



## INFORMATIONAL STATEMENT RELOCATION ASSISTANCE FOR TEMPORARY MOVES

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### INTRODUCTION

This booklet describes the relocation assistance and assistance provided to tenants who are required to move from their homes as a result of the Agency rehabilitation activities.

If you are notified that you will be temporarily relocated, it is important that you do not move before you have been advised of the relocation payments and other assistance to which you are entitled.

This booklet may not answer all of your questions. If you have more questions, please check the back of this booklet for the name of the Relocation Agent to contact.

### SUMMARY OF RELOCATION ASSISTANCE

As an eligible tenant who will be required to temporarily move from your home, you will be offered appropriate advisory and financial assistance to help you temporarily relocate which will include:

1. Reimbursement for all reasonable out-of-pocket expenses incurred in connection with the temporary relocation which include:
  - The cost of moving to and from the temporarily occupied housing, and
  - Any increase in monthly rent/utility costs at such housing.
2. Referrals to comparable replacement homes.

Other help to minimize the impact of the temporary move, including the inspection of replacement housing to ensure that it meets established standards and help in preparing claim forms for relocation payments.

As a temporarily relocated tenant, you will also be entitled to the terms and conditions under which they are entitled to lease and occupy a suitable, decent, safe, and sanitary dwelling in the building/complex upon completion of the project which can include:

- The monthly rent will either remain the same at the time of or if increased, the new rent and estimated average utility costs will not exceed 30% of the adjusted gross income of all adults members of each household; and
- The newly rehabilitated apartment will be decent, safe and sanitary and accommodate the number of rooms for your family size according to housing

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occupancy standards. Of course, you must comply with the reasonable terms and conditions of your lease.

If you disagree with the Agency's decision as to your right to a relocation assistance payment, or the amount of the assistance, you may appeal that decision.

### HOW WILL I KNOW IF I'M ELIGIBLE FOR RELOCATION ASSISTANCE?

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 temporary replacement housing and other services. The interviewer will ask certain questions about you and other members of your household.

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 WILL CSU KNOW HOW MUCH HELP I NEED?

You will be personally interviewed by our relocation consultant to determine your relocation needs, preferences for a replacement location, and other services. The interviewer will ask about your space requirements. It is to your advantage to provide the information so that the CSU can assist you in moving with a minimum of hardship. The information you give will be kept in confidence.

### HOW SOON MUST I MOVE?

The Agency will work with you so that there will be ample time worked out. You will be given enough time to make plans for moving. Unless your continued occupancy would present a health or safety emergency, you will not be required to move without at least 30 days advance written notice. Most importantly, you will not be required to move before a comparable temporary replacement home, or other suitable temporary housing is available to you.

### WILL CSU HELP ME FIND A TEMPORARY REPLACEMENT HOME?

**Yes.** You will be provided with referrals to temporary replacement housing that has been inspected to ensure that it meets established standards. 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.

### WHAT IS A COMPARABLE TEMPORARY REPLACEMENT HOME?

A comparable temporary replacement home is:

- Decent, safe and sanitary.

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- Functionally similar to your present home, or a hotel / motel unit for short stays.
- Actually available to you.
- Affordable according to legal standards.
- Reasonably accessible to your place of employment or potential place of employment.
- Generally as well located with respect to public and commercial facilities, such as schools and shopping, as to your present home.
- Not subject to unreasonable adverse environmental conditions.
- Available to all persons regardless of race, color, religion, sex or national origin.

### **WHAT IF I FIND MY OWN TEMPORARY REPLACEMENT HOUSING?**

You have every right to find your own temporary replacement housing. However, before you rent or lease, the Agency representative must inspect the unit to make sure that it is decent, safe and sanitary. If the temporary housing unit is not decent, safe and sanitary, you may not receive a temporary replacement housing assistance payment.

### **WHAT IF I ENCOUNTER A PROBLEM IN OBTAINING TEMPORARY HOUSING OF MY CHOICE?**

If you encounter a problem in leasing or renting temporary housing of your choice, notify the Agency immediately. The Agency representative will look into the matter and try to resolve it. You will receive this help whether you were referred to the temporary housing unit or found it yourself.

If you are unable to lease or rent a temporary 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 Department of Housing & 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 temporary 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 housing financing, employment, welfare or legal assistance.

The range of services depends on the needs of the person being displaced. You should ask the Agency representative to tell you about the specific services that will be available to help you and your family.

### WILL I HAVE TO PAY RENT TO CSU BEFORE I MOVE?

**Yes.** You will continue to pay your rent as usual before and during your temporary relocation. The new rent at your temporary unit will be paid by the Agency.

### WHAT IS A PAYMENT FOR ACTUAL REASONABLE MOVING AND RELATED EXPENSES?

Generally, the Agency will assist you in moving, if necessary. Often, your household goods can remain in your unit during rehabilitation however, it is your responsibility to secure all your valuables. If, due to the project, it becomes necessary to move your household goods to a different location, you may be eligible to receive a Payment for Actual Reasonable Moving and Related Expenses, you may include in your claim the costs of:

- Moving your household goods, including necessary insurance on the household goods while in transit.
- Disconnecting and reconnecting household appliances.
- Transportation for you and your family.
- Storage of household goods, including the cost of insuring them while in storage, as may be necessary.
- Utility reinstallation.

The amount of the payment you receive for moving your household goods may be calculated in one of the following ways:

1. **Actual Move:** This payment is based on two bids from licensed professional movers. The professional movers will move your household goods and the Agency will reimburse your costs up to the amount of the lower of the two bids. To receive this payment you must present the Agency with the paid invoice from the movers you chose to use.
2. **Fixed Move:** This payment is based on a schedule produced by the Federal Highway Administration (FHWA) for the State of California. The payment you receive is based on how many rooms you occupy. Bathrooms and hallways do not count as rooms. You make your own arrangements to move your household goods and the Agency will reimburse your costs based on the FHWA schedule of payments. You do not have to present the Agency with paid invoices to receive this type of move payment.
3. **Combination of 1 & 2:** You may choose to have a licensed professional mover move some of your household goods and take a fixed move payment for the rest of your items to be moved. For example, if you have a heavy item such as a piano or refrigerator that would be difficult to move by yourself, you may wish to have a mover take care of such an item. You can then take responsibility for moving the other items yourself and be reimbursed for those items based on the FHWA schedule of fixed move payments.

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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.

You may elect to pay your moving costs yourself and be reimbursed by the Agency, or if you prefer, you may have the Agency pay the mover directly. In either case, prior arrangements must be made with Agency.

Select your mover with care. Be sure you request a quote for full value replacement insurance in any bids you receive. The Agency can help you select a reliable and reputable mover.

### WHAT WILL MY RENTAL ASSISTANCE PAYMENT INCLUDE?

You will move temporarily for a period of not more than twelve (12) months. Rental Assistance shall include any increase in housing expenses such as rent and utilities.

### MUST I FILE A CLAIM FOR A RELOCATION PAYMENT?

**Yes.** You must file a claim for each relocation payment. The Agency will provide you with the required claim forms, assist you in completing them, and explain the type of documentation, if any, that you must submit in order to receive your relocation payments.

If you must pay any relocation expenses before you move (such as a security deposit when you sign a lease for your new home), discuss your financial needs with the Agency. You may be able to obtain an advance payment to meet these costs. An advance payment may be placed in “escrow” 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 with 18 months, the Agency may extend this period for good cause.

You will be paid promptly after you file an acceptable claim. If there is any problem regarding your claim or the amount of the payment, you will be notified of the action you must take to resolve the matter.

### DO I HAVE TO PAY FEDERAL OR STATE INCOME TAXES ON MY RELOCATION PAYMENT?

**No.** Relocation Assistance payments may not be considered as “income” for income tax purposes. For more information, you should check with the State or Federal income tax office in your area or with your personal tax advisor.

### IF I DON'T RECEIVE THE REQUIRED ASSISTANCE, CAN I APPEAL?

**Yes.** If you disagree with the Agency's decision as to your right to a relocation payment or the amount of a payment, you may "grieve" or appeal the decision to the Agency. You may request a copy of the Agency's grievance procedure.

The Agency will inform you of its appeal procedures. At a minimum, you will have 60 days to file your appeal with the Agency. Your appeal must be in writing. However, if you need help, the Agency representative will assist you in preparing your appeal.

If you are not satisfied with the final decision on your appeal, you may seek review of the matter by the courts. CSU's final decision on your appeal, you may seek review of the matter by the courts.

### I HAVE MORE QUESTIONS. WHO WILL ANSWER THEM?

If you have further questions after reading this booklet, contact the CSU and discuss your concerns with the Relocation Agent.

Agency :

Address:

Office Hours:

Telephone No.:

Person to Contact: