Levy 405 Avon St./405 Levy Av.	1.095	n/a	n/a	0	0	0	0	0
Crescent Halls 500 1 <sup>st</sup> Street S	2.376	1976	105	98	7	0	0	0
Madison Avenue 1609-1625 Madison Ave.	3.906	1980	18	0	18	0	0	0
Michie Drive 2021-2025 Michie Drive	1.969	1980	23	0	12	11	0	0
Riverside Avenue 309-323 Riverside Avenue	1.643	1980	16	0	0	16	0	0
South 1 <sup>st</sup> Street 900-1000 1 <sup>st</sup> Street S	12.26	1979	58	1	17	14	18	8
Westhaven 801-836 Hardy Road	9.904	1965	126	20	35	49	15	7
Scattered Sites (4 units) 613 Hinton Avenue; 905 Monticello Avenue; 712 Elsom Street; 715 Ridge Street	total 0.446	1991- 1994	5	0	0	5	0	0
<b>Totals</b>			<b>376</b>	<b>119</b>	<b>89</b>	<b>120</b>	<b>33</b>	<b>15</b>

The following table provides the existing occupied units by site within the CRHA public housing inventory as of \_\_\_\_\_:

<b>Site / Address</b>	<b>Total Units</b>	<b>Occupied Units</b>					
		<b>Total</b>	<b>0-1-BR</b>	<b>2-BR</b>	<b>3-BR</b>	<b>4-BR</b>	<b>5-BR</b>
6 <sup>th</sup> Street	25		0	0		0	0

707-713 6 <sup>th</sup> Street SE							
Avon/Levy 405 Avon St./405 Levy Ave.	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Crescent Halls 500 1 <sup>st</sup> Street S	105				0	0	0
Madison Avenue 1609-1625 Madison Ave.	18		0		0	0	0
Michie Drive 2021-2025 Michie Drive	23		0			0	0
Riverside Avenue 309-323 Riverside Avenue	16		0	0		0	0
South 1 <sup>st</sup> Street 900-1000 1 <sup>st</sup> Street S	58						
Westhaven 801-836 Hardy Road	126						
Scattered Sites (4 sites) 613 Hinton Avenue; 905 Monticello Avenue; 712 Elsom Street; 715 Ridge Street	5		0	0	5	0	0
<b>Totals</b>							

The following table provides the current demographics (HOH) by site within the CRHA public housing inventory as of July 2018:

Site	Elderly	Disabled	Non-Disabled	Totals
6 <sup>th</sup> Street	1		18	19
Avon/Levy	-	-	-	
Crescent Halls	48	41	11	100
Madison Avenue	6	0	10	16
Michie Drive	2	4	13	19
Riverside Avenue	0	4	10	14
South 1 <sup>st</sup> Street	4	6	38	48
Westhaven	23	3	79	105
Scattered Sites (4 sites)	0	1	4	5
<b>Totals</b>	<b>84</b>	<b>59</b>	<b>183</b>	<b>326</b>

The following table provides the existing Bedroom size eligibility per ACOP minimums as of July 2018:

# of Bedrooms	# of Families	Current Occupancy as of July 2018
0		0

1	160	112
2	51	79
3	51	95
4	26	25
5	20	14
6	13	0
7	4	0
8	1	0
<b>Totals</b>	<b>326</b>	<b>326</b>

The following table provides the Age Ranges of HOH for those residents turning 62 in the next 5 years and in the 3 years following, by Property as of September 2018:

<b>Site</b>	<b>54-56</b>	<b>57-61</b>	<b>Totals</b>
6 <sup>th</sup> Street	0	0	0
Avon/Levy	-	-	-
Crescent Halls	12	18	30
Madison Avenue	3	3	6
Michie Drive	1	3	4
Riverside Avenue	1	0	1
South 1 <sup>st</sup> Street	7	5	12
Westhaven	7	7	14
Scattered Sites (4 sites)	0	2	2
<b>Totals</b>	<b>31</b>	<b>38</b>	<b>69</b>

This combines for a potential increase of 69 new seniors in the next 8 years.

Considering the convergence of groups, the current senior population count is 87 HOHs:

- 67 of current seniors in the age range of 62-71; and
- 16 of current seniors in the age range of 72-81; and
- 4 of current seniors in the age range of 82-91.

The following table provides the Age Ranges of MINORS by Property as of September 2018:

<b>Site</b>	<b>&lt;6</b>	<b>6-10</b>	<b>11-14</b>	<b>15-18</b>	<b>Totals</b>
6 <sup>th</sup> Street	7	12	6	6	31

Avon/Levy	-	-	-	-	-
Crescent Halls	0	0	0	1	1
Madison Avenue	2	3	2	0	7
Michie Drive	1	3	2	5	11
Riverside Avenue	5	9	11	2	27
South 1 <sup>st</sup> Street	23	24	21	9	77
Westhaven	37	64	40	22	163
Scattered Sites (4 sites)	3	2	1	1	7
Totals	78	117	83	46	324

With regard to detailing the age ranges of the current CRHA children, there are 324 children ages 18 and under.

## 4.0 THE RELOCATION PROGRAM

### 4.1 Assessment of Impacted Residents and Relocation Needs

Information necessary for the preparation of this Plan will be obtained through workshops and personal interviews conducted with the residents of Crescent Halls and other public housing residents. Inquiries will be made of affected residents through one-on-one interviews as well as group workshops conducted by PHAR and CRHA staff. These inquiries will include household size and composition, income, monthly rent obligation, length of occupancy, ethnicity, home language, disabilities/health problems, transportation needs, pets, legal presence status, and general information regarding the resident's attitudes towards the redevelopment of public housing communities and their desire to either remain within the community or relocate to a different development. Needs that are identified through this survey will guide relocation planning.

### 4.2 Replacement Housing Needs

Replacement housing needs are defined by the total number of required replacement units and the distribution of those units by bedroom size. The projected number of required units by bedroom size is calculated by comparing survey data relative to household size with CRHA's replacement housing occupancy standards. These standards allow for occupancy based on CRHA's admissions policy and is reflected in the following table:

Size of family	Number of Bedrooms in Unit
1-2	1
3-4	2
5-6	3
7-8	4
9-10	5

11-12

5

In addition, where a live-in aide has been approved, CRHA will first determine the appropriate number of bedrooms for the family in accordance with the above chart. CRHA will then approve one additional bedroom to accommodate a live-in aide provided the aide has met the requirements of CRHA's Administrative Plan.

Over-housed households will be eligible for CRHA subsidy based on the qualifying Section 8 voucher size, not the size of the unit. Similarly, under-housed households may be required to move with a voucher for the number of bedrooms for which the household qualifies so they are right-sized. If a household cannot be immediately right-sized at the time of their relocation, CRHA will provide the household with the option to be temporarily over-housed in an on-site unit at no cost to the household. When a new unit becomes available in that phase or a future phase, the household will then be moved into the right-sized unit.

For example based on the number of occupants compared to the number of current bedrooms, \_\_\_ units may be currently under-housed, and \_\_\_ units may be over-housed. Appropriate actions will be taken to accommodate households that are under- or over- housed.

#### 4.3 Current Housing Data - Crescent Halls (105 units)

Household Information	Unit Size	
	1 BR	2 BR
Occupied Units	89	5
# Elderly	63	2
# Non-Elderly Disabled	26	2
# Elderly & Disabled	65	5
Single Household	89	5
Family/Couple Household - No Children	89	5
Family/Couple Household - With children (under 18)	0	0
Income 0-30% AMI	\$10,957	\$12,924
Income 31-50% AMI	-	
Income 51-80% AMI	-	
Average Income	\$10,956	
Average Rent	\$214	
Average Household Size	1 Person	2 People
Under-housed Units	0	0
Over-housed Units	0	2

#### 4.4 Tenants to be temporarily relocated

If you are to be temporarily relocated during this renovation process, you are guaranteed the right to return to Crescent Halls, if you so choose.

It is intended that there will be minimal temporarily relocated persons during this redevelopment process. A “Build First and Move Once” philosophy will be used whenever possible.

All residents who are in “good standing” under their current leases at Crescent Halls will be eligible to move into renovated units, if they so choose. Residents in “good standing” are defined as those household(s) against whom CRHA has been granted possession by the general district court and the appeal period has passed or who have been terminated from housing assistance after a hearing before an uninterested hearing officer.

The renovation of Crescent Halls will be occurring in three (3) phases. For those residents currently living in Crescent Halls who wish to permanently relocate, there are other options available, as detailed within this Plan.

#### **PHASE 1**

In the first phase, it is intended that approximately 15 units will be renovated starting on the eighth floor. It is possible, if a buffer is required, that a total of 30 units will be initially renovated. For those residents currently living in this first phase who wish to return to Crescent Halls after renovation, they will be required to be temporarily moved possibly to another location. This temporary relocation is anticipated to be no more than 12 months, but may be up to 24 months, during construction.

Upon completion of construction of the first phase units, the following will be the priority of occupancy:

1<sup>st</sup> priority - residents currently occupying units in the second phase of renovations (which will be the seventh floor and who choose to relocate only once into a newly renovated unit in Crescent Halls will be moved up a floor into those units

2<sup>nd</sup> priority - residents currently occupying those units, who were temporarily relocated, and choose to return to a newly-renovated unit will be moved back in

3<sup>rd</sup> priority - residents currently occupying units in the third phase of renovations and who choose to relocate only once into a newly renovated unit in Crescent Halls will be moved into those units

#### **PHASE 2- 6**

Upon completion of construction of the floor units, the following will be the priority of occupancy:

1<sup>st</sup> priority - residents currently occupying units in the floor below of renovations and who choose to relocate only once into a newly renovated unit in Crescent Halls will be moved into those units

2<sup>nd</sup> priority - residents who were temporarily relocated from Phase 1, and choose to return to a newly-renovated unit will be moved back in

#### **PHASE 7**

Upon completion of construction of the final phase units, the following will be the priority of occupancy:

1<sup>st</sup> priority - residents who were temporarily relocated from Phase 1, and choose to return to a newly-renovated unit will be moved back in

The contractor has noted that there may be the potential to pause on the fourth floor and go to the second floor while mechanical systems are hooked up on the fourth. If this occurs the relocation coordinator will give these residents appropriate notice, once updated by the contractor.

The Relocation Coordinator will work with those residents who may desire to move back into a newly-renovated unit. As future vacancies in Crescent Halls occur, normal occupancy procedures will apply.

#### **4.5 Displaced Persons**

It is intended that there will be no displaced persons, who by definition are persons that must move from the property permanently, during this redevelopment process. CRHA will operate under a zero involuntary displacement of residents policy during redevelopment. However, if it is determined that there is a possibility of involuntary displacement, the household will have the right to a meeting with the executive director or other uninterested officer who will review the decision. Further, immediately upon discovery of a potential involuntary displacement, CRHA will make a direct referral to the Legal Aid Justice Center. If this occurs the plan will be amended to address the special requirements particular to the tenants. These tenants would be given the Notice of Eligibility for Relocation Assistance which would inform them of their rights under the URA.

#### **4.6 Relocation Options**

The goal of the redevelopment process involves a strategy requiring little temporary relocation housing. All residents will be provided options for temporary or permanent housing during this renovation process, including:

- Permanent Move to a newly-renovated unit in Crescent Halls
- Permanent Move to another Public Housing unit - any household will be offered the opportunity to relocate to comparable replacement housing, utilizing occupancy standards, in another public housing unit owned by CRHA, if available.
- Temporary Move / Return to the resident's previously occupied neighborhood
- Voucher - any household will be offered the opportunity to relocate to comparable privately-owned units which accept Section 8 Vouchers.



- Homeownership / Market-Rate Rental housing - CRHA would assist eligible and interested residents in pursuing these opportunities, if possible.
- LIHTC/Affordable Housing - CRHA would assist eligible and interested residents in pursuing these opportunities, if possible.
- Assisted Living - CRHA would assist eligible and interested residents in pursuing assisted living opportunities, if possible.

#### **4.7 General Relocation Procedure**

- All residents will receive the required notices for relocation, including but not limited to a General Information Notice, a 90-day Notice, and a 30-day Notice. The timing of these notices are based on the HUD Demolition/Disposal Application approval. The Relocation Coordinator will also be sending out updates and posting a relocation calendar in the lobby area.
- Briefing sessions will be held between CRHA and residents to explain the relocation procedures in detail. It is during these sessions that residents will receive written notice regarding the impending relocation (90 Day Notice). CRHA will require a signature from each resident on this form as acknowledgment of receipt of this notice.
- Each resident will be personally interviewed by the Relocation Coordinator to determine housing needs and special needs, if applicable.
- If a resident chooses to return to Crescent Halls following renovation, the Relocation Coordinator will assist the resident with identifying a temporary or permanent unit to move to, all moving services, utility connections, if applicable, and scheduling.
- If a suitable unit is selected for rent that is not another unit in Crescent Halls, the Relocation Coordinator will assist the resident in completing the necessary application, forms, lease, utility connections and deposits and moving services and scheduling, for a permanent move to that unit.
- If a suitable unit is selected for rent with a Section 8 voucher, the Relocation Coordinator will assist the resident in completing the necessary application, forms, obtaining the landlord's signature and negotiating the rent if necessary. Once the unit passes required inspections, the Relocation Coordinator will assist the resident with utility connections, deposits and moving services and scheduling, for a permanent move to that unit.
- Once a unit has been determined and the resident is approved for move in, a move in date is established. At that time, the Relocation Coordinator will assist with scheduling moving services for the resident and the transfer of

utilities, if necessary. The Relocation Coordinator will also process the paperwork necessary for a refund of the resident's security deposit and payment of the new security deposit, if applicable.

- Following a temporary move in, the Relocation Coordinator will continue contact with the resident to assist with providing information as to the permanent move in process.
- Following permanent move in, the Relocation Coordinator will assist the resident with services to insure housing needs have been provided.

## 5.0 RELOCATION SERVICES PROVIDED

CRHA is required to provide the following services during relocation/moving process:

Advisory Services - Once HUD approval is received, a site office for Advisory Services will be established. Relocation staff will be identified to be the primary contact person for the residents during this relocation process. Services will be provided to all households prior to the commencement of each applicable phase of the redevelopment of the property:

- One-on-one meetings to identify household needs and preferences
- Identify and respond to special needs and reasonable accommodation issues and requests;
- Determine who will be moved where and when
- Identify temporary locations for residents with available units that meet the needs of the household; Where needed negotiate with partner properties. The preference will be for residents to remain somewhere on CRHA property if feasible or otherwise for the CRHA to secure units for residents preferably in writing;
- Work to ensure that temporary housing will not require any rescreening or onerous application process;
- Provide residents with clear options for the move, including the housing identified. Whatever option this is, the relocation coordinator will help with the application and other required processes;
- Work with residents to address any pest infestations before the move
- Prepare and issue required notices
- Prepare Individual Move plans
- Determine and provide relocation schedules, calculate and provide payments and logistics

### Communication / Notices / Recordkeeping

Relocation Reimbursement Expenses - In addition to advisory services, households may be eligible to receive relocation payments, moving expenses, and replacement housing payments for the increased cost of renting or purchasing a comparable replacement dwelling.

## 5.1 Advisory and Assistance Services

Advisory services to those households who are required to relocate may be provided by CRHA or an outside vendor. Wherever possible, vendors used in this process should incorporate principles of Section 3, choosing vendors who are people of color owned, who prioritize hiring low-income residents, and are committed to apprenticing public housing residents. Advisory and assistance services include, but are not limited to the following:

- Provide information of the nature of, and procedures for, obtaining relocation assistance and benefits;
- Determine the needs and preferences of each affected household
- Explain all options for relocation assistance, where temporary housing is already identified and secured if resident so desires.
- Understand and anticipate the needs of families and the elderly and able to meet the special advisory services they may need.
- Provide referrals for tenants to replacement properties, and contacts said properties to request priority for persons being displaced.
- Provide contact information for questions and access to phone or computer if needed to make contact.
- Offer to provide transportation for tenants needing to look at other housing, especially those who are elderly or disabled, if applicable.
- Allow and make tenants aware that appointments can be scheduled outside of normal business hours if needed.
- Supply information about other federal and state programs offering similar assistance
- Offer other assistance (i.e. social services, financial referrals, housing inspections)
- Provide appropriate counseling for tenants who are unable to read and understand notices.
- Provide written information and/or translation services in their native languages if necessary.
- Provide counseling and other assistance to minimize hardship during adjustment period
- Provide other assistance as required by each household
- Explain the appeals process if they are not satisfied with the Agency's decisions

### **Relocation Staff**

Implementation of this Plan will be the responsibility of the Relocation Coordinator, or other individual(s) identified by CRHA. The Relocation Coordinator will be the primary contact person for the residents. This person will be responsible for preparing and distributing all required relocation notices, maintaining the original list of households to be relocated, establishing and

maintaining a recordkeeping system, identifying replacement units (if applicable) and coordinating the relocation of households with the required timeframes.

The Relocation Coordinator will meet with all households to confirm their options, their relocation plans/needs and will provide all necessary assistance throughout the relocation process. Prior to, and upon completion of, the newly constructed units, the Relocation Coordinator will do the following:

- Conduct relocation information sessions with each head-of-household;
- Assist residents with the completion of any necessary forms, whether for assistance or otherwise;
- Identify an appropriate temporary (or permanent) replacement unit that meets CRHA occupancy requirements, which is suitable in its living conditions and has comparable amenities to the current unit;
- Facilitate and schedule resident moves, and assist with utility transfers, completion of change of address forms, etc

## **5.2 Relocation Communication / Notices**

### **Resident participation / meetings**

#### **Notice of Availability of Draft Relocation Plan**

This notice informs affected households that the Plan is available for review and input. (See EXHIBIT \_\_\_\_ for sample Notice of Availability of Draft Relocation Plan Notice).

#### **General Information Notice (GIN)**

This notice informs affected households of the project and that they may be displaced by the project and establishes their eligibility for relocation assistance and payments. (See EXHIBIT \_\_\_\_ for sample General Information Notice).

#### **Letter of Eligibility for Relocation Assistance**

This notice informs the affected households that they will be displaced by the project and formally establishes their eligibility. (See EXHIBIT \_\_\_\_ for sample Letter of Eligibility for Relocation Assistance Notice).

#### **Notice of Non-Displacement (may be combined with the 90-day notice)**

#### **90 Day Notice**

No household shall be required to move without a minimum of 90 days written notice of the required date of the move. This notice informs affected households of the earliest date by which they will be required to move. This notice may not be issued unless a comparable replacement dwelling is available and the displaced person is informed of its location and has sufficient time to lease or purchase the property. (See EXHIBIT \_\_\_\_ for sample 90 Day Notice).

### 30 Day Notice

(See EXHIBIT \_\_\_\_ for sample 30 Day Notice).

### 30 Day Return Termination of Relocation Benefit Notice

### After-move advisory and assistance services

## 5.3 Recordkeeping

Recipients must maintain all records associated with relocation assistance.

The CRHA Relocation files should include the following documentation:

- General Relocation File: Overall and individual items such as the relocation plan, and documentation of relocation budget.
- List of Occupants: name, address, and occupant characteristics for all persons occupying the property at key relocation milestones (rent roll).
- All Residents: copies of notices; evidence of delivery of notices; evidence of reimbursement of expenses; for tenants who elect to relocate, documentation supporting ineligibility for relocation payments as a displaced person; documentation to support lease violations and/or eviction for cause; documentation to determine illegal occupancy of the property; and copy of any appeal or complaint filed and response.

All pertinent records shall be retained for no less than three (3) years after the latest of:

- The date by which all payments have been received by persons displaced for the project and all payments for the acquisition of real property have been received;
- The date the project has been completed;
- The date by which all issues resulting from litigation, negotiation, audit or other action (e.g., civil rights compliance) have been resolved and final action taken; or
- For real property acquired with HUD funds, the date of final disposition.

## 5.4 Relocation / Reimbursement Expenses

### Covered Costs

- **Security Deposit.** Residents will not be required to pay another security deposit during the relocation process, if they are relocating to another public housing unit. If a resident elects to relocate to a unit other than another public housing units, applicable security deposit provisions will apply.

- **Telephone and Cable TV.** CRHA will pay the required cost of telephone and cable TV installation and troubled wiring (where necessary) to residents with previous telephone and cable TV services prior to the relocation period.
  - **Utility Costs.** CRHA will pay the required cost of utility new connection fees. Utilities are identified as electric, water, sewer and gas. Delinquent accounts incurred prior to the relocation will not be covered. CRHA is not allowed to pay utility deposits. However, CRHA can advance needed deposits to residents who choose reimbursement for the actual and reasonable costs of the move, provided the resident executes an agreement to pay the funds. Such advance payments of deposit are in essence loans, and therefore, are to be repaid in accordance with the terms of the repayment agreement agreed to by the authority and the resident.
  - **Incidental Costs.** Reasonable incidental costs incurred due to the relocation may be reimbursed, upon presentation of a valid receipt for approved expenses.
  - **Moving Expense Payments**  
Moving assistance will be provided to all households moving to newly constructed units or off-site to other permanent or temporary units. This assistance may be provided in one of the following manners:
    - **Reasonable Moving and Related Expenses**  
Residents may choose to receive a relocation payment to cover the reasonable cost of the move. The lower of two bids or estimates prepared by a commercial mover are required. Claims may include the reasonable and necessary costs for:
      - Transportation for the household
      - Packing, moving and unpacking of household goods
      - Disconnecting and reconnecting household appliances and other personal property (e.g., telephone and cable TV)
      - Insurance for the replacement value of property during the move
      - The replacement value of property lost, stolen or damaged in the move (but not through resident's neglect) if insurance is not reasonably available
- Important:
- Residents must be able to account for any costs incurred.
  - Full documentation is required, including bills, certified prices, appraisals and other evidence of expenses.
  - Receipts are required for all reimbursements.
  - **Fixed Moving Expense**

This allowance is based on the number of rooms in your home or the number of rooms of furniture you will be moving as shown on a schedule. If there is not a large amount of personal property to move, this payment may be more advantageous. No special documentation is required to support a claim. Following the move, the appropriate claim form must be completed and submitted in order to receive payment.

Resident owns furniture									Resident does not own furniture	
Number of rooms									Number of rooms	
1 room	2 rooms	3 rooms	4 rooms	5 rooms	6 rooms	7 rooms	8 rooms	Each Addt'l room	1 room	Each addt'l room
700	900	1100	1300	1500	1700	1900	2100	300	400	75

*\*Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as Amended Fixed Residential Moving Cost Schedule (2015)*

Note: "Room" excludes bathrooms, hallways and closets.

- **Residential Move is Performed by CRHA**

This allowance is based on the CRHA contracting full moving services including packing, moving and unpacking of household goods; disconnecting and reconnecting household appliances and other personal property; insurance for the replacement value of property during the move; and the replacement value of property lost, stolen or damaged in the move (but not through resident's neglect). Payment is limited to \$100.00 (not including replacement value claims).

If a resident prefers to pack their own personal possessions and items of value, they will be provided with packing boxes and tape for the move. A resident who needs assistance in packing shall notify the Relocation Coordinator for assistance. It is the obligation of the CRHA to pack and move all of a resident's belongings and household goods.

The following table reflects the estimated one-time move budget prepared by CRHA to cover cost for relocation of residents at Crescent Halls per unit (as of January 2019):

Unit Size	Moving Expense	Moving Fee	Utility Transfers	Per Unit Total	Total Units	Estimated Cost
1 BR	\$ 1100.00	\$ 100.00	\$ 45.00	\$ 1245.00	98	\$ 122,010.00
2 BR	\$ 1300.00	\$ 100.00	\$ 45.00	\$ 1445.00	7	\$10,115.00



Totals					105	\$ 132,125.00
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- A Moving Fee of \$100.00 is estimated for those residents who allow the CRHA contractor to perform the move.
- This total does not reflect moving insurance which will be necessary.

## 6.0 OTHER IMPORTANT INFORMATION

### 6.1 Leases Required

All relocated Residents will be considered eligible to enter into a new lease without eligibility screening required. If a Resident chooses to relocate to a non-CRHA-owned housing unit, applicable lease provisions will apply.

### 6.2 Resident Owned Fixtures

### 6.3 Pets/Animals - If a Resident is relocating to another CRHA-owned housing unit, current CRHA policy(ies) apply. If a Resident chooses to relocate to a non-CRHA-owned housing unit, applicable lease provisions will apply.

### 6.4 Relocation Tax Consequences

In general, relocation payments are not considered income for the purpose of IRS or Personal Income Tax. This information is not intended to be provision of tax advice by the CRHA, its Agents, Consultants, Partners, or Assigns. Tenants in receipt of moving and/or rental assistance payments are encouraged to consult with independent tax advisors concerning the tax consequences of relocation payments.

### 6.5 Relocation Budget

The proposed budget is as follows:

	FY19/20	FY20/21	FY21/22	Totals
Advisory services (staff)				
Packing materials				
Packing and moving costs				
Utility deposits				
After-move advisory services (staff)				
Miscellaneous				
Totals				

### 6.6 Projected Rents and Rental Policies after Project Completion

Residents will pay no more or no less rent than is required pursuant to the applicable rental policies in effect at the time of their move into renovated housing or a new CRHA-owned location as chosen by the resident. If a Resident

chooses to relocate to a non-CRHA-owned housing unit, applicable lease provisions will apply.

**6.7 Resources** - this list of service providers currently working in Crescent Halls may need to be made aware of the relocation plans:

- UVA and nursing clinic staff
- Other medical professionals and nurses/aides that provide services
- JAUNT
- CAT buses / CTS office
- Region Ten
- USPS
- Meals on Wheels
- Utility service providers
- Building security services
- Security Guard company
- Disability / SSI office
- Interpreters needed for assistance
- Blue Ridge Pace
- Charlottesville Parks Recreation
- First United Methodist Church
- CDSS
- Willing Workers
- Others as suggested by staff or board

**6.8 Program Assurances and Standards**

Please see EXHIBIT \_\_\_\_ for assurances provided to residents pursuant to this Plan.

**6.9 Grievance Procedures**

CRHA's Appeals/Grievance Procedures shall govern any appeals pursuant to this Plan. These policies and procedures may be obtained at CRHA's main office. The Housing Director is also available at this location at:

500 S First St  
434-326-4672

A resident may, at any time, exercise their right to appeal CRHA's decision through the U.S. Department of Justice or the local HUD office at:

U.S. Department of Housing and Urban Development  
Richmond Field Office

600 East Broad Street, 3<sup>rd</sup> Floor  
 Richmond, VA 23219  
 Telephone: 800-842-2610

#### 6.10 Owner Contact Information

Grant Duffield, Executive Director  
 Charlottesville Redevelopment and Housing Authority  
 500 S 1<sup>st</sup> Street  
 Charlottesville, VA 22902  
 (434) 326-4748  
 duffieldg@charlottesville.org

#### 6.11 ACRONYMS USED IN THIS PLAN

ACOP	Admissions and Continued Occupancy Policy
CFR	Code of Federal Regulations
CRHA	Charlottesville Redevelopment and Housing Authority
HOH	Head of Household
HUD	(Department of) Housing and Urban Development
IRS	Internal Revenue Service
PHAR	Public Housing Association of Residents
URA	Uniform Relocation Act
VHDA	Virginia Housing Development Authority
	EXHIBIT A
	Residents' Bill of Rights for Redevelopment

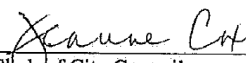
## Residents' Bill of Rights for Redevelopment

*(as approved unanimously by the CRHA Board of Commissioners, 11/24/08)*

The Charlottesville Redevelopment and Housing Authority and the City of Charlottesville hereby commit to a redevelopment process that improves the quality of life in our public housing neighborhoods, involves residents in key redevelopment decisions, enhances housing and employment opportunities for residents, and guarantees that current residents will not be subject to permanent or long-term displacement or homelessness as a result of redevelopment. To fulfill these commitments, CRHA and the City of Charlottesville endorse the following guiding principles for our redevelopment efforts:

1. A meaningful and enforceable resident participation process will guide all substantive decisions about redevelopment;
2. There will be at least one-for-one replacement of all affected units with newly-built or renovated public housing units ("replacement units");
3. Replacement units will be of like kind (1 bedroom for 1 bedroom, 5 bedroom for 5 bedroom, elderly for elderly, family for family, etc.), subject to an analysis of needs of current and future public housing-eligible residents;
4. Those replacement units will be reserved for very low-income and extremely low-income households, as under current public housing admissions rules;
5. The opportunity to live in the replacement units will be offered first to those households living in CRHA units, without having to re-apply or re-qualify;
6. Residents who are displaced by redevelopment, and who wish to stay in public housing, will be guaranteed replacement housing in the following order of preference:
  - a. Replacement units at their current site.
  - b. Replacement units in another area that has equal or greater advantages as their current site.
  - c. As a last resort, and only when required by space or necessity, temporary housing of an equal or greater quality to their existing housing, with a duration not to exceed 12 months.
7. Each displaced household will have the right to choose to return to the redeveloped site or to relocate permanently to another replacement unit;
8. The redevelopment process will support a system of economic justice in which residents have priority access to jobs, homeownership and contracting opportunities created by redevelopment, and in which the redeveloped communities feature improved amenities and enhanced access to services, employment and transportation for residents.

Approved by Council  
December 15, 2008

  
Clerk of City Council

## EXHIBIT B CRHA Principles for Relocation

## CRHA Principles for Relocation

*(as approved by the CRHA Board of Commissioners 10/22/18)*

As the Charlottesville Redevelopment and Housing Authority (CRHA) moves forward with plans to rebuild or renovate each of Charlottesville's public housing neighborhoods, it is committed to minimizing the disruption experienced by existing residents who will be required to relocate during the redevelopment process. Most low-income residents have already experienced extensive housing instability in their lives as it is, so relocation for redevelopment must be planned carefully and implemented with the residents' best interests in mind.

Displacing residents from their homes and communities is almost always disruptive in the short term, but CRHA's goal is to implement a model relocation process that not only guarantees that no resident will become homeless as a result of relocation, but actually results in improved long-term housing stability for each affected household. Toward that end, CRHA's resident relocation efforts shall be carried out in accordance with four key principles:

1. **CRHA will be transparent, inclusive and proactive in communicating with residents about the timetable and process for redevelopment and relocation.** No residents will be blindsided by the changes that are coming to their neighborhood and to their own housing situation.
2. **Well in advance of any relocation, CRHA will engage with the residents of each household to develop an individually-tailored Relocation and Housing Stability Plan for that household, based on its own unique needs and aspirations.** The goal of this assessment is to identify the best possible short- and long-term housing outcomes for each resident, and to spell out the steps needed to accomplish those outcomes. Replacement housing shall be comparable or superior in quality and characteristics to the housing the resident is leaving behind, and must not leave any household cost-burdened.
3. **CRHA will provide substantial wrap-around services and support to each household in carrying out its Relocation and Housing Stability Plan** – and not just the minimum level of assistance that's required by federal or state code, such as the Uniform Relocation Act. CRHA will cover 100% of the moving costs for each displaced household and provide hands-on assistance to residents in easing the transition to and from their new home.
4. **As specified in the Residents' Bill of Rights for Redevelopment, any temporary relocation will be minimal in impact and duration.** Furthermore, all residents who wish to return to their former neighborhood once the renovation or rebuilding work is completed will have the right to do so, without needing to re-apply.

With these provisions and protections in place, relocation would be transformed from a typically destabilizing process to one that helps each resident make a smooth transition to a more stable and higher-quality housing future.

### ***Key Steps Needed to Accomplish CRHA's Principles for Relocation***

Taking the following steps will ensure that relocation takes place with the residents' best interests in mind, and is carried out in accordance with federal and state law, HUD regulations, and best practices from other communities:

1. **CRHA will be transparent, inclusive and proactive in communicating with residents about the timetable and process for redevelopment and relocation.**

- As soon as a redevelopment project is initiated in earnest, and no less than 12 months in advance of any relocation, notice of impending relocation shall be provided to all affected residents.
- Regular, accessible community meetings should then take place to keep residents fully informed and engaged on the anticipated timetable and process for redevelopment and relocation.
- Since many residents do not or cannot attend meetings, CRHA will also maintain open and ongoing communication with residents about redevelopment and relocation through door-knocking, written notices, newsletters, flyers, etc.
- CRHA shall provide 90 days advance written notice of the final possible move-out date.

2. **Well in advance of any relocation, CRHA must engage with the residents of each household to develop an individually-tailored Relocation and Housing Stability Plan for that household, based on its own unique needs and aspirations.**

- Within the 6-12 month period before relocation is expected to occur, agency staff (e.g., a full-time Relocation Coordinator working in collaboration with a team of local social services professionals) shall meet with each affected household to conduct an assessment of the residents' current housing situation and desired housing goals.
- This assessment will help each household identify its best possible long-term housing outcome (returning to a renovated or rebuilt unit in the same neighborhood, moving to another public housing neighborhood, obtaining a Housing Choice Voucher, transitioning to subsidized or market-rate rental housing, homeownership or assisted living, moving in with family, etc.), and inform the creation of an individually-tailored Relocation and Housing Stability Plan that spells out the steps necessary to accomplished that desired outcome.
- For residents who will be relocated to temporary housing while awaiting the availability of a newly-renovated or rebuilt unit, this assessment and planning process will also help residents identify their best possible short-term housing option (moving to another unit on-site, moving to another public housing neighborhood, moving to newly-constructed relocation housing, obtaining a short-term Housing Choice Voucher, etc.).
- As part of this assessment and planning process, staff will ensure that residents are fully informed of the pros and cons of the various short- and long-term housing options, so that no resident is set up for failure. (For example: residents must be educated about the additional utility costs they would incur as Housing Choice Voucher holders.)
- Staff will also ensure that the housing options presented to residents are comparable or superior in quality, size, price, location, necessary accommodation, etc. to residents' existing

housing situation, and do not result in any household becoming cost-burdened. Proximity to jobs, services, schools, public transportation and other vital community amenities must not be impaired in the selection of replacement housing. If vouchers are used as a relocation strategy, the homes being utilized should be within city limits if at all possible.

**3. CRHA will provide or help secure substantial wrap-around services and support for each household in carrying out its Relocation and Housing Stability Plan.**

- Housing counseling assistance shall be provided to all households affected by relocation, not only to help them select their desired housing type (public housing, voucher, assisted living, etc.), but also to help them identify and secure a specific housing unit. All replacement housing units will be inspected to ensure they are decent, safe and sanitary.
- In addition, CRHA will assist each resident in securing other services and supports necessary to accomplish their housing goals. These may include, but are not limited to: financial management coaching, job search/job training assistance, access to eligible social services, etc. Toward this end, CRHA should explore the creation of a Financial Opportunity Center-type program (see [www.lisc.org/our-initiatives/financial-stability/financial-opportunity-centers](http://www.lisc.org/our-initiatives/financial-stability/financial-opportunity-centers)) in which all affected residents are automatically enrolled once notice of relocation is provided.
- CRHA shall provide financial assistance and hands-on support to help residents make the transition to and from their new homes, to include covering 100% of necessary moving and moving-related costs.
- CRHA shall move households at a careful, measured pace to ensure a successful transition for all residents; furthermore, follow-up support shall be provided once residents are moved in to their new homes (even if they are no longer living in CRHA housing) to ensure that they are faring well in their new environments.
- Children of displaced families shall be allowed to attend school in their current school districts if they so choose, and be provided transportation to those schools.
- CRHA shall make an extra effort to ensure that seniors, people with disabilities and other vulnerable residents do not experience any lapse in critical support services (health care, therapy, Meals on Wheels, etc.) as a result of relocation.

**4. As specified in the Residents' Bill of Rights for Redevelopment, any temporary relocation should be minimal in impact and duration.**

- Residents should be placed in temporary replacement housing for no more than 12 months before moving into their permanent homes, unless they wish to return to their former neighborhood and the construction process exceeds 12 months (though shall not exceed 24 months). Hotels shall not be considered an acceptable option for temporary replacement housing.
- Residents will be guaranteed the right to return to a newly-renovated or rebuilt unit in their former neighborhood without having to re-apply or re-qualify.





**EXHIBIT C**  
**Crescent Halls**  
**500 1<sup>st</sup> Street S**  
**Parcel ID: 280218000**



**EXHIBIT D**  
**Sample Letter: Invitation to Participate**

### An Invitation to You!

You are invited to attend and participate in a discussion regarding a proposal to build new public housing on other sites to move residents of Crescent Halls prior to rehabilitation, demolition and/or reconstruction of this complex where you now live. If this proposal goes forward, it is CRHA's intention to prepare and adopt a Relocation Plan, and to consider the comments and suggestions received from both the residents and the residents' association. If adopted, the Plan will be made available to each resident who currently occupies this complex to help explain the rights, protections, services, moving assistance, and housing choices that may be available.

As you can see, this is an important meeting. Please plan to attend. Your suggestions and concerns will be heard and considered.

Several issues may be discussed at this meeting:

- ☐ What is the best way to improve the living conditions at this complex? Why?
- ☐ Are there laws to protect me if I have to move?
- ☐ Will I get moving and relocation services? What kind?
- ☐ Can I move to other Public Housing?
- ☐ What if I want a Section 8 Voucher? Can I get one? How?
- ☐ What about homeownership? Can I buy a home? How?
- ☐ Can I come back to Crescent Halls when the project is finished?
- ☐ Will I be kept informed of other meetings or actions? How?

### EXHIBIT E

#### Sample Letter: General Information Notice

(date)

Name

Address

City, State, zip

RE: General Information Notice Regarding Relocation

Dear \_\_\_\_\_:

Charlottesville Redevelopment and Housing Authority (CRHA) is about to embark on redeveloping various public housing sites. The first phase of redevelopment will be to renovate Crescent Halls and build new low-income housing units on the South 1<sup>st</sup> Street vacant land (ball fields), so that CRHA can provide safe, sanitary and decent housing to its residents. As a current resident of Crescent Halls, you will be required to move from your apartment either:

- temporarily while renovation is in progress (2 moves); or
- permanently, from your unit into a newly-renovated unit or, if you choose, another preferred housing alternative (1 move)

You may be eligible for Relocation Assistance under the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended.

**THIS IS NOT A NOTICE TO VACATE YOUR APARTMENT.** You will be notified in advance when required to move from your apartment. As required by law, you will be provided additional notice at minimum timeframes of 90 days and 30 days prior to moving.

We urge you not to move at this time. If you choose to move, you will not be provided relocation assistance. Please remember:

- **This is not a notice to vacate the premises.**
- **This is not a notice of relocation eligibility.**

If you are currently under eviction, your eligibility for relocation assistance will be contingent upon the outcome of the eviction proceedings against you.

You will be contacted soon so that we can provide you with more information about the proposed project. If the project is approved, we will make every effort to accommodate your needs. In the meantime, if you have any questions, please contact \_\_\_\_\_(name)\_\_\_\_\_, \_\_\_\_\_(title)\_\_\_\_\_, at \_\_\_\_\_(phone)\_\_\_\_ or \_\_\_\_\_(email)\_\_\_\_\_.

Sincerely,

Grant Duffield  
Executive Director

Note: Pursuant to Public Law 105-117, aliens not lawfully present in the United States are not eligible for relocation assistance, unless such ineligibility would result in exceptional hardship to a qualifying spouse, parent, or child. All persons seeking relocation assistance will be required to certify that they are a United States citizen or national, or an alien lawfully present in the United States.

cc: A copy of this letter is required in your Resident case and relocation file. This notice was delivered (e.g. personally served or certified mail, return receipt requested) – and the date of delivery.

## EXHIBIT F

### Sample Letter: Letter of Eligibility for Relocation Assistance – Residential Tenant

(date)

Name  
Address  
City, State, zip

RE: Letter of Eligibility for Relocation Assistance Notice

Dear \_\_\_\_\_:

On \_\_\_\_ (date) \_\_\_\_, Charlottesville Redevelopment and Housing Authority notified you of proposed plans to renovate Crescent Halls in order to provide safe, sanitary and decent housing. This previous notice also advised you that as a current resident of Crescent Halls, you will be required to move from your apartment either:

- temporarily while renovation is in progress (2 moves); or
- permanently, from your unit into a newly-renovated unit or, if you choose, another preferred housing alternative (1 move)

**YOU DO NOT NEED TO MOVE NOW!** This is a notice of eligibility for relocation assistance. To carry out an overall redevelopment strategy, it will be necessary for you to move. You will not be required to move until advance written notification of the date by which you will move. When you do move, you will be entitled to relocation reimbursement and/or other assistance in accordance with federal regulations implementing the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended.

The effective date of this notice is \_\_\_\_ (date) \_\_\_\_\_. We want to make it clear that you are eligible for assistance to relocate, including counseling and other advisory services. If you are currently under eviction, your eligibility for relocation assistance will be contingent upon the outcome of the eviction proceedings against you.

Remember, do not move before we have a chance to discuss your eligibility for assistance. If you move before receiving a notice from Charlottesville Redevelopment and Housing Authority to vacate the premises, your eligibility for relocation assistance could be denied. This letter is important to you and should be retained. **This is NOT a notice to vacate the premises.**

If you have any questions, please contact \_\_\_\_ (name) \_\_\_\_, \_\_\_\_ (title) \_\_\_\_, at \_\_\_\_ (phone) \_\_\_\_ or \_\_\_\_ (email) \_\_\_\_.

Sincerely,

Grant Duffield  
Executive Director

Note: Pursuant to Public Law 105-117, aliens not lawfully present in the United States are not eligible for relocation assistance, unless such ineligibility would result in exceptional hardship to a qualifying spouse, parent, or child. All persons seeking relocation assistance will be required to certify that they are a United States citizen or national, or an alien lawfully present in the United States.

cc: A copy of this letter is required in your Resident case and relocation file. This notice was delivered (e.g. personally served or certified mail, return receipt requested) – and the date of delivery.

## EXHIBIT G

### Sample Letter: Notice of Non-Displacement and 90 Day Notice

(date)

Name

Address  
City, State, zip

RE: 90 Day Notification to Relocate

Dear \_\_\_\_\_:

On \_\_\_\_ (date) \_\_\_\_, Charlottesville Redevelopment and Housing Authority notified you of proposed plans to renovate Crescent Halls in order to provide safe, sanitary and decent housing. This previous notice also advised you that as a current resident of Crescent Halls, you will be required to move from your apartment either:

- temporarily while renovation is in progress (2 moves); or
- permanently, from your unit into a newly-renovated unit or, if you choose, another preferred housing alternative (1 move)

**YOU DO NOT NEED TO MOVE NOW!** This is a 90 day moving notification. To carry out an overall redevelopment strategy, it will be necessary for you to move. You will not be required to move until you are given further written notification of the date by which you will move. When you do move, you will be entitled to relocation reimbursement and/or other assistance in accordance with federal regulations implementing the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended.

The effective date of this notice is \_\_\_\_ (date) \_\_\_\_\_. We will be working with you through continued counseling and other advisory services to finalize your relocation and moving plans. The moving date will not be sooner than 90 days from the effective date of this notice.

We want to make it clear that you are eligible for assistance to relocate. If you are currently under eviction, your eligibility for relocation assistance will be contingent upon the outcome of the eviction proceedings against you.

You have the right to appeal the relocation payment or other circumstances regarding relocation. Remember, if you move before receiving a notice from Charlottesville Redevelopment and Housing Authority to vacate the premises, your eligibility for relocation assistance could be denied.

If you have any questions, please contact \_\_\_\_ (name) \_\_\_\_, \_\_\_\_ (title) \_\_\_\_, at \_\_\_\_ (phone) \_\_\_\_ or \_\_\_\_ (email) \_\_\_\_.

Sincerely,

Grant Duffield  
Executive Director

cc: A copy of this letter is required in your Resident case and relocation file. This notice was delivered (e.g. personally served or certified mail, return receipt requested) – and the date of delivery.

**EXHIBIT H**  
**Sample Letter: 30 Day Notice**

(date)

Name  
Address



City, State, zip

RE: 30 Day Notification to Relocate

Dear \_\_\_\_\_:

On \_\_\_\_ (date) \_\_\_\_, Charlottesville Redevelopment and Housing Authority notified you of proposed plans to renovate Crescent Halls in order to provide safe, sanitary and decent housing. This previous notice also advised you that as a current resident of Crescent Halls, you will be required to move from your apartment either:

- temporarily while renovation is in progress (2 moves); or
- permanently, from your unit into a newly-renovated unit or, if you choose, another preferred housing alternative (1 move)

**You do not need to move now!** This is a 30 day moving notification - the moving date will not be sooner than 30 days from the effective date of this notice (\_\_\_\_ effective date \_\_\_\_). To carry out an overall redevelopment strategy, it will be necessary for you to move. When you do move, you will be entitled to relocation reimbursement and/or other assistance in accordance with federal regulations implementing the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended.

We anticipate the moving date to be approximately \_\_\_\_\_. We will be working with you through continued counseling and other advisory services to finalize your relocation and moving plans. We want to make it clear that you are eligible for assistance to relocate. If you are currently under eviction, your eligibility for relocation assistance will be contingent upon the outcome of the eviction proceedings against you.

You have the right to appeal the relocation payment or other circumstances regarding relocation. Remember, if you move before receiving a notice from Charlottesville Redevelopment and Housing Authority to vacate the premises, your eligibility for relocation assistance could be denied.

If you have any questions, please contact \_\_\_\_ (name) \_\_\_\_, \_\_\_\_ (title) \_\_\_\_, at \_\_\_\_ (phone) \_\_\_\_ or \_\_\_\_ (email) \_\_\_\_.

Sincerely,

Grant Duffield  
Executive Director

cc: A copy of this letter is required in your Resident case and relocation file. This notice was delivered (e.g. personally served or certified mail, return receipt requested) – and the date of delivery.

## EXHIBIT I

### Sample Letter: Letter of Notification to Relocate

(date)

Name  
Address



City, State, zip

RE: 30 Day Notification to Relocate

Dear \_\_\_\_\_:

On \_\_\_\_ (date) \_\_\_\_, Charlottesville Redevelopment and Housing Authority notified you of proposed plans to renovate Crescent Halls in order to provide safe, sanitary and decent housing. This previous notice also advised you that as a current resident of Crescent Halls, you will be required to move from your apartment either:

- temporarily while renovation is in progress (2 moves); or
- permanently, from your unit into a newly-renovated unit or, if you choose, another preferred housing alternative (1 move)

**This letter will serve to notify you that your scheduled moving date and time is \_\_\_\_\_.**

As we have discussed with you during counseling and other advisory services to finalize your relocation and moving plans, you will be entitled to relocation reimbursement and/or other assistance in accordance with federal regulations implementing the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended. If you are currently under eviction, your eligibility for relocation assistance will be contingent upon the outcome of the eviction proceedings against you.

We will continue to work with you during the moving process. In the meantime, if you have any questions, please contact \_\_\_\_ (name) \_\_\_\_, \_\_\_\_ (title) \_\_\_\_, at \_\_\_\_ (phone) \_\_\_\_ or \_\_\_\_ (email) \_\_\_\_.

Sincerely,

Grant Duffield  
Executive Director

cc: A copy of this letter is required in your Resident case and relocation file. This notice was delivered (e.g. personally served or certified mail, return receipt requested) – and the date of delivery.

## EXHIBIT J

### Relocation Plan Assurances

I CERTIFY THAT THIS RELOCATION AND HOUSING STABILITY PLAN CONTAINS ACCURATE INFORMATION AND HAS BEEN PREPARED IN ACCORDANCE WITH 49 CFR PART 24, UNIFORM

RELOCATION ASSISTANCE (URA) AND REAL PROPERTY ACQUISITION FINAL RULE AND NOTICE, AS MAY BE AMENDED. I FURTHER ASSURE THAT:

1. Services will be provided to ensure that displacement does not result in different, or separate treatment of households based on race, nationality, color, religion, national origin, sex, sexual orientation, marital status, familial status, disability or any other basis protected by the federal Fair Housing Amendments Act, the Americans with Disabilities Act, Title VI of the Civil Rights Act of 1964, Title VII of the Civil Rights Act of 1964, Title VIII of the Civil Rights Act of 1968, as well as otherwise arbitrary, or unlawful discriminations;
2. Relocation staff will follow URA requirements;
3. Relocation staff who will implement this plan are familiar with its contents and the requirements;
4. Sufficient funds have been appropriated, reserved, set aside or otherwise committed to cover the anticipated relocation costs;
5. Families and individuals will have full opportunity to occupy comparable, decent, safe and sanitary housing;
6. Relocation payments will be made promptly and to the full extent for which tenants are eligible;
7. The project activities have been planned in a manner that will minimize hardships to tenants;
8. All tenants will be given a reasonable period of time to move and no one will be required to move unless a comparable replacement unit is available or provided for;
9. Relocation assistance and advisory services will be provided in accordance with the needs of the tenant.

\_\_\_\_\_  
CRHA Executive Director

\_\_\_\_\_  
CRHA Board of Directors (Chairperson)

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

#### EXHIBIT K

**Sample: Resident Relocation Management Report**

#### EXHIBIT L

**Informational Brochure / Frequently Asked Questions**

**EXHIBIT M**  
**Relocation Orientation Form**

**EXHIBIT N**  
**Resources**

DRAFT

PROJECT NAME AND NUMBER: CRESCENT HALLS

Page \_\_\_\_ of \_\_\_\_

[illegible]

**\* E Notice of Eligibility  
For Relocation  
Assistance  
N Notice of Nondisplacement**

**\*\*W- White, Not Hispanic  
B- Black, Not Hispanic  
A/I- American Indian  
H- Hispanic**

\*\*\*Representative comparative to be used as basis for determining maximum Replacement Housing Payments



Charlottesville Redevelopment and Housing Authority “CRHA”

# Relocation Information Brochure

**ASSISTANCE FOR RESIDENTS RELOCATED FROM THEIR HOMES DURING REDEVELOPMENT**



This booklet describes the relocation assistance provided under the Uniform Relocation Assistance and as amended (URA) to tenants relocated from their homes. This includes any family or individual that must move as a direct result of rehabilitation, demolition or acquisition for a project in which Federal funds are used.

## NOTICES

If you are notified that you will be relocated it is important that you **do not move** before you learn what you must do to receive the relocation payments and other assistance to which you are entitled.



CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or union affiliations in any of its federally assisted programs and activities.



## Summary of Relocation Assistance

As an eligible tenant relocated from your home, you will be offered the following advisory and financial assistance based on the type of relocation.

### Temporary Relocation

Sometimes a project may require persons to be displaced from their dwellings for only a short period of time. Although temporarily displaced persons do not receive the same relocation assistance and payments as persons permanently displaced under the URA, they do have certain rights and protections.

### Requirements for temporary relocation

When necessary or appropriate, residential tenants who will not be required to move permanently may be required to relocate temporarily for the project. Temporary relocation should not extend beyond one year before the person is returned to his or her previous unit or location.

All conditions of temporary relocation must be reasonable. At a minimum, the tenant shall be provided the following:

- Reimbursement for all reasonable out-of-pocket expenses incurred in connection with the temporary relocation, including the cost of moving to and from the temporarily occupied housing and any increase in monthly rent or utility costs at such housing.
- Appropriate advisory services, including reasonable advance written notice of the following:
  - Date and approximate duration of the temporary relocation;
  - Address of the suitable decent, safe, and sanitary dwelling to be made available for the temporary period;
  - Terms and conditions under which the tenant may lease and occupy a suitable decent, safe and sanitary dwelling in the building/complex upon completion of the project; and
  - Provisions of reimbursement for all reasonable out of pocket expenses incurred in connection with the temporary relocation as noted above.

<https://www.hudexchange.info/programs/relocation/overview/#temporary-relocation>

### Temporary Relocation That Lasts More Than 12 Months

Any residential tenant who has been temporarily relocated for more than one year must be offered all permanent relocation assistance which may not be reduced by the amount of any temporary relocation assistance previously provided. This is to include:



**Advisory Services.** This includes referrals to comparable and suitable replacement homes, the inspection of replacement housing to ensure that it meets established standards, help in preparing claim forms for relocation payments and other assistance to minimize the impact of the move.

**Payment for Moving Expenses.** You may choose either a:

- \* Payment for Your Actual Reasonable Moving and Related Expenses, or
- \* To have the agency move you with their movers or
- \* A combination of both, based on circumstances.

**Replacement Housing Assistance.** To enable you to rent, or if you prefer, buy a comparable or suitable replacement home, you may choose either:

- \* Rental Assistance, or
- \* Purchase Assistance.

**If you disagree with the Agency's decision as to the relocation assistance for which you are eligible, you may appeal that decision.**



## General Questions:

***How Will I Know I Am Eligible For Relocation Assistance?*** You should receive a written notice explaining your eligibility for relocation assistance. You should not move before receiving that notice. If you do, you may not receive relocation assistance.

***How Will The Agency Know How Much Help I Need?*** You will be contacted at an early date and personally interviewed by a representative of the Agency to determine your relocation needs and preferences for replacement housing and advisory services. The interviewer will ask certain questions about you and other members of your household, including questions about your income. It is to your advantage to provide the information so that the Agency can assist you in moving with a minimum of hardship. The information you give will be kept in confidence.



***How Soon Will I Have To Move?*** If possible, a mutually agreeable date for the move will be worked out. You will be given enough time to make plans for moving. Unless there is a health or safety emergency, you will not be required to move without at least 90 days advance written notice of (1) at least one "comparable replacement home" that is available to you and (2) the earliest date by which you must move.

### ***What Is A Comparable Replacement Home?***

A comparable replacement home is:

- Decent, safe, and sanitary.
- Functionally equivalent to (and equal or better than) your present home.
- Actually available for you to rent.
- Affordable.
- Reasonably accessible to your place of employment.
- Generally as well located with respect to public and commercial facilities, such as schools and shopping, as your present home.
- Not subject to unreasonable adverse environmental conditions.
- Available to all persons regardless of race, color, religion, sex, or national origin.

### ***What is Decent, Safe, and Sanitary Housing?***

Decent, safe, and sanitary housing is housing that:

- Meets applicable housing and occupancy requirements.
- Is structurally sound, weathertight, and in good repair.
- Contains a safe, adequate electrical wiring system.
- Has adequate living space for the occupants.
- Has a kitchen with a sink, hot and cold running water, and connections for a stove and refrigerator (if you were relocated from a housekeeping unit).
- Has a separate, complete bathroom with hot and cold running water.
- Has heating as required by climatic conditions.
- Has an unobstructed exit to safe, open space at ground level.
- Meets standards protecting occupants from lead-based paint hazards.
- If you are person with a physical disability, is free of any barriers which would preclude your reasonable use of the unit.



***Will The Agency Help Me Find A Replacement Home?*** Yes. You will be provided with referrals to housing that has been inspected to ensure that it meets established standards. If possible, you will be



referred to at least three comparable replacement homes. The maximum financial assistance for which you may qualify will be based on the cost of the most representative comparable replacement home that is available to you. Promptly after you become eligible for relocation assistance, the Agency will inform you of such unit and the maximum payment available.

Once the Agency representative has a clear understanding of your needs and preferences, he or she will work with you to assure that you are given the best possible choice of housing. The Agency will offer you appropriate transportation to inspect these units.

If you would like to move to government-owned housing or obtain a Housing Choice Voucher (HCV) let the Agency representative know of your interest. Generally, an eligible relocated person receives preference for such long-term housing assistance. You will be given assistance in completing any required application forms.

***What If I Find My Own Replacement Housing?*** You have every right to find your own replacement housing. However, before you rent or buy, ask the Agency to inspect the unit to make sure that it is decent, safe, and sanitary. If the housing unit is not decent, safe, and sanitary, you will not receive a replacement housing payment.

***What If I Encounter A Problem In Obtaining Housing Of My Choice?*** If you encounter a problem in buying or renting housing of your choice, notify the Agency immediately. The Agency will look into the matter and try to resolve it. You will receive this help whether you were referred to the housing unit or found it yourself.

If you are unable to buy or rent a housing unit because of discriminatory practices on the part of a real estate broker, rental agent, lender, or a property owner, the Agency will help you file a formal housing discrimination complaint with the U.S. Department of Housing and Urban Development or the appropriate State or local fair housing agency.

***What Other Services Will I Receive?***

In addition to help in obtaining a comparable replacement home, other assistance, as necessary, will be provided in order to minimize the impact of your move. This assistance may include referral to appropriate public and private agencies that provide services concerning housing financing, employment, health, welfare, or legal assistance. The range of services depends on the needs of the person being relocated.

You should ask the Agency representative to tell you about the specific services that will be available to help you and your family.

***What Is a Payment For Actual Reasonable Moving and Related Expenses?***

You may choose to receive a relocation payment to cover the reasonable cost of your move. If you choose a Payment For Actual Reasonable Moving And Related Expenses, you may include in your claim the reasonable and necessary costs for:

- Transportation for you and your family.
- Packing, moving and unpacking your household goods.
- Disconnecting and reconnecting household appliances and other personal property (e.g., telephone and cable TV).
- Storage of household goods, as may be necessary.
- Insurance for the replacement value of your property during the move and necessary storage.

- The replacement value of property lost, stolen or damaged in the move (but not through your neglect) if insurance is not reasonably available.
- The Agency will explain all eligible moving costs, as well as those which are not eligible. You must be able to account for any costs that you incur, so keep all your receipts. Select your mover with care. The Agency can help you select a reliable and reputable mover.
- You may elect to pay your moving costs yourself and be repaid by the Agency or, if you prefer, you may have the Agency pay the mover. In either case, let the Agency know before you move.

***What Is A Fixed Moving Expense And Dislocation Allowance?*** If you choose a Fixed Moving Expense and Dislocation Allowance, you will receive an allowance which is based on the number of rooms in your home or the number of rooms of furniture you will be moving, as shown on a schedule. The Agency has a copy of the schedule and will help you decide whether choosing this allowance is in your best interest.

If you do not have a large amount of personal property to move, this payment should be more advantageous. No special documentation is required to support your claim. You need only move your personal property and complete the appropriate claim form in order to receive your payment.

***How Much Rental Assistance Will I Receive?*** You may be eligible to receive Rental Assistance for a 42-month period if you choose to use a voucher and are able to find a comparable temporary replacement home. The assistance is computed in the following manner:

The assistance needed for one month is determined by subtracting the "base monthly rent" for your present home from the cost of rent and utilities for your new home (or a comparable replacement home, if that cost is lower). That monthly need, if any, is multiplied by 42, to determine the total amount that you will receive. This amount will be paid directly to you. The Agency must provide the assistance in monthly installments or other periodic payments. Generally, the base monthly rent for your present home is the lesser of: (1) the monthly rent and average monthly cost for utilities, or (2) thirty (30) percent of your average monthly gross household income, if you are low-income based on HUD income limits.

**Examples:** Let's say that the monthly rent and average cost for utilities for your present home are \$250; the monthly rent and estimated average utility costs for a comparable replacement home are \$350; and your monthly gross income is \$700. In this case your "base monthly rent" would be \$210 because you are low-income and that amount (30 percent of your income) is less than the monthly cost of rent and utilities at your present home (\$250).

- If you rent a replacement home for \$360 per month, including estimated average monthly utility charges, you will receive \$5,880. That amount is 42 times \$140 (the difference between the "base monthly rent" for your present home (\$210) and the cost for a comparable replacement home (\$350)).
- If you rent a replacement home for \$310, including estimated average monthly utility charges, you will receive \$4,200. That amount is 42 times \$100 (the difference between the "base monthly rent" for your present home (\$210) and the actual cost of your new home (\$310)).
- To qualify for rental assistance, you must rent and occupy a decent, safe, and sanitary home within one year after the date you move. However, the Agency will extend this period for good cause.

***If I Decide to Buy, Rather Than Rent, How Much Assistance Will I Receive?***

If you buy a replacement home, you may be eligible for assistance to make a down payment equal to the amount you would receive if you rented a comparable replacement home (i.e., 42 times the amount obtained by subtracting the "base monthly rent" for your present home from the monthly rent and estimated average monthly utility costs for a comparable replacement home). A down payment assistance payment will be paid in a lump sum.

**Example:** Assuming the information in the prior examples, the down payment assistance payment would be \$5,880. That amount is 42 times \$140 (the difference between the "base monthly rent" for your present home (\$210) and the monthly rent and estimated average monthly utilities cost for a comparable replacement home (\$350). The full amount of the payment must be applied to the purchase of the replacement dwelling.

***Must I File A Claim To Obtain A Relocation Payment?***

Yes. You must file a claim for each relocation payment. The Agency will, however, provide you with the required claim form, help you to complete it, and explain the type of documentation, if any, that you must submit in order to receive the payment.

If you must pay any relocation expenses before you move (e.g., a security deposit when you sign a lease for your new home), discuss your financial needs with the Agency. While refundable deposits are not covered by URA payments, you may be able to obtain an advance payment to meet these costs. An advance payment may be placed in "escrow" or paid directly to a contractor to ensure that the move will be completed on a timely basis.

You must file your claim within 18 months after the date you move. However, it is to your advantage to file as soon as possible after you move. The sooner you submit your claim, the sooner it can be processed and paid. If you are unable to file your claim within 18 months, ask the Agency to extend this period.

Be careful not to confuse this 18-month period with the 12-month period within which you must rent (or buy) and occupy a replacement dwelling in order to be eligible for a replacement housing payment.

You will be paid promptly after you file an acceptable claim. If there is any question regarding your right to a relocation payment or the amount of the payment, you will be notified, in writing, of the problem and the action you may take to resolve the matter.

***Will I Have To Pay Rent To The Agency Before I Move?***

If the Agency acquires the property in which you live, you may be required to pay a fair rent to the Agency for the period between the acquisition of the property and the date that you move. Such rent will not exceed the market rent for comparable properties in the area.

***Do I Have To Pay Federal Income Taxes On My Relocation Payments?***

No. Section 216 of the URA states that you need not report relocation payments as part of your gross income for Federal tax purposes. For information on State or local income taxes, you should check with the State or local income tax office in your area or with your personal tax advisor.

***What If I Don't Receive The Required Assistance. Can I Appeal?***

If you disagree with the Agency's decision as to your right to relocation assistance or the amount of a payment, or the adequacy of the housing to which you have been referred, you may appeal the decision to the Agency.

The Agency will inform you of its appeal procedures. At a minimum, you will have 60 days to file your appeal with the Agency after you receive written notification of the Agency's determination on your claim. Your appeal must be in writing. However, if you need help, the Agency will assist you in preparing your appeal.

If you are a low- or moderate-income person and are dissatisfied with the Agency's determination on your appeal, you may have an additional right to request administrative review of that decision (e.g., by HUD or the State).

You can expect a fair decision on any appeal. However, if you are not satisfied with the final administrative decision on your appeal, you may seek review of the matter by the courts.

**NEED  
HELP?**

***If I Have More Questions. Who Will Answer Them?*** If you have further questions after reading this booklet, contact the Agency and discuss your concerns with:

The CRHA Relocation Coordinator

Kathleen Glenn-Matthews

Address: Office Hours: Monday- Friday 9am- 5pm

Telephone No.: 434-987-9639

Email: [matthewsk@cvilleerha.com](mailto:matthewsk@cvilleerha.com)

**Pursuant to Public Law 105-117, aliens not lawfully present in the United States are not eligible for relocation assistance, unless such ineligibility would result in exceptional and extremely unusual hardship to a qualifying spouse, parent, or child as defined at 49 CFR 24.208(h). All persons seeking relocation assistance will be required to certify that they are a United States citizen or national, or an alien lawfully present in the United States.**

## Relocation Orientation Form

**Date:**\_\_\_\_\_ **Location:** \_\_\_\_\_ **Unit #:**\_\_\_\_\_

**Name of resident & others in attendance:** \_\_\_\_\_

<b>Who?</b>	Who is involved in developing your Individually Tailored Housing and Relocation Stability Plan "ITHRSP"?	You have the primary role in establishing your housing plan. If you are involved with other service providers, you will be asked if your case managers can be involved in the discussion to ensure that each provider is aligned with your plan. The role of the Relocation Coordinator is to support you with the follow through, and achievement of the plan. We encourage you to identify someone else to accompany you to your planning meeting for an extra set of eyes and ears. This could be a family member, friend, pastor, PHAR, legal aid, etc. Do you need help finding someone?_____
<b>What?</b>	What is an Individually Tailored Housing and Relocation Stability Plan?	Plans document all the steps both you and the Relocation Coordinator will take to support you in moving towards permanent housing. The plan addresses the steps needed to build on your resources and addresses any barriers. There are clear timelines so everyone knows what happens next, when things need to be done, and who is responsible for each action step. i.e. Where you are going, when the movers are coming, etc.
<b>Where?</b>	Where are Plans created?	Plans are developed onsite with the individuals who are being relocated from their current public housing location due to redevelopment.
<b>When?</b>	When are Plans created?	As soon as possible before relocation. It takes some time to make sure all of the supports are in place for your move. The sooner the work begins the better. This is an opportunity for you to capitalize on each day to work towards preparing for the move and to leave you in a better place than you were before relocation.
<b>Why?</b>	Why are Plans Important?	Plans create a clear road map for both you and the Relocation Coordinator. All of us know who is working on what and why. If you are struggling, the plan should be modified to adjust for the challenges you are facing. It is important to talk to your Relocation Coordinator about existing support systems, transportation, etc. that may be impacted by the move.
<b>How?</b>	How are Plans created?	Plans are developed with you before relocation. They reflect your voice and expressed goals. They include long-term and short-term goals. They have timelines and note who is responsible for completing each action item. Again, they can be updated or changed as needed. <i>Please see attached Sample Intake Questions and Relocation Information Brochure.</i>

**Questions?:** \_\_\_\_\_

**When would you like to meet to work on your Plan?**\_\_\_\_\_

*I reviewed the above information for relocation planning with my Relocation Coordinator.*

**Signature of Resident:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature of Relocation Coordinator:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **Sample Intake Questionnaire:**

### **Housing History**

1. Tell me about what works best for you living at Crescent Halls. Have you lived anywhere else that worked really well for you and if so, what was it about that situation that worked well?
2. What about Crescent Halls does not work well for you?
3. What are some things relevant to your housing that you need to make sure are in place at your new residence?
4. What current programs are you involved with who may need to be contacted?

### **Housing Challenges/ Wrap Around Service Needs**

1. What are your concerns about moving? Would you prefer to move to another location and if so where? If temporarily moving to another site what CRHA sites are your order of preference?
2. What do you use for transportation? What are some places you need to get to, or people that need to get to you, that may be impacted by moving? (schools, childcare, medical, mental health Current job and job options?
3. Do you need any special accommodations that are not currently in place?
4. Are there resources you need that the Relocation Coordinator can help you connect with? (food, medicine, healthcare)
5. Do you know if you have any housing or related debt (past due rent, utilities, etc.?) (opportunity to chat about opportunity to set financial goals and work with financial opportunity center)
6. Any anticipated changes on the horizon?

### **Alternative Housing**

1. If looking into a voucher or private rental, have you been on a lease before? How did that end? Can you get a positive landlord reference?
2. Have you ever lived somewhere using Section 8 before? How did that end? Have you tried applying for a new lease recently? What was the outcome? What did they tell you about your application?
3. Where would you like to live next? Is there a neighborhood you have in mind? Is there an area where you want to avoid?
4. Where do you have friends or family?
5. What kind of place are you looking for? What size unit?
6. What monthly rent are you trying to target? How much do you think you can afford each month?
7. How far are you willing/able to travel to/from home and work?
8. If looking at a voucher how comfortable are you looking for an apartment? What kinds of questions will you ask? Do you want someone/me to come with you when you start looking?

### **Other:**

1. Are you interested in opportunities for employment such as Section 3?
2. Are you interested in homeownership?
3. What are some goals you have? How can I help you with your goals?

[Home \(/\)](#) > [Programs \(/programs/\)](#) > [Real Estate Acquisition and Relocation \(/programs/relocation/\)](#) > Real Estate Acquisition and Relocation Overview in HUD Programs

# Real Estate Acquisition and Relocation Overview in HUD Programs

**MAP-21 Update:** The material on this web page may not reflect the MAP-21 URA updates. Refer to **Notice CPD-14-09** ([/resources/documents/notice-cpd-14-09-effective-date-of-map-21-changes-to-ura.pdf](#)) for MAP-21 for implementation guidance.

This module provides critical information on how HUD programs and projects may be impacted by two federal laws: the Uniform Relocation Assistance and Real Property Acquisition Policies Act (URA) and Section 104(d) of the Housing and Community Development Act.

## Overview of the URA

### Planning for Real Estate Acquisition and Relocation

#### What is a Program or Project?

#### Voluntary Acquisition vs. Involuntary Acquisition of Property

#### Key Acquisition Steps - Involuntary Acquisition

#### Who is Displaced? / Who is Not Displaced?

#### Relocation Notices

#### Relocation Advisory Services

#### Residential Relocation

#### Housing of Last Resort

#### Temporary Relocation

#### Nonresidential Relocation

#### Overview of Section 104(d)

#### Additional Information

## Overview of the URA

The Uniform Relocation Assistance and Real Property Acquisition Act (URA), is a federal law that establishes minimum standards for federally funded programs and projects that require the acquisition of real property (real estate) or displace persons from their homes, businesses, or farms. The URA's protections and assistance apply to the acquisition, rehabilitation, or demolition of real property for federal or federally funded projects.

- 49 CFR Part 24 (<https://www.gpo.gov/fdsys/pkg/FR-2005-01-04/pdf/05-6.pdf>) is the government-wide regulation that implements the URA.
- HUD Handbook 1378 ([https://www.hud.gov/program\\_offices/administration/hudclips/handbooks/cpd/13780](https://www.hud.gov/program_offices/administration/hudclips/handbooks/cpd/13780)) provides HUD policy and guidance on implementing the URA and 49 CFR Part 24 for HUD funded programs and projects.

This module covers URA requirements as they apply to HUD programs.

## What are the URA's objectives?

- To provide uniform, fair and equitable treatment of persons whose real property is acquired or who are displaced in connection with federally funded projects
- To ensure relocation assistance is provided to displaced persons to lessen the emotional and financial impact of displacement
- To ensure that no individual or family is displaced unless decent, safe, and sanitary (DSS) housing is available within the displaced person's financial means
- To help improve the housing conditions of displaced persons living in substandard housing
- To encourage and expedite acquisition by agreement and without coercion

## How do URA requirements impact your project?

Agencies conducting a program or project under the URA must carry out their legal responsibilities to affected property owners and displaced persons. Agencies should plan accordingly to ensure that adequate time, funding and staffing are available to carry out their responsibilities.

Some of those responsibilities include:

### For Real Property Acquisition

- Appraise property before negotiations
- Invite the property owner to accompany the appraiser during the property inspection
- Provide the owner with a written offer of just compensation and a summary of what is being acquired
- Pay for property before possession
- Reimburse expenses resulting from the transfer of title such as recording fees, prepaid real estate taxes, or other expenses



Please note that agency responsibilities for voluntary acquisitions differ. (Please see Voluntary Acquisition vs. Involuntary Acquisition in this training module for additional information.)

**For Residential Displacements**

- Provide relocation advisory services to displaced tenants and owner occupants
- Provide a minimum 90 days written notice to vacate prior to requiring possession
- Reimburse for moving expenses
- Provide payments for the added cost of renting or purchasing comparable replacement housing

**For Nonresidential Displacements (businesses, farms, and nonprofit organizations)**

- Provide relocation advisory services
- Provide a minimum 90 days written notice to vacate prior to requiring possession
- Reimburse for moving and reestablishment expenses

## Which HUD Programs are covered by URA Requirements?

URA requirements apply to most HUD programs. There are, however, some exceptions such as PIH's Section 18 Demolition and Disposition program (24 CFR Part 970).

You should refer to HUD's program rules to help determine whether the URA covers a particular program. When in doubt, grantees should contact their HUD Regional Relocation Specialist for assistance.

**A RESOLUTION PRESERVING THE RIGHTS OF CHARLOTTESVILLE REDEVELOPMENT AND HOUSING  
AUTHORITY TENANTS DURING AND AFTER REDEVELOPMENT**

**WHEREAS,** The Charlottesville Redevelopment and Housing Authority (hereinafter “CRHA”) is engaging in efforts to redevelop, remodel, and/or renovate its tenant dwellings;

**WHEREAS,** as a part of this process, tenants may be relocated to residential sites that are privately funded, or subsidized with funds other than HUD public housing funds, and shall be considered public housing tenants throughout the duration of their relocation;

**WHEREAS,** under HUD rules and regulations, tenants of public housing possess, *inter alia*, rights to be represented, to organize, and to participate in public housing authority decision-making, established by the United States Housing Act of 1937 and related regulations, in addition to policies of CRHA;

**BE IT RESOLVED** that all tenants of CRHA who move from public housing property as a part of the CRHA redevelopment process to other housing, regardless of funding source, whether public or private, shall retain their full rights as public housing tenants under the United States Code, Code of Federal Regulations, other HUD regulation, and CRHA policies for as long as they shall remain tenants of CRHA.