Process Flow Chart

Tenant Assistance/Relocation Process (Private-Owner Rental Rehabilitation **Under HUD-Assited Program)**

GRANTEE . DEVELOPS **PROGRAM** Prepare program description, including policies for minimizing displacement. applicable).

- e Hold public hearings (if Prepare memorandum
- of understanding with Housing Agency (if applicable).
- Submit information to **HUD/State (if** acolicable).
- Notify property owners of fund availability and distribute application forms.
- Establish organization and train staff.
- Establish management control system and procedures for coordinating temporary and permanent relocation with rehab work.
- Establish recordkeeping procedures (Chapter 6). **

of State HOME funds.

➡ References are to HUD Handbook 1378

OWNER PROPOSES PROJECT

- Owner estimates project costs, including relocation costs. (Consuits with grantee as necessary.)
- Owner prepares application.
- Grantee or owner sends General Information Notice to tenants cautioning tenants not to move (Para, 2-3a).
- Owner submits application (including list of occupants in property) to oranies.
- Owner informs future tenants about project proposal and its impact on them (e.g., displacement without assistance).

Term "grantee" includes CDBG Entitlement Communities, State

CDBG recipients, HOME Participating Jurisdictions and recipients

GRANTEE REVIEWS APPLICATION

- Determine tenant needs and preferences. Complete site occupant records (Para. 2-5b).
- Identify available resources (e.g., comparable replacement dwellings, Section 8 assistance and HOME TBRA).
- Datermine project costs, including relocation costs.
- Prepare contract agreement between grantee and owner.
- Prepare notices to be Issued to tenants upon execution of agreement.

GRANTEE INFORMS AND WORKSWITHTENANTS NOT TO BE DISPLACED (See Para, 2-4a)

- Issue Notices of Nondisplacement at time of execution of agreement between grantee and owner (Para, 2-3b(1)).
- Explain assistance to be provided (e.g., Section 8 or HOME TBRA) (Para.2-4a).
- Explain temporary relocation policies (If applicable). (Para. 2-4b).

GRANTEF INFORMS AND **WORKSWITHTENANTS** TO BE DISPLACED (See Para. 2-5)

- Issue Notices of Eligibility for Relocation Assistance at time of execution of agreement between grantee and owner (Para, 2-3b(2)), Include cost and location of comparable replacement dwelling that establishes maximum replacement housing payment (Para. 2-5d).
- Update information on tenant needs and preferences. Explain available payments and services, eligibility requirements, filing procedures, basis for maximum replacement housing payment (Paras, 2-5 and 2-8).
- Make referrals to replacement housing. If feasible, inspect housing before referral. Provide counseling, technical aid, and referrals to social service agencies (Para. 2-5).
- Make referrals to replacement business locations. Provide counseling and technical aid (Para. 2-6). Inform business person to provide advance notice of move to grantee (Para. 4-2b).
- Issue 90-day Notice, if necessary. (Para. 2-3c).



- Ensure temporary housing is decent, safe and sanitary housing and there is no increase in out-ofpocket housing expenses.
- Reimburse tenant for out-of-pocket moving costs incurred in move to and move from temporary housing.
- Ensure all other conditions are reasonable (e.g., location and duration of temporary housing).

TENANT CHOOSES REPLACEMENT PROPERTY AND MOVES

- Inspect replacement housing before move to ensure it is decent, sale and sanitary (Para. 3-7a).
- Upon notification of business move. Inspect personal property at displacement site. Inspect personal property at replacement site to ensure it was moved (Para. 4-2b(3)).
- e Issue advance payment when needed (Para. 2-7c).
- Assist tenant in preparing claims (Para. 2-7a).

GRANTEE FOLLOW-UP

7.

- Deal with complaints guickly and equitably. Assist in preparation of appeal, as appropriate (Para. 1-33).
- Evaluate program success (Include follow-up contacts with affected persons).
- Improve procedures for future.
- Maintain records to demonstrate compliance with regulations (Chapter 6).

Appendix