

**Hayes Valley South  
San Francisco, CA**

## **Relocation Plan**

**For  
Hayes Valley South, LP**

**Prepared By**



**Oakland, CA**

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## Introduction

Hayes Valley South, LP, on behalf of McCormack Baron Salazar (MBS) and San Francisco Housing Development Corporation (SFHDC), is proposing the rehabilitation of the Hayes Valley South Public Housing Community, a public housing site in San Francisco, California (Property). The Property is owned by the San Francisco Housing Authority (SFHA) and professionally managed by McCormack Baron Management. Over the past five years, SFHA has been converting its Low-Income Public Housing (LIPH) Portfolio to Project Based Rental Assistance (PBRA) through the Rental Assistance Demonstration (RAD) program administered by the US Department of Housing and Urban Development (HUD).

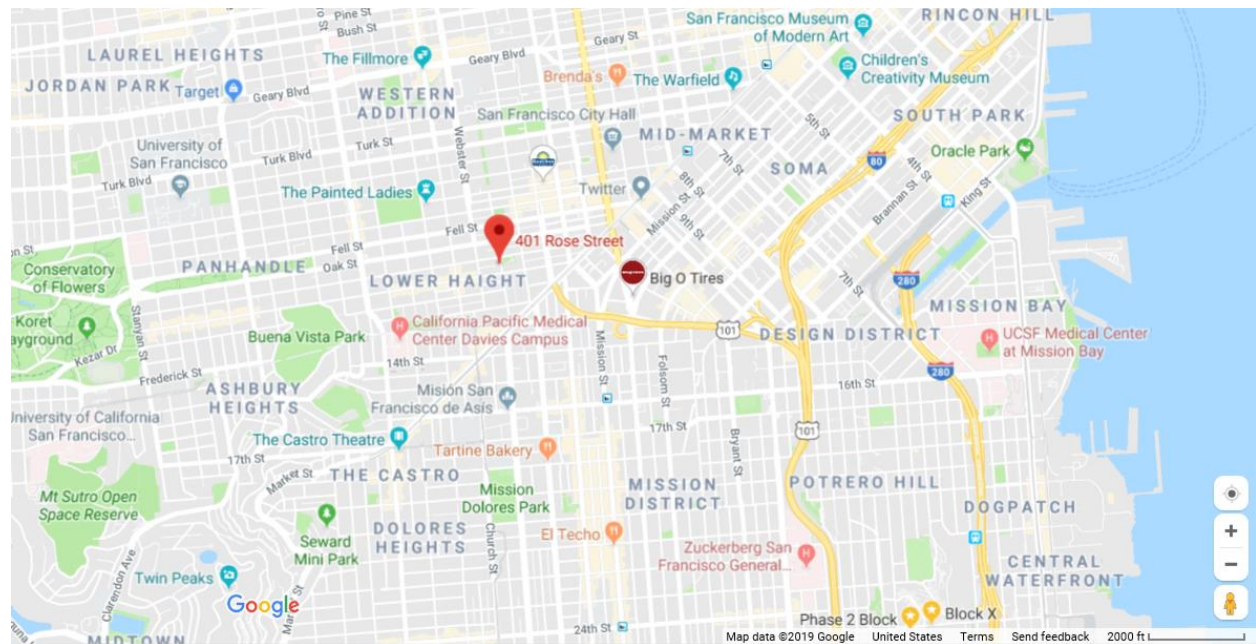
Beginning in 2013 a Re-Envisioning process was undertaken in partnership with SFHA, the Mayor's Office of Housing and Community Development (MOHCD), and the community at large to transform San Francisco's LIPH to a more viable model for providing a sustainable, permanent supply of affordable housing. It was determined that the RAD Program offered a viable model to achieve this goal. The conversion of SFHA's LIPH properties began in 2015 and is continuing with the rehabilitation of the Property.

The planned rehabilitation will require that all households vacate their units for a period of time to facilitate the safe and efficient completion of the necessary improvements inside and outside of the Property's dwelling units. This Relocation Plan (Plan) provides the necessary details of the required temporary relocation program based on the Property and rehabilitation details, project funding, and schedule to satisfy requirements for a relocation plan in accordance with the Uniform Relocation Act (URA), RAD guidelines, and the Citywide RAD Conversion program.

## Property and Neighborhood Description

The Property is located at 401 Rose St in San Francisco, CA 94102. Figure 1 below displays the location of the Property.

**Figure 1: Location Map**

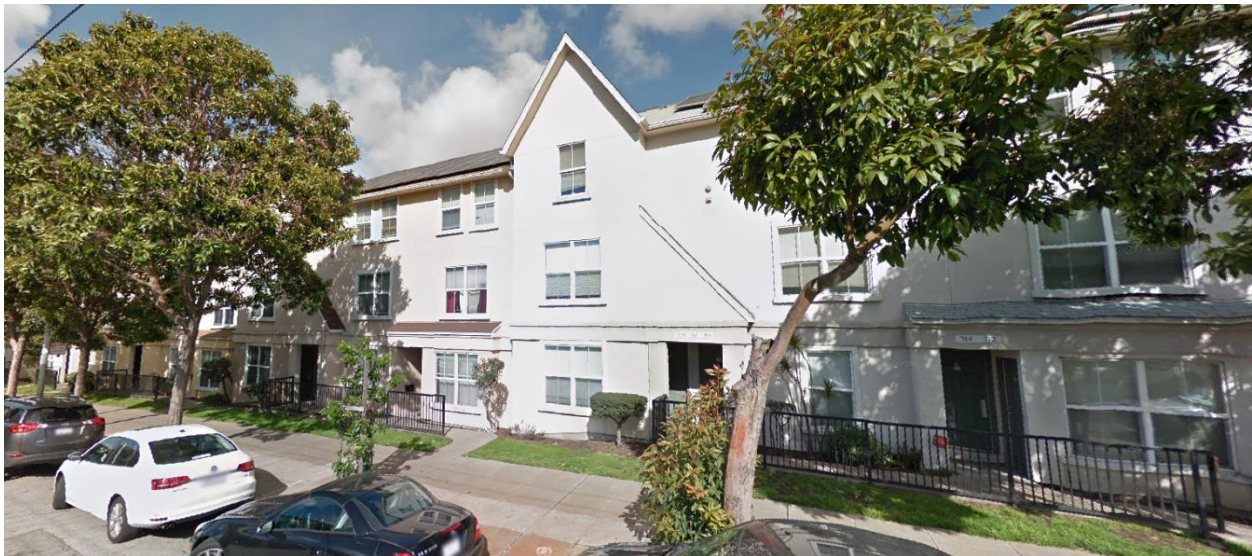


The Property is located in the Hayes Valley neighborhood near Lower Haight in a densely populated, primarily residential area consisting of multi-family apartment buildings and row houses. The residential development is mixed with other commercial uses, particularly restaurants, which are located primarily on Haight St. There are multiple parks in the vicinity of the Property including Koshland Community Park and Learning Garden, Duboce Park, Page and Laguna Mini Park, Page Street Community Garden, and Waller St. Public Park. The Property is served by San Francisco Municipal Transportation Agency (SFMTA) bus routes 6 and 7. The Property is located within 1 mile of the Civic Center light rail and Bay Area Rapid Transit (BART) stations, connecting the San Francisco Peninsula to other municipalities throughout the Bay Area.

Figure 2 contains photos of buildings at the Property.



**Figure 2: Property Photos**



The Hayes Valley Site consists of a total of 195 units and is divided up into two separate properties, Hayes Valley North, and Hayes Valley South. Tables 1 and 2 below provide the current unit mix. The unit sizes range from one to four bedrooms, with two- and three-bedroom units being the most common. Four units at Hayes Valley South are currently vacant. These units are expected to be used to accommodate on-site relocation. Where possible, vacant units at Hayes Valley North may also be utilized.

**Table 1: Occupied Units at Both Sites**

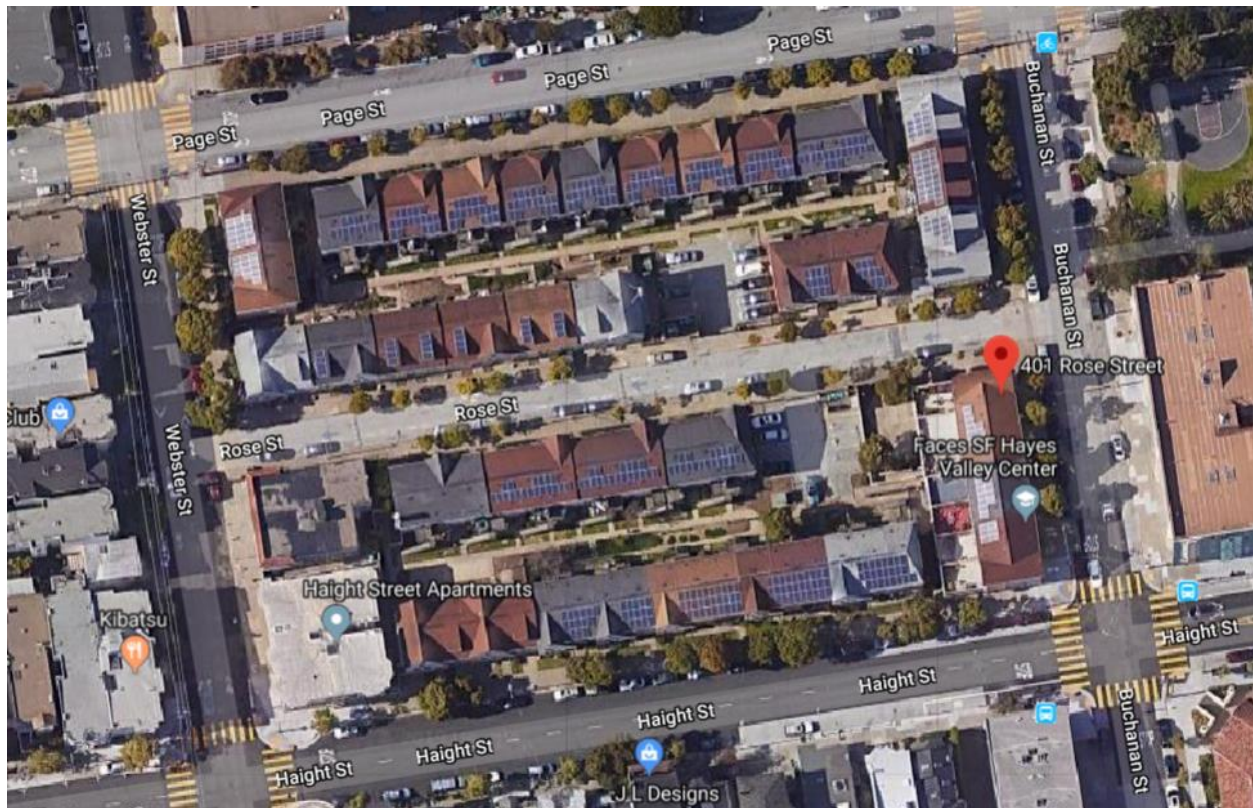
<b>Property</b>	<b>Occupied</b>	<b>Vacant</b>
Hayes Valley North	79	6
Hayes Valley South	106	4

**Table 2: Current Unit Mix, Hayes Valley South**

<b>Unit Size</b>	<b>Occupied</b>	<b>Vacant</b>	<b>Total</b>
<b>1 BR</b>	15	1	16
<b>2 BR</b>	66	3	69
<b>3 BR</b>	18	0	18
<b>4 BR</b>	7	0	7
<b>Total</b>	<b>106</b>	<b>4</b>	<b>110</b>

This Plan concerns only the 110 units at Hayes Valley South. Hayes Valley North is located two blocks north of Hayes Valley South. Figure 3 shows an aerial view of the Property and indicates which portion of the Site comprises Hayes Valley South and is the focus of this Plan.



**Figure 3: Hayes Valley South Aerial View**

## Project Description

It is expected that all 110 units will undergo a significant level of rehabilitation. The rehabilitation and temporary relocation of the residents are hereinafter referred to collectively as the Project.

The rehabilitation work will upgrade and modernize a vital asset in the City of San Francisco; mixed unit size affordable housing for families and seniors. The rehabilitation will target major building systems and interior upgrades which will include new kitchen and bath fixtures, flooring, window treatments, interior and exterior paint, and site work. The rehabilitation of the Property will have some impact on the lives of the Hayes Valley South Households. Hayes Valley South, LP will hold units vacant as they become available near the start of relocation. It is expected that the majority of the households will be relocated off-site.

## Project Phasing

The Project is planned to be completed in phases of approximately 24 to 36 units each. It is expected that each phase will take approximately 8 weeks to complete (60 days; 45 work days excluding weekends). The rehab/relocation process is expected to commence in February or March 2020. Table 3 below provides a preliminary schedule. Note that this schedule is for estimating purposes only and may change as more information regarding phasing is available.

**Table 3: Current Preliminary Construction Schedule**

Phase	Number of Residential Units	Estimated start date	Estimated completion date
1	28	February 2020	April 2020
2	28	April 2020	June 2020
3	27	June 2020	August 2020
4	27	August 2020	October 2020

## Project Financing

The primary source of funding will be a combination of Tax-Exempt Bonds from the California Debt Limit Allocation Committee (CDLAC) and federal four percent (4%) Low Income Housing Tax Credits (LIHTC) from the California Tax Credit Allocation Committee (CTCAC), private mortgage proceeds, and public loan funds. This property is being rehabilitated as part of the RAD program, and the owner will enter into a PBRA Housing Assistance Payment Contract (HAP Contract) with SFHA as part of the conversion. The HAP Contract will provide long-term rental assistance to the residing at the Property.

## Applicable Relocation Requirements

The conversion of the Property through the RAD program and entry into a HAP Contract amounts to federal participation in the Project. This participation triggers federal relocation requirements under the Uniform Relocation Act (URA). HUD Handbook 1378 is HUD's implementing guidelines for the URA. The Project is subject to RAD Relocation Guidelines. The RAD Relocation Guidelines involve a Right to Return requirement providing protections for residents beyond those in the URA.



LIHTC and Tax-Exempt Bonds alone do not trigger the URA or the State of California Relocation Assistance Guidelines (the Guidelines) and California Relocation Assistance Law (CRAL). Certain types of public loans, whether local, state or federal, may trigger the CRAL and the Guidelines, if these types of loans are used in the financing of the Project.

The City of San Francisco has a Right to Return to Revitalized Housing Ordinance applicable to persons in LIPH, which also applies to this Project. This ordinance requires that all tenants in “good standing” have the right to return following the revitalization of the Property. RAD Program rules prohibit any involuntary permanent relocation of residents as a result of conversion.

### **Overview of Relocation Requirements**

The URA does not require a written relocation plan. However, a relocation plan is a requirement of CDLAC and CTCAC for occupied rehab projects such as this. CTCAC also requires the Plan provide a plan for the permanent relocation of households that may be economically displaced. No economic displacement will occur from the Project as the RAD requirements further protect the households from facing rent increases that could otherwise trigger an economic displacement.

A relocation plan is not required under CRAL or the Guidelines for temporary relocations, however, it is local practice by SFHA and MOHCD to prepare relocation plans for projects such as this and to require a 30-day review and comment period for the residents impacted by the project as well as other interested parties. This Plan is expected to be sent to the SFHA Board of Commissioners (Board) for approval.

Hayes Valley South, LP has retained OPC, LLC (OPC), a professional services and consulting firm specializing in preparing relocation plans, providing relocation assistance consulting, and implementation such services. OPC prepared this Plan for Hayes Valley South, LP to satisfy the application requirements and provide them and their Project team with a roadmap for temporary tenant relocations.

Future requirements under the URA and RAD include providing all residents with a General Information Notice and Notice of Non-displacement, personally interviewing the residents to ascertain any special needs to be considered and explain their rights to temporary relocation assistance and services to be provided, and a minimum of a 30-day

Notice to Vacate. Additional requirements consistent with previously completed RAD conversions will also be incorporated into the program.

This Plan includes the policies, procedures and limitations of the moving assistance program, description of the persons impacted by the Project and the estimated move program implementation cost. This Plan satisfies the planning requirements under the URA, RAD, CRAL the Guidelines, and local practices of SFHA and MOHCD.

## Relocation Plan

### A. METHODOLOGY AND ASSESSMENT OF NEEDS

A community meeting for this Property will be held in August of 2019. Initial personal interviews will be conducted with all households in the days following the meeting to ascertain information regarding the households. This information to be collected will pertain to disabilities, language requirements, other special needs of the household, or any additional information needed to finalize temporary housing and moving assistance requirements. Follow-up interviews will be conducted where necessary to determine any final needs prior to the start of each phase of unit rehab.

### B. IMPACT ANALYSIS

There is a total of 110 units to be rehabilitated by the Project, 106 of which are occupied. The Project is expected to disrupt a household's daily life for approximately 8 weeks. Hayes Valley South, LP will hold units vacant where possible shortly before relocations begin. It is expected that most households will be relocated off-site, but if possible, households may be directly transferred to a completed unit, or temporarily relocated in a vacant unit at Hayes Valley South or Hayes Valley North

### C. DEMOGRAPHICS

There are an estimated 350 residents in 106 households to be relocated. Through the interview process it is expected that persons with mobility, hearing or sight impairments, and other special needs will be identified.

Special needs will be a central and important consideration in the execution of the temporary relocation program. Needs related to medical and/or social services, transportation, education, and other considerations will be accounted for in the relocation program.

Specific demographic information for the Property is not known at this time. However, based on demographics at a similarly sited property owned by SFHA and managed by MBS, the population of the Property is assumed to be approximately 30% Black, 25% White, 15% Asian, 5% Pacific Islander, and 20% of more than one race or some other race. Language needs will be identified through the relocation process; based on the demographics of the area and similar sites, it is anticipated that there may be a need to

communicate (at least in writing) with residents in Cantonese, Mandarin, Vietnamese, Russian, and Spanish.

This portion of the Plan will be updated and expanded upon at the completion of the interview process, which is expected to be completed in August of 2019.

#### **D. PROJECT OCCUPANCY ISSUES**

For the purposes of determining whether any over-housed or overcrowding conditions exist, a suggested occupancy standard of two persons per sleeping room plus one person in a room used for other purposes (e.g., living room) will be utilized. Any over-housing or overcrowding issues will be assessed and addressed during the rehab process to ensure that households are residing in decent, safe and sanitary living conditions that meet their needs while appropriately utilizing the housing resources the property provides. There are no known overcrowding issues at this time, however, the interview process may identify some issues to be addressed by the Project.

#### **E. TEMPORARY HOUSING RESOURCES**

It is anticipated that most households will temporarily be relocated off-site. Information gathered through the interview process will help to identify residents that will need special assistance. All reasonable and necessary accommodations will be made for those residents requiring additional support. For example, a resident may request that grab bars be installed for them in the shower or bathroom if they have such a need.

OPC has conducted a preliminary search for off-site temporary housing. A total of 20 units were found in San Francisco ranging in sizes of 1 to 3 bedrooms. The rent ranges from \$3,000 to over \$5,000 per month. Locations outside of San Francisco have not been considered at this time. The project expects to need an average of 16 offsite housing units per phase, as some households are expected to be relocated on-site or choose to stay with friends and family. Through OPC, Hayes Valley South, LP would plan to negotiate a master lease for as many units at a single property as possible, however, it possible that as many as 3 to 5 off-site housing sites may be used for the duration of the Project should off-site housing be needed. This portion of the Plan will be updated as more Project details and needs are identified in the project development process.



## F. CONCURRENT RESIDENTIAL DISPLACEMENT

MBS has two other Projects that anticipate utilizing off-site housing. One of these projects is Hayes Valley North, which is expected to last from approximately August 2020 to March 2021 and relocate 24 to 36 units per phase. The other project (Bernal Dwellings) is expected to last from January 2020 to July 2021 and relocate approximately 20 units per phase. OPC will continue to search for off-site housing options to provide the most possible options for off-site housing. All Projects are offering Friends and Family incentives to households that are interested, and a monthly stipend will be provided based on the number of household occupants. The Friends and Family incentive is described in Section G of this Plan. Hayes Valley South, LP will hold units vacant where possible to minimize the impact from other projects.

## G. TEMPORARY HOUSING

Any required on of off-site temporary housing will be inspected to ensure that is decent, safe and sanitary (DS&S) prior to each resident taking occupancy. Any leases off-site will be between Hayes Valley South, LP and the temporary housing operator and the cost will be paid by Hayes Valley South, LP. Any resident temporarily housed will enter into a use agreement for their temporary housing with Hayes Valley South, LP. They will be required to sign an acknowledgment that they must comply with all temporary housing property “house rules.” They will be held liable for damages to their temporary housing unit.

Households may choose to reside with friends or family for the period of their temporary relocation. It is estimated that approximately 25% of households may elect this option. Households choosing to do so will be eligible to receive a payment as provided below in Table 4.

**Table 4: Friends and Family Relocation Assistance Payment Schedule**

Members in Household	Assistance Payment Amount
1	\$1,100
2	\$1,400
3	\$1,800
4	\$2,300
5+	\$2,700

## **H. PROGRAM ASSURANCES AND STANDARDS**

Adequate funds will be made available to assist the households during the Project. Any assistance provided will not result in different, or separate treatment of households based on race, nationality, color, religion, national origin, sex, 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 VIII of the Civil Rights Act of 1968, and the Unruh Act, as well as any otherwise arbitrary or unlawful discrimination.

## **I. RELOCATION ASSISTANCE PROGRAM**

OPC will be available to assist all households with questions about the temporary assistance program. Specific OPC staff contact information will be provided to the residents in each written notification they receive.

Close personal contact will be maintained with each household. Specific activities will include:

1. Access to an OPC agent to discuss relocation related matters throughout the Project.
2. Personal interviews to ascertain needs.
3. Distribution of informational notices explaining the dates and times of disruption for in-place rehab work.
4. Notification 48-hours in advance of any necessary access for unit assessments by vendors including movers and pest control contractors.
5. A minimum 30-day Notice to Vacate will be provided to each household.
6. A 7-day notice to Vacate.
7. Personal presentation and explanation of a Memorandum of Understanding (MOU) which the tenant must sign.
8. A notice of return ideally 7-days in advance of a new unit being ready that meets the needs of the household.
9. Provision of moving assistance with no reasonable and related out of pocket cost to the tenant or need to coordinate such activities. It is planned that all households will be assisted with all packing and moving services by a professional moving company contracted by Hayes Valley South, LP.
10. Provision of temporary housing with no reasonable and related out of pocket cost to the tenant or need to coordinate such activities. Temporary housing may be

on or off-site. Households may not return the same unit post rehab at the Property.

11. A personal inspection and relocation readiness meeting with the relocation team at least two-weeks prior to the households scheduled relocation.
12. Assistance to declutter the dwelling unit and off-haul unwanted items.
13. If required, assistance with completion and filing of relocation claims.
14. If necessary, assistance preparing appeals forms.
15. Other reasonable services that may be required to ensure the households are taken care of and the Project's relocation program operates as smoothly as possible.

## **J. CITIZEN PARTICIPATION/PLAN REVIEW**

Although not required under the URA, RAD, CRAL, or Guidelines this plan will be made available for a period of 30-days to all households, known interested parties, and other identified stakeholders. All interested parties will receive written notification of the Plan's availability for review and comments, location where the Plan can be located, and directions on how and where to submit written comments to OPC.

Upon completion of the 30-day review and comment period, OPC will incorporate all written comments into the Plan. Should substantive comments be received, the Plan may be revised to address those comments. Once the final Plan is ready, it will be heard before the Board for approval and adoption.

The Plan will be periodically reviewed and updated as needed to capture updates to the Project plan including the schedule, any potential policy clarifications, and other pertinent information that do not substantively change the Plan adopted by the Board. Substantive changes may require a new 30-day comment period and re-adoption by the Board.

## **K. RELOCATION ASSISTANCE**

Any household required to move to temporary housing will have the cost of that housing paid for by Hayes Valley South, LP. The residents' out of pocket housing cost will be limited to their current rent plus utilities at their permanent unit. Hayes Valley South, LP will provide the household with the services of a professional moving company to eliminate the household's need to coordinate their own move and for out of pocket moving expenses.

Should additional, reasonable and pre-approved out of pocket costs be incurred, Hayes Valley South, LP will compensate for those costs based on actual receipts. OPC will facilitate the resident in filling out the claim and submitting for reimbursement. However; we do not anticipate any out of pocket cost to occur.

No voluntary or involuntary permanent relocations are expected. No households are expected to be displaced economically or displaced due to non-qualifying events such as being out of income compliance following the conversion. RAD guarantees all residents a right to return to the Property regardless of their income qualifications, though residents who are out of income compliance may opt not to return to the Property.

Construction hours will be from 8am to 5pm. The site manager can be made available for urgent after-hours requests as needed.

#### **L. PAYMENT OF RELOCATION BENEFITS**

Should there be relocation benefit payments payable directly to the resident they will be made expeditiously. Claims and supporting documentation for relocation benefits for tenants must be filed with Hayes Valley South, LP no later than three months after the date the household returns to a permanent unit. Hayes Valley South, LP will assist households with relocation expenses by preparing a relocation claim and making payment directly to the household or its designated payee.

#### **M. IMMIGRATION STATUS**

Federally-funded relocation projects require that all persons self-certify their lawfully present status in the United States in order to receive relocation assistance under the URA. Persons not lawfully present cannot receive relocation assistance paid by a federal source. All eligible households shall receive relocation assistance. In cases where a household includes persons not lawfully present in the United States, such household shall receive relocation assistance from a non-federal source of funding.

#### **N. EVICTION POLICY**

It is understood that evictions are permissible only as a last resort and that relocation records must be documented to reflect the specific circumstances surrounding any eviction. Eviction will only take place in cases of nonpayment of rent, a serious violation of the rental agreement, a dangerous or illegal act in the unit or if the household refuses all reasonable offers to move.



## **O. APPEALS POLICY**

Households will have the right to ask for a review when there is a complaint regarding any of their rights to relocation and relocation assistance, such as a determination as to eligibility, the amount of payment, or the failure to provide a comparable replacement housing referral. The appellant does not have to exhaust administrative remedies first; the appeal/grievance can either go directly to the city, directly to HCD or directly to the Court. Any person and/or organization directly affected by the relocation plan may petition the Department of Housing and Community Development (HCD), located at 2020 West El Camino Ave., Sacramento, CA 95833.

## **P. PROJECTED DATES OF RELOCATION**

The Project is expected to commence in August or September 2020 and take 8 months to complete. Any notices will be provided in advance of each move. OPC's currently proposed relocation schedule is as follows:

- Prepare Relocation Plan: October 2018
- Update Relocation Plan: August 2019
- Serve General Information Notice/Notice of Non-displacement: August 2019
- Conduct Resident Interviews and MOUs: August 2019
- 30 Day Review and Comment Period: August-September 2019
- Revise Relocation Plan Per Comment Period: September-October 2019
- Board Approval of Relocation Plan: September-October 2019
- Negotiate and Secure Moving Services: December 2019-January 2020
- Negotiate and Secure Off-site Housing: December 2019-January 2020
- Serve 30-day Notices to Vacate: January 2020
- Serve 7-day Notices to Vacate: February 2020
- Temporary Relocations: February 2020-November 2020

## **Q. ESTIMATED RELOCATION COSTS**

The estimated cost of the relocation, including moving cost, cleaners, and off-site temporary housing, is \$1.9 million. This includes a 30% contingency due to not having formal contracts that will formalize the cost, potential project delays, and other unforeseen risks.

**R. OPC CONTACT INFORMATION**

This project will be carried out by the staff of OPC's Oakland office. Business hours are from 8am-5pm, Monday-Friday. We are closed on weekends and holidays.

7901 Oakport St., Suite 4800  
Oakland, CA, 94621  
[DHudson@opcservices.com](mailto:DHudson@opcservices.com), 510.924.3013

**S. SAMPLE PROJECT NOTICES (PLEASE SEE EXHIBIT A)**

- Gin/Notice of Non-displacement
- 30-day Notice
- Relocation Summary

## Exhibit A



**GIN/Notice of Non-Displacement**

Residential Tenant (Federal/CA State)

&lt;&lt;DATE&gt;&gt;

Your OPC Relocation Agent	
Name:	<b>Maggie Harry</b>
Phone:	<b>916-600-1114</b>
Case ID:	<b>&lt;&lt;CASE ID&gt;&gt;</b>

&lt;&lt;HEAD-OF-HOUSEHOLD&gt;&gt; and All Other Occupants

&lt;&lt;MAILING ADDRESS&gt;&gt;

&lt;&lt;CITY, STATE ZIP&gt;&gt;

Dear Occupants:

**McCormack Baron Salazar** (called here the "Displacing Agency") is notifying you of proposed plans to rehabilitate the property you currently occupy at **401 Rose St. San Francisco CA 94102** for a project which is utilizing receive public funds. As we are now close to our construction start date, we want to give you advanced notice of our intention to carry out the work to your building. You will receive a 30-day notice with your anticipated move date. The Displacing Agency has retained the professional firm of **OPC** to assist in the relocation process.

**This is a notice of non-displacement.****You will not be required to move permanently as result of the rehabilitation.**

You may be required to move temporarily so that the rehabilitation can be completed. If you must move temporarily, suitable housing will be made available to you and you will be reimbursed for all reasonable out of pocket expenses, including moving costs and any increase in housing costs. You will need to continue to pay your rent and comply with all other lease terms and conditions.

Upon completion of the rehabilitation and assuming you meet income and occupancy standards required by the funding source, you will be able to lease and occupy your present unit or another suitable, decent, safe and sanitary unit in the same building/complex under reasonable terms and conditions.

Since you may have the opportunity to occupy a newly rehabilitated apartment, we urge you not to move. (If you choose to move on your own, you will not receive any relocation assistance.) We will make every effort to accommodate your needs.

This letter is important to you and should be retained. If you have any questions about this or other relocation issues, please contact me at the address and the phone number below.

Sincerely,

*David Hudson*

**David Hudson**  
**Senior Project Manager**  
OPC  
**7901 Oakport St, Suite 4800**  
**Oakland, CA 94621**  
Phone **510-638-3081**

\_\_\_\_\_  
*Received by*

X\_\_\_\_\_  
*Recipient's Signature*

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

Delivered on/by: \_\_\_\_\_

Posted on/by: \_\_\_\_\_

Mailed on/returned: \_\_\_\_\_

**Residential 30-Day Notice to Temporarily Vacate**

(Federal/State)

DATE

NAME and All Other Occupants

ADDRESS

CITY, State, Zip code

**Your OPC Relocation Agent**Name: **Maggie Harry**Phone: **916-600-1114**

Case ID:

Dear Occupants:

You were recently notified that Hayes Valley South, LP, LP (Hayes Valley South, LP) has commenced the rehabilitation of The Hayes Valley South property located at 401 Rose St., San Francisco CA 94102 (Premises). Hayes Valley South, LP will start the interior unit rehabilitations on or after [INSERT DATE], which will necessitate that you completely vacate your unit at the Premises.

**Notice is hereby given that you will be temporarily vacating your unit and deliver possession to Hayes Valley South, LP beginning on or around DATE for a period of approximately 8 weeks. If you do not vacate the premises by that date, Hayes Valley South, LP will be forced to initiate legal proceedings to recover possession of the premises, along with rents and damages. You will be notified of your schedule move date no later than 7-days in advance of that date.**

In the coming weeks, you will receive an additional notice that will contain the following:

1. Your scheduled move date
2. The location of your temporary housing

Please be advised to coordinate your temporary relocation with AGENT. Upon vacating your unit, you are responsible for turning in the keys to your unit to OPC.

**Sincerely,***David Hudson*

**David Hudson**  
**Senior Project Manager**  
**OPC**  
**7901 Oakport Street, Suite 4800**  
**Oakland, CA 94621**

\_\_\_\_\_  
*Received by*X \_\_\_\_\_  
*Recipient's Signature*\_\_\_\_\_  
*Date*

Delivered on/by: \_\_\_\_\_/\_\_\_\_\_

Posted on/by: \_\_\_\_\_/\_\_\_\_\_

Mailed/receipt received on: \_\_\_\_\_/\_\_\_\_\_

## **RELOCATION PROCESS OVERVIEW AND HIGHLIGHTS**

As a resident who will experience temporary relocation you can expect the following activities, receive the following assistance, and have the following responsibilities in the process. Please be advised this is not a comprehensive guide.

### **Needs Assessment and Readiness Assistance:**

- Personal interview with OPC.
- Routine check-ins leading up to your move date to assist you prepare for your move.

**Temporary Housing:** You will be assigned a temporary housing unit that will adequately meet your needs for you and your household. This unit may be on or offsite. You will not have any out of pocket costs for temporary housing.

**Moving Assistance:** You will be assisted with your move by the moving company hired for the project. The moving company will provide all packing materials, and they will pack and move you to and from temporary housing. Any items that are not needed during the temporary relocation will be stored for you. All reasonable moving costs will be paid for you. If you have any utility transfer fees you will be reimbursed for them.

**Noticing:** You will receive the following advanced notification.

- **MOU:** The MOU will provide you your housing options and confirm the moving assistance you will receive. You must sign the Memorandum of Understanding (MOU) 30 days prior to your move.
- **30-day Notice to Temporarily Vacate:** You will receive this notice 30 days in advance of your move. It will provide the estimated move out date, your temporary unit assignment and other details.
- **Inspection Notices:** Your unit will be inspected for pest control needs and the preparation for your move by the moving company. This notice will be posted 48 hours in advance of your inspection dates. If you are not home, the vendors will enter with property management.
- **7-day Notice to Temporarily Vacate:** You will receive this notice 7 days in advance of your move. It will provide your move out date, your temporary unit assignment and other details.
- **Notice to Return:** You will receive this notice in advance of your return to your permanent housing unit. It will provide your move out date, permanent unit assignment and other details.

**Resident Responsibilities:**

- You must pay your rent on your current unit while in temporary housing. Not doing so will make you subject to bad standing with property management.
- You must move to temporary housing on the date you are scheduled.
- You must move to your permanent unit on the date scheduled.

**Appeals Process:**

The displaced household will have the right to ask for a review when there is a complaint regarding any of their rights to relocation and relocation assistance, such as a determination as to eligibility, the amount of payment, or the failure to provide a comparable replacement housing referral. The appellant does not have to exhaust administrative remedies first; the appeal/grievance can either go directly to the city, directly to HCD or directly to the Court. Any person and/or organization directly affected by the relocation plan may petition the Department of Housing and Community Development (HCD), located at 2020 West El Camino Ave., Sacramento, CA 95833.

**Relocation Plan Review Information:**

The plan can be reviewed at OPC's Oakland office or The Hayes Valley South Property Management office from 9am to 5pm, Monday – Friday.