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## I. GENERAL INFORMATION

### Background

After 42 years of operation, the Housing Authority of the City of Yakima (the “Authority” or “YHA”), like other public housing authorities (“PHAs”), are facing new and unique challenges. Some of these challenges include attempting to respond to an increased demand for rehabilitating aging affordable housing with small replacement reserve accounts.

The Housing Authority of the City of Yakima has identified a strategy to revitalize seven of its real estate assets, the Valley Seven apartments with the use of the United State Department of Agriculture, Rural Development (USDA RD) , Multifamily Preservation and Revitalization Demonstration Program (MPR). The basic objective of the revitalization is to protect the long- term financial stability of the seven sites as well as alleviate the physical hurdles of the aging development ensuring that acceptable living environments are maintained for all residents.

Valley West	Sunset Terrace	Pioneer Plaza	Harvest Plaza	Sage Court	Horizon Plaza	Linda Vista
Tieton, WA 98947	Yakima, WA 98902	Yakima, WA 98901	Granger, WA 98932	Toppenish, WA 98948	Toppenish, WA 98948	Toppenish, WA 98948
23 units	20 units	20 units	16 units	10 units	23 units	30 units

### Purpose

This Plan sets forth the policies and procedures to be utilized by YHA for relocation of residents of the Valley Seven portfolio as the result of property rehabilitation.

In addition, the Plan attempts to outline key objectives and responsibilities for those persons or entities responsible for the implementation of the Plan.

### Objective

One of the primary objectives of this Plan is to minimize the hardships of relocation on the residents and to ensure that each resident temporarily displaced due to the renovation activity is provided the full measure of assistance for which the resident is eligible.

Based on preliminary assumptions of the construction scope, relocation will be a necessary part of this project repositioning such that the required level of capital improvements can be completed. YHA is committed to a deeply intentional relocation process with the following goals:

- Minimize disruption to the affected households;
- Efficiently utilize and coordinate limited resources;
- Clearly communicate rights, benefits and responsibilities of all parties; and
- Follow all applicable statutes and regulations at the federal and state levels.

**Policy and Procedural Guidelines**

This Plan sets forth policies and procedures, which will be necessary to conform to applicable statutes, regulations and guidance, including the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (“URA”) (46 U.S.C. § 4601 et seq.), including its implementing regulations (49 C.F.R. Part 24) and guidance found in HUD Handbook 1378

**II. PROJECT SUMMARY**

Significant capital improvements are needed at the Valley Seven apartments to restore long term viability. To better server lower income household, the project has received a project-based, Section 8 subsidy for all of the units.


**Project Condition and Renovation Summary**

Although the overall condition of the project is satisfactory, many components are reaching the end of their useful life or show significant wear. There are also some safety issues that need to be addressed.

The livability of the units will be addressed with upgrades to the interior spaces, with an emphasis on installation of energy efficient components. Those interior unit renovations will be based on selective renovations, which mean that those components within the unit that are either in poor condition or have reached the end of their useful life will be replaced. In addition to the above, budget constraints also play a role in the work being completed in each unit. Not all units will have the same components replaced.

**Project Timeline**

The chart below represents the estimated key milestone dates for the renovation work at the project. These dates are subject to change and are based on estimated financing closing dates and other variables. Residents would be notified by a member of the Relocation Team of any changes to the schedule as they become known.

	<b>Valley West</b>	<b>Sunset Terrace</b>	<b>Pioneer Plaza</b>	<b>Harvest Plaza</b>	<b>Sage Court</b>	<b>Horizon Plaza</b>	<b>Linda Vista</b>
Estimated Construction Start:	1/5/2020	2/12/2020	3/22/2020	4/26/2020	6/7/2020	6/10/2020	8/3/2020
Estimated Construction Completion:	2/19/2020	3/25/2020	4/18/2020	5/30/2020	7/22/2020	8/9/2020	9/29/2020

The renovation of the project is most likely to be completed in phases to lessen the burden on the residences.

## III. RELOCATION ASSISTANCE

It is expected that the majority of residents will experience only a temporary relocation. Due to the nature of the improvements to be made, each unit is likely to be vacated in its entirety during work on that unit. Some residents could be temporarily relocated to another vacant unit within the development, or other off-site accommodations as needed for the General Contractor during the renovation.

### **Eligibility for Relocation Assistance**

Eligible Residents - Any resident legally residing at the project, who is required to move from a dwelling unit scheduled for rehabilitation, shall be considered eligible for relocation assistance.

### **Ineligible Residents**

A resident that is unlawfully occupying a unit shall not be eligible for relocation assistance. Unlawful occupancy is:

- (1) occupancy by a person that has been ordered to move by a court of competent jurisdiction;
- (2) or, if the person's tenancy has been lawfully terminated by YHA for cause, the resident has vacated the premises, and the termination was not undertaken for the purpose of evading relocation assistance obligations.

Relocation benefits shall be forfeited and/or terminated if a person that was initially determined eligible for relocation benefits is subsequently evicted through court action during the relocation period.

An eviction related to non-compliance with a requirement related to carrying out the project (e.g. failure to move or relocate when instructed, or to cooperate in the relocation process) shall not negate a person's entitlement to relocation payments and other assistance set forth in the URA and this Plan.

### **Provision of Assistance**

Any resident who is relocated shall be provided relocation assistance including financial assistance, in accordance with the applicable law and regulations and/or YHA policies. The level of relocation and financial assistance provided will be dependent on the relocation method applicable to each resident.

### **Temporary Relocation**

Most residents will have to relocate temporarily to other units within the same property or to units off-site at another location while their unit is undergoing rehabilitation. Temporary relocation should not extend beyond one year.

After a temporary relocation, some residents may decline to move back to the revitalized site. Such residents will not be eligible for relocation assistance if they are offered a revitalized unit at the Project but voluntarily decline to accept a revitalized unit. The Owner may not propose or request that any residents waive rights or entitlements to relocation assistance under the URA.

### Extended Temporary Relocation

It is not anticipated but, if it is necessary for any resident to be relocated for more than one year, the resident becomes eligible for all permanent relocation assistance and payments under URA, the resident will be given the opportunity to choose to remain temporarily relocated for an agreed upon time period based on new information about when they can return to the project, or may choose voluntary permanent relocation. The Owner may not propose or request that a displaced person waive rights or entitlements to relocation assistance under the URA.

### Permanent Relocation

There is no permanent relocation anticipated as a result of the rehabilitation, however, if residents are permanently relocated, the Owner will comply with all applicable requirements of URA.

If the resident must be temporarily relocated due to construction beyond 12 months, and chooses voluntary permanent relocation, the Owner must secure informed, written consent from the resident of their understanding of the permanent relocation assistance and payments to be provided and acknowledgement that acceptance of such assistance terminates their right to return to the project.

After the project's financial closing, each resident will receive a Notice of Relocation Eligibility for temporary relocations, and they will be assisted in their move in accordance with URA requirements and this Relocation Plan.

## IV. RELOCATION SERVICES

The following services and financial assistance shall be provided for residents that are temporarily or permanently relocated.

### Needs Assessment

The YHA has contracted with Vootbox, a third-party moving ("TPM") specialist and coordination company, Vootbox, on behalf of YHA, shall be responsible for conducting individual needs assessment for each affected household to determine their unique relocation needs. A professional, open and compassionate relationship must exist between the residents and the relocation team members. An initial Intake Interview will foster a positive relationship.

During the Intake Interview with the resident and Vootbox ("TPM") should deliver a "Relocation Packet" for the residents comprised of the following:

- Informational Statement Brochure; which includes the Residents' "rights" as they pertain to this Plan including the right of the Resident to return after renovation, as well as the Contact person and telephone number to use during the relocation
- The Temporary Relocation: Memorandum of understanding that describes the plans for the interior unit renovation and the resident's responsibility to be ready for that work;

### Relocation Advisory Services

As a function of the overall relocation assistance program, technical and advisory assistance will be provided to all residents by the YHA relocation staff, or contracted relocation representatives. The following services should be offered to the residents:

- Each resident household will be personally interviewed to gather information appropriate to determine needs and preferences with regard to the temporary accommodations. Inquiries made of residential occupants by relocation personnel will cover the following areas: family size, language preference, age and health considerations, current employment status, family income, transportation needs, and other preferences.
- Providing referrals to governmental and social service agencies, as necessary and appropriate.
- Identifying the needs and preferences of residents, using surveys, interviews with open-ended questioning and checklists.
- Providing additional opportunities to discuss relocation housing options. Every resident should have at least two weeks from the initial Intake Interview to determine which housing option or benefit option they prefer, if applicable. Residents will be able to change their preference after the initial selection, as long as change is 30 days prior to temporary relocation date.
- Informing residents about available relocation assistance.
- Discussing with the household how each relocation housing option might meet their stated needs.
- Explanation of the relocation payments and other assistance for which households and individuals may be eligible, including related eligibility requirements and the procedures for obtaining such assistance.
- Language translation assistance will be provided, as needed.
- Details the type of renovation to be completed in the unit and the related resident responsibilities.
- Maintain standard YHA formal grievance procedure.

## V. TEMPORARY RESIDENT RELOCATION OPTIONS

### Temporary Relocation Housing Unit

As part of YHA's conversion of the Valley Seven apartments, every household will need to move temporarily as a result of the renovation to their unit. Each unit will have varying degrees of renovation work depending upon the condition of the components within the unit. As such, resident moves will vary from a "day move" (no overnight relocation) to up to ten (13) days out of their unit. YHA will offer all residents the opportunity to indicate a relocation preference at least 30-days prior to the renovation beginning at a project.

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For those residents who are required to leave their unit due to the renovation scope, the resident will be required to move from their current dwelling unit 1 days prior to renovation work beginning. The temporary relocation options unit must be decent, safe, and sanitary and provided to the tenant at a cost no greater than what they are currently paying in the project. Every effort will be made to provide residents with the greatest amount of time feasible to move to the temporary relocation housing. The decent, safe and sanitary options are either a hotel set up by the YHA, a vacant unit within the YHA portfolio or by residents' choice, stay with friends and family.

Residents will be given 30 days notice to pack irreplaceable and valuable items, these items will need to be kept in their possession at all times, meaning they will need to accompany them along with all of their belongings, clothing, food, medicine needed for the number of days/nights the resident will be relocated from their unit.

Resident will also need to use this 30 days notice to prepare and pack computers, printers, clocks phones and other small electronics and small appliances by unplugging them/turning them off and to then place these items in to boxes they seal, which will remain sealed but may remain in the unit to be moved by professional movers.

Residents belongings will be moved by Vootbox and stored on site in individual PODs for safe storage. No access will be allowed to these PODs so it is expected that residents pack and bring with them what is needed for their temporary relocation.

Residents will be required to pack and move their own 13 day of supply of immediate need items, such as medications, clothing, food etc.

### Day Moves

For some households, their interior unit renovations will not require overnight relocations but instead work will take place between 10:00 a.m. and 5:00 p.m. Depending upon the type of work, day relocations may range from three (3) to four (4) days, however, most will be one (1) to two (2) days. Again, depending upon the type of work being completed in the unit, most residents and their service animals will be asked to leave their unit during the day but will be able to return at the end of the day. Residents will not be allowed entry back into their unit during the day while renovation work is ongoing in their unit. Each resident who is asked to leave their unit during the day will receive a stipend based on number of meals that the resident will be displaced for, per day, as compensation for the inconvenience of leaving their unit.

The YHA has strict policies regarding day relocations turning into overnight relocations at the residents' request as there are inadequate funds to cover such revisions. The exception to this rule would be a resident's request for a reasonable accommodation to move out of their unit if day works takes longer than a single day.

### Temporarily relocate to a "temporary unit" within the Project

This option is only available to those households that are being asked to leave their unit overnight and not available for residents who are "day relocations." If a vacant unit is available within the project, a household has the option of staying in that unit, which shall include basic furnishings. While the temporary unit is vacant and prior to placing any resident in said unit, YHA will have the unit cleaned, inspected for pests (including but not limited to bedbugs and rodents), exterminated fully if evidence of such pests is found, and re-inspected. In addition, prior to the move, residents will pack irreplaceable and valuable items, these items will always need to be kept in their possession. Resident will also need to prepare and pack computers, printers, clocks phones and

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other small electronics and small appliances by unplugging them/turning them off and to then place these items in to boxes they seal, which will remain sealed but may remain in the unit to be moved by professional movers.

Residents belongings will be moved by Vootbox and stored on site in individual PODs for safe storage. No access will be allowed to these PODs so it is expected that residents pack and bring with them what is needed for their temporary relocation.

### **Temporarily relocate to a friend or family's residence during construction.**

A household may choose to stay with a friend or family during the renovation of their unit. Residents will pack irreplaceable and valuable items, these items will need to be kept in their possession at all times. Resident will also need to prepare and pack computers, printers, clocks phones and other small electronics and small appliances by unplugging them/turning them off and to then place these items in to boxes they seal, which will remain sealed but may remain in the unit to be moved by professional movers.

Residents belongings will be moved by Vootbox and stored on site in individual PODs for safe storage. No access will be allowed to these PODs so it is expected that residents pack and bring with them what is needed for their temporary relocation.

Residents are requested to bring all of their belongings, clothing, food, medicine needed for the number of days/nights the resident will be relocated from their unit.

### **Temporarily relocate to an Extended Stay Hotel**

This option is only available to those households that are being asked to leave their unit overnight and not available for residents who are "day relocates." A household may choose to temporarily relocate off-site to a Hotel during the time of the resident relocation. Residents will pack irreplaceable and valuable items, these items will need to be kept in their possession at all times. Resident will also need to prepare and pack computers, printers, clocks phones and other small electronics and small appliances by unplugging them/turning them off and to then place these items in to boxes they seal, which will remain sealed but may remain in the unit to be moved by professional movers.

Residents belongings will be moved by Vootbox and stored on site in individual PODs for safe storage. No access will be allowed to these PODs so it is expected that residents pack and bring with them what is needed for their temporary relocation. Residents are requested to bring all of their belongings, clothing, food, medicine needed for the number of days/nights the resident will be relocated from their unit.

## **VI. PERMANENT RESIDENT RELOCATION OPTIONS**

In the event that the Owner offers to permanently relocate a resident from the site, the Owner is bound by URA requirements. A resident who accepts the Owner's offer to relocate will be eligible for all permanent relocation assistance and payments under URA. Such tenants will receive a permanent relocation notice.

A permanently relocated resident will be entitled to all of the services indicated in Section IV above but would potentially receive other services deemed appropriate. Additional relocation assistance options would also be



available and would be discussed as part of a Resident Intake Interview or subsequent Needs Assessment Interview.

### VII. SELECTING A RELOCATION OPTION

Households are strongly advised to fully utilize the Relocation Packet provided at the mandatory tenant meeting and to carefully and thoroughly consider all relocation housing options before making a selection.

Each household will be required to attend the mandatory tenant meeting to understand the relocation housing selection options. 45- 30 prior to move out Vootbox will meet privately each resident to discuss the entire relocation process, and review with the household all the resources and choices available for relocation. At this meeting, the household will complete and sign the temporary relocation: Memorandum of Understanding, that will document:

- a) The type of relocation, either Day or Overnight.
- b) Each resident's tentative decisions in order of preference if an Overnight Move.
- c) Any special health, public transportation, neighborhood, or similar considerations for relocation housing.
- d) Information regarding need for packing assistance and any large, unusual, or difficult items to be moved. The Third-Party Mover will provide packing and unpacking services upon advance request and on the demonstration of need and will require some general information regarding level of need to adequately schedule the services.
- e) The number and type of service animals which each household currently has, and the documents for them.
- f) The resident's primary language spoken at home (if other than English) and the language in which the resident prefers to receive written communication.
- g) The type of work that will be completed in their unit.

If the Resident is an Overnight move and needs additional time to consider their Options, an additional one week would be granted to residents to return their completed and signed Option Election Form, as long as this timeline does not contradict needing the decision 30 prior to temporary relocation date. Two copies of the completed form will be provided to each household, and the original will be filed in the household's relocation file.

Households are strongly advised to carefully and thoroughly consider all relocation options before making a selection. While it may be possible to later change the selection, households may not be eligible for the same benefits as initially available, such as specifying a certain off-site location.

The YHA and the Third-Party Mover will take care to respect the privacy rights of each household. Any personal data which is necessary for the relocation will be kept confidential and not shared with anyone unless required by law, with the resident's written permission, or among YHA where necessary to perform the staff persons' job.

### VIII. RESIDENT NOTICES

Each household will receive written a General Information Notice of the project. The written notices will ensure that all residents are aware of the project renovation, the relocation process, if applicable, and any relocation assistance that is available to them. YHA at a minimum will provide the following notices to residents impacted by the renovation work.

### Required Notices

**1. General Information Notice**

This notice will inform residents of the plan to relocate residents and the renovation of the property. The notice will be sent out no later than 2 weeks prior to a group tenant meeting to discuss the GIN contents, approximately 90 prior to the start of construction. Persons not in good standing will receive a modified General Information Notice informing them that eviction for cause may affect their eligibility for relocation payments.

**2. Notice of Non-Displacement**

This notice will be issued after the General Information Notice, but prior to 30 days before construction start. This notice informs households who are anticipated to return in their current unit at the end of their current unit's construction period of their rights and of the terms and conditions of remaining at the property. The notice will be mailed to each resident through the United States Postal Service, via certified mail, return receipt requested, and/or served in person via hand-delivery.

**3. Seven Day Notice**

This notice provides residents an additional notice to prepare for temporary relocation. This notice will describe the earliest date they can move, the unit they will be moving to.

### Other Potential Notices

**4. Five Day Notice**

This notice provides residents with the earliest date they can move back to their original unit. Verification of return date will be confirmed 24 hours prior.

## VIV. RELOCATION PROCESS

### Relocation Steps

The Project should have an internal schedule of resident notices, resident meetings and construction schedules. The basic schedule of resident notices and inspections for the Project are detailed below.

During this period (defined as 60-days prior to start of construction and ending on the day unit construction commences) resident notifications would be delivered, required members of the Relocation Team would meet with residents, manpower requirements would be determined, resident move status will be planned, and other critical scheduling would be identified.

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1. On or about the 60th day prior to the start of construction, the General Contractor, together with the Construction Team (“CT”) would inspect each unit to determine the scope of renovation and schedule. YHA member should also attend that inspection, such that they are able to answer resident questions and deflect questions of the construction team. The TPM member should also take notes as it relates to potential relocation obstacles and the magnitude of a resident move.
2. Around the 50th day prior to interior unit renovations commencing, the CT should deliver to the YHA, a copy of the interior Unit Construction Report (“UCR”) for each occupied unit in the phase in which the interior unit construction work is anticipated. The UCR shall include those components being replaced in the unit, resident responsibilities and a schedule for the work in the unit.
3. Approximately 40-days prior to the start of construction, the TPM will have conduct a mandatory resident meeting to discuss generic timelines, relocation benefits and details. During this meeting, a YHA member will be present to help answer questions. The TPM member will review relocation options available to residents and request that each tenant complete the Resident Intake Form (“RIF”). The TPM will also note that a follow up, one on one mandatory meeting will be required no later than 30 days prior to the start of construction.
4. Between the date in which the YHA receives the UCR and not later than 30-days before the renovation work starts in a unit, Vootbox shall have met with each resident for the resident’s Intake Interview meeting. During the meeting with each resident, Vootbox, on behalf of YHA will deliver the Relocation Packet to the resident, along with other required information. This meeting would be mandatory for every resident. During this meeting, the TPM member will review resident’s questions and go over the options that the resident has chosen regarding their relocation from their residence. The TPM shall be responsible for notifying the CT of the specific inspection information. Residents will be reminded that they will be responsible to pack irreplaceable and valuable items, and small electronics and appliances, as described above.

Residents will be reminded that they will be required to be out of their unit by 10 am on the day of their move out, and that the remaining of their belongings will be moved by TPM and stored on site in individual PODs for safe storage. No access will be allowed to these PODs so it is expected that residents pack and bring with them what is needed for their temporary relocation.

5. Seven (7) days prior to the start of construction, CT, the Relocation Team and TPM, together with the General Contractor’s Construction’s Site staff shall meet to discuss last minute logistics and scheduling issues. YHA’s CT shall coordinate the time and place of such meetings. Any changes that would affect the resident status during construction shall immediately be communicated to the resident by a member of the Relocation Team.
6. Seven (7) days prior to the scheduled start of construction, a staff member from the Third-Party Mover shall delivery the move out notice and provide any last-minute instructions, contact information of lodging and transportation requirements, and any monetary stipends.

### IX. MOVING

#### **The Move Itself**

To some extent, all households must assist in getting their unit ready for the renovation work. Depending upon the type of renovation work will determine the level of moving required. Notwithstanding, each household will be responsible for packing their required belongings and potentially preparing furniture for moving.

In all instances, a household will not be required to move during the fourth week of November, and the last two weeks of December, or during times when a household is otherwise celebrating a culturally or religiously significant event. As set forth elsewhere in this agreement YHA shall be responsible for moving all residents.

During the 30-day resident Relocation Details Meeting, a member of the TPM staff will provide specific information as to the work to be completed in the unit and what the responsibilities of the residents will be as part of packing or moving their furnishings. For instance, if renovation work includes new kitchen counters, kitchen sink and faucet as well as new light fixtures, the Relocation Staff will specify that the resident needs to pack/move all items currently on the kitchen counters.

At the Relocation Details Meeting, boxes and other packing supplies will be given to the resident to pack the items required of them, based on their needs. If they should need more, the YHA or the TPM will have access to more upon request. All other belongings will be packed & moved by the TPM.

The Third-Party Movers will provide packing and unpacking services upon advance request and on the demonstration of need, and will require some general information regarding level of need to adequately schedule the services.

All cost related to moving furnishings/belongings of the residents within the unit as well as potentially moving and storing a resident's belongings off-site will be borne by YHA.

#### **Moving Materials**

The Third-Party Mover will provide all boxes including wardrobe boxes, tape, bubble wrap, and similar supplies needed for residents to complete their portion of preparing for the construction renovation. Materials should be delivered to each resident at least 15 days prior to the renovation commencing and will also be made available on site. Residents should contact a member of the Relocation Team in advance if additional supplies are required.

#### **Moving and Storage Costs**

YHA households will not incur any costs associated with moving their furniture, fixtures, belongings and equipment from their unit or those cost related to moving belongings within their own unit.

For moves in which a resident's belongings are being moved from their unit, a Third-Party Mover shall provide moving services, and will contract with a storage center as needed to provide secured space for storing belongings. The moving companies and storage center will bill YHA directly for services and/or costs. Under the terms of its contract, the movers and/or storage center will be liable for the 100% replacement value of lost and damaged goods for each move. Additionally, the movers will be required to carry general public liability insurance on an occurrence basis of at least \$500,000. YHA will maintain copies of the certificate of insurance for all such contractors at its offices.

The Third-Party Mover will also provide assistance with packing all units but will only provide assistance with unpacking based upon demonstration of need as required and will cover all packing costs. Under no circumstances should residents move themselves. All out of unit moves are to be conducted by professional movers. Residents should be responsible only for moving perishable, fragile, or other small items themselves.

In-unit moving of a resident's personal belongings/furnishings will also be conducted by the Third-Party Moving staff.

Residents who require assistance packing or unpacking, or have any special moving needs, must contact the YHA at least 15 days prior to their scheduled move to ensure enough time to schedule the appropriate assistance. Residents who do not provide this notification, and as a result, are not ready for the move on their assigned day, may be charged to partially cover the cost of either completing the packing on that day by the moving company, or pay \$100 per day of delay.

## X. RELOCATION TASKS, STAFFING & RESPONSIBILITY

### Staffing

Relocation services for households will be provided by YHA staff and other third-party entities with oversight by YHA. Any person or entity that is part of the Relocation Team should have the expertise in the intricacies of the relocation assistance process and ensure that residents' rights are respected during the renovation and relocation.

The Developer's construction team should work closely with the relocation team to coordinate construction and planning efforts to reduce displacement, minimize impacts, and implement designs that keep the goals of the Relocation Plan in mind.

Members of the Relocation Team will oversee relocation efforts and ensure the necessary resources for successful relocation are provided. Members of the Relocation Team will be engaged in supporting both the relocation and construction efforts by providing needed services to the residents.

Regular team meetings will be held to coordinate efforts and to review process.

### Task & Responsibilities

The following entities are part of the Relocation Team.

**Housing Authority of the City of Yakima (YHA)** – Will act as Owner ensuring that resident needs are met during construction.

- Process paperwork needed for relocation, including general information notices, ongoing resident notices, relocation agreements, per diem requests, and check requests;
- Attend group resident meetings to discuss relocation and proposed unit improvements;
- Be available to deal with residents' relocation concerns and questions individually as well as at resident meetings, which may be held in evenings
- Attend unit inspections with contractor, as scheduled, prior to resident moveout.
- Establish the schedule for activities;

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- Create resident checks stipends for meals;
- Respond to and resolve problems which impact relocation: moving crew mistakes or problems, resident problems, etc.;
- Post GIN and NND resident notices;
- Assist with resident questions and complaints;
- Act as main contact for moving crew and contractor during relocation process;
- Collaborate and provide information related to revisions to the Relocation Plan as needed;
- Track relocation cost, both third-party vendors and internal expenditures, against budgets;

### **Vootbox - Third-Party Mover**

- Serve as the “helping hands” and “friendly face” to the residents during construction and relocation
- Monitor and assess resident households’ progress in packing for relocation. If needed, arrange for assistance for households to meet schedule;
- Work with internal accounting department for hotel voucher payments;
- Serve as the day-to-day contact person with individual residents.
- Manage/maintain the schedule for activities provided by YHA and coordinate logistics;
- Select, negotiate, and procure off-site housing for those residents who will be temporarily displaced
- Arrange for translation /interpretation services as needed;
- Inspect units and resident characteristics to assess relocation move needs;
- Attend unit inspections with contractor, as scheduled, prior to resident moveout.
- Work with pest inspector and property management staff, assess all units for pests prior to relocation and arrange for pest treatment if identified;
- Procure outside services such as transportation, pet care or boarding, various community activities, etc.;
- Coordinate needed social services for residents’ personal needs during the relocation process;
- Coordinate counselling and (option) to assist the residents in packing and unpacking belongings;
- Work with Contractor’s Site Superintendent to ensure that units are construction ready;
- Disassemble and reassemble furniture;
- Carry heavy items long distances and up/down stairways; and
- Wrap/seal off furniture and household goods.

### **Walker Construction** -The renovation contractor

- Respond to and resolve problems which impact relocation: moving crew mistakes or problems, resident problems, etc.;
- Maintain the overall schedule for the relocations;
- Establish the schedule for activities and coordinate logistics;

Strong organization, planning and processes will be the key to a successful and smooth relocation experience. To that end, the Relocation Team should create and maintain a Resident Tracking Schedule during the relocation process, which identifies key data and information including: resident name, address, contact information, move date, renovation work, temporary relocation unit, notice dates, hardships, pest control inspection, relocation option chosen, duration of construction, etc.

### XI. RELOCATION BUDGET

Early, common sense planning is necessary to ensure that sufficient funds will be budgeted to comply with laws, regulations and resident needs. Relocation assistance is costly and can seriously affect the viability of the project. Errors in judgment, determinations on the needs of the resident or not staying in touch with a resident during the pre-move phase can lead to project delays, inflated relocation cost and other serious consequences to the Authority and the tax credit partnership.

YHA staff will have considered the answers to many of the questions in the relocation plan when developing the budget cost for relocation.

The preliminary relocation budget is included as an Addendum to this report.

### GLOSSARY OF TERMS

The capitalized words and phrases used in the Relocation Plan shall have the following meanings (such meanings to be equally applicable to both the singular and plural forms of such words and phrases).

**“Authority”** – The Housing Authority of the City of Yakima or YHA.

**“Construction Team”** – Members of the General Contractor’s staff.

**“Construction Packet (CP)”** – A summary of information about the construction, time-tables, responsibilities given to the residents at the Projects.

**“Developer”** – The Housing Authority of the City of Yakima or YHA.

**“General Informational Notice (GIN)”** – The notices given to all residents explaining their rights.

**“Good Cause”** – Resident demonstrates that the housing unit poses an immediate and severe threat to the family’s life, health or safety.

**“Intake Interview”** – Sometime between 60 days and not less than 35 days prior to interior unit renovation work, a Relocation Team member shall have met with each resident to discuss relocation logistics including the Relocation Packet, Options Election Form, Unit Construction Report and filling out the Resident Intake Form.

**“Notice of Non-Displacement”** – Notice given to all residents indicating that they will not be temporarily displaced because of the renovation.

**“Relocation Details Meeting”** – A meeting between the Relocation Team and the resident to explain work to be completed in their unit and moving responsibilities of the tenant as well as the Third Party Mover.

**“Resident Intake Form (RIF)”** – An internal relocation form that includes:

- Information regarding the resident’s preference of packing assistance
- Household contact information
- Specific resident needs, preferences, or concerns



## Valley Seven Relocation Plan

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- Any additional comments or information

**“Relocation Packet”** – packet of information given to resident by the Relocation Team, which describes various aspects of the relocation logistics and construction, including but not limited to relocation staff contact information, resident’s rights, RAD information, relocation options and other relevant information required by either YHA.

**“Relocation Stipend Payments”** – A stipend made to a resident as a reimbursement for not having the use of their kitchen during renovation work in their unit. The amount of the stipend will depend upon the duration in which the kitchen is unusable and the number of household members.

**“Relocation File”** – File to be kept for each household which include all notices and correspondence throughout the relocation process. File shall be stored in a secure location onsite.

**“Relocation Plan (Plan)”** – The proposed strategy that specifies the methods and procedures, in which households are temporarily or permanently relocated.

**“Relocation Team”** – Members of the Housing Authority of the City of Yakima, Third-Party Movers, general contractor and any other third-party entities that will manage the logistics of the relocation process in such a way as to minimize the disruption to the residents.

**“Resident Tracking Schedule”** – An excel database that identifies the resident name, address, contact information, move date, renovation work, type of relocation, duration of construction, etc.

- Information regarding need for packing assistance and any large, unusual, or difficult items to be moved;
- The number and type of pets/service animals which each resident currently has;
- The resident's primary language spoken at home (if other than English); and
- The language in which the resident prefers to receive written communication.

**“Third Party Mover (TPM)”** – Third party vendor responsible for moving resident’s belongings within the unit, project or into storage containers and other task requested by either YHA which could include but not limited to posting of notices, packing assistance to residents, unpacking assistance, etc.

**“Uniform Relocation Assistance (URA)”** – The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, 42 U.S.C. 4601–4655 (URA), established a program, which includes the payment of moving and related expenses, to assist persons who are displaced because of Federal or federally assisted projects. The Federal Highway Administration (FHWA) is the lead agency for implementing the provisions of the Uniform Act and has issued government-wide implementing regulations at 49 CFR part 24. Section 4622(b) of the URA provides that, as an alternative to being paid for actual residential moving and related expenses, a displaced individual or family may elect payment for moving expenses on the basis of a moving expense schedule established by the head of the lead agency. The government-wide regulations at 49 CFR § 24.302 provide that the FHWA will develop, approve, maintain, and update this schedule, as appropriate. This schedule is commonly known as the Fixed Residential Moving Cost Schedule and is updated on a periodic basis.

**“Unit Construction Report (UCR)”** – a report that details the scope of work that is being completed within each occupied unit and the corresponding list of resident responsibilities that are needed in order for that work to be completed.



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**“YHA Construction Team (CT)”** – is the Developer’s team in charge of overseeing the general contractor and architect during the preconstruction and construction phases.

The use of the words “resident; resident; family; or, household” in this document shall be interchangeable and have the same meaning and context; and, whether used in the singular shall include the plural, and vice versa as the context may require.