

**San Francisco Housing Authority
Scattered Sites
Section 18 Disposition**

DRAFT RELOCATION PLAN

Prepared For:

Mission Housing Development Corporation

Prepared By:



Oakland, CA

Updated November 2021

INTRODUCTION.....	4
A. REGULATORY FRAMEWORK AND REQUIREMENT ANALYSIS	16
B. PROGRAM ASSURANCES AND STANDARDS.....	16
C. RELOCATION PLANNING AND NEEDS ASSESSMENT METHODOLOGY ...	18
D. GENERAL DEMOGRAPHICS AND OCCUPANT DATA & DESCRIPTIONS	2120
E. PROJECT OCCUPANCY ISSUES	2221
F. RELOCATION ASSISTANCE ELIGIBILITY	2221
G. REPLACEMENT HOUSING NEEDS & RESOURCES	2423
H. CONCURRENT LOCAL RESIDENTIAL RELOCATION PLAN.....	2726
I. PAYMENT OF RELOCATION BENEFITS.....	2928
J. LAWFUL PRESCENCE IN THE UNITED STATES	2928
K. EVICTION POLICY	2928
L. APPEALS POLICY	2928
M. PROJECTED RELOCATION SCHEDULE AND PHASING PLAN.....	3029
N. ESTIMATED RELOCATION COSTS.....	3029
O. RESIDENT PARTICIPATION/PLAN REVIEW.....	3130

INDEX OF TABLES

Table 1: Unit Size and Occupancy.....	18
Table 2: Property Population.....	20
Table 3: Age Distribution of Residents	20
Table 4: Existing Units.....	21
Table 5: Maximum Number of Off-Site Units Needed by Bedroom Size.....	24
Table 6: Housing Survey Results.....	26
Table 7: Relocation Cost Estimate.....	30

INTRODUCTION

The San Francisco Housing Authority (“SFHA”) owns and manages five Scattered Site public housing developments throughout San Francisco (“Properties”). These Properties were originally developed and/or acquired by SFHA in the 1970s and require substantial rehabilitation. In addition to the needed rehabilitation to preserve the Properties, in recent years, SFHA has been utilizing a number of programs to redevelop and convert their over 6,000 original public housing units built or acquired between 1940 and 1996.

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. As a result, much of SFHA’s LIPH stock has been redeveloped through programs such as HOPE IV, HOPE SF, and RAD.

Through a Request for Qualifications (RFQ), SFHA announced its intentions to dispose of the Properties through HUD’s Section 18 Demolition/Disposition Program and convert the public housing units to Project Based Vouchers (PBVs). Mission Housing Development Corporation (MHDC) was selected through the RFQ process and is requesting pre-development funding from the Mayor’s Office of Housing and Community Development (MOHCD) to conduct necessary due diligence and development planning for an intensive rehabilitation of all five Properties. The planned disposition of units, conversion to PCVs under Section 18, rehabilitation of these units, and the necessary relocation activities are collectively referred to as the Project throughout this Relocation Plan (Plan).

Overview of the Project

There are 69 units at the five Properties, and 66 of the units are currently occupied. Through the disposition, the units will be removed from the LIPH program, the units will be modernized, and SFHA will receive PBVs for each of the modernized units. As a result, the existing tenants will be able to return to the Properties following a temporary relocation while the rehabilitation is taking place. The required temporary relocations are expected to last between 4 and 11 months, depending on the Property. The expected length of temporary relocations by property is detailed below:

- Noe: 4 months
- San Jule (Eddy): 8 months
- Noriega: 10 months
- Great Highway: 10 months
- Randolph/Head: 10 months

The proposed scope of work for the rehabilitation will focus on health and life safety improvements, which may include replacement of exterior siding, roofing, and water heaters; extensive dry rot repairs; seismic upgrades; replacement of exterior walkways, balconies and stairways; electric and plumbing upgrades; hazardous material abatement; and accessibility improvements.

SFHA households will have numerous protections throughout the Project. The relocation requirements of Section 18 of the Housing Act of 1937 (42 U.S.C. 1437p) apply to this Project. Under this law, residents must be provided with advisory, moving, and housing assistance. HUD's implementing regulations for Section 18 are located at 24 CFR part 970.

Typically, the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA) does not apply to Section 18 disposition projects. However, the rehabilitation of the units is expected to involve 4% Low Income Housing Tax Credits from the California Tax Credit Allocation Committee (CTCAC). In April 2020 CTCAC approved regulatory changes to Section 10322(h)(28) which requires applicants proposing rehabilitation or demolition of occupied housing to comply with the requirements of either CRAL, California Government Code Section 7260 et seq. or the URA. Due to these regulatory changes, this Plan has been written in accordance with the requirements of the URA and HUD Handbook 1378.

To accomplish the disposition and conversion to PBV or sale of SFHA's portfolio, several steps are required:

1. Preparation of this Master Relocation Plan to address the overall relocation of the Households;
2. Release of this Plan for a period of thirty (30) calendar days for public review and written comment;
3. Evaluate written comments and revise this Plan accordingly;

4. Approval of this Plan by the Authority's Board of Commissioners (the "Board") and HUD;
5. Disposition of all 69 LIPH units through the Section 18 program;
6. Temporary relocation of residents and rehabilitation of units;
7. Conversion of modernized units to PBV units;
8. Return of residents to the Properties following the temporary relocation.

Project Locations

There are five Properties involved in the Project. Most of the Properties are made up primarily of larger families, and one property, Noe St., is designated for seniors. The addresses of the Properties are listed below, and Figure 1 shows the location of the Properties:

- Noe: 363 Noe St. San Francisco, CA 94114
- San Jule Apartments: 1357-1371 Eddy St. San Francisco, CA 94115
- Noriega: 4101 Noriega St. San Francisco, CA 94122,
- Great Highway: 2206-2268 Great Highway and 2215-2263 48th St. San Francisco, CA 94116
- Randolph/Head: 200 Randolph St. and 409 Head St. San Francisco, CA 94132

Although the Properties are scattered, they are similarly located in primarily multifamily residential areas with proximity to bus stops and neighborhood parks. Noe St. and San Jule are located in more urban areas near the city center compared to the other three properties. These properties have closer access to a wider range of shopping and transportation options, including light rail stations near Noe St.

Figure 1: Location of Scattered Sites

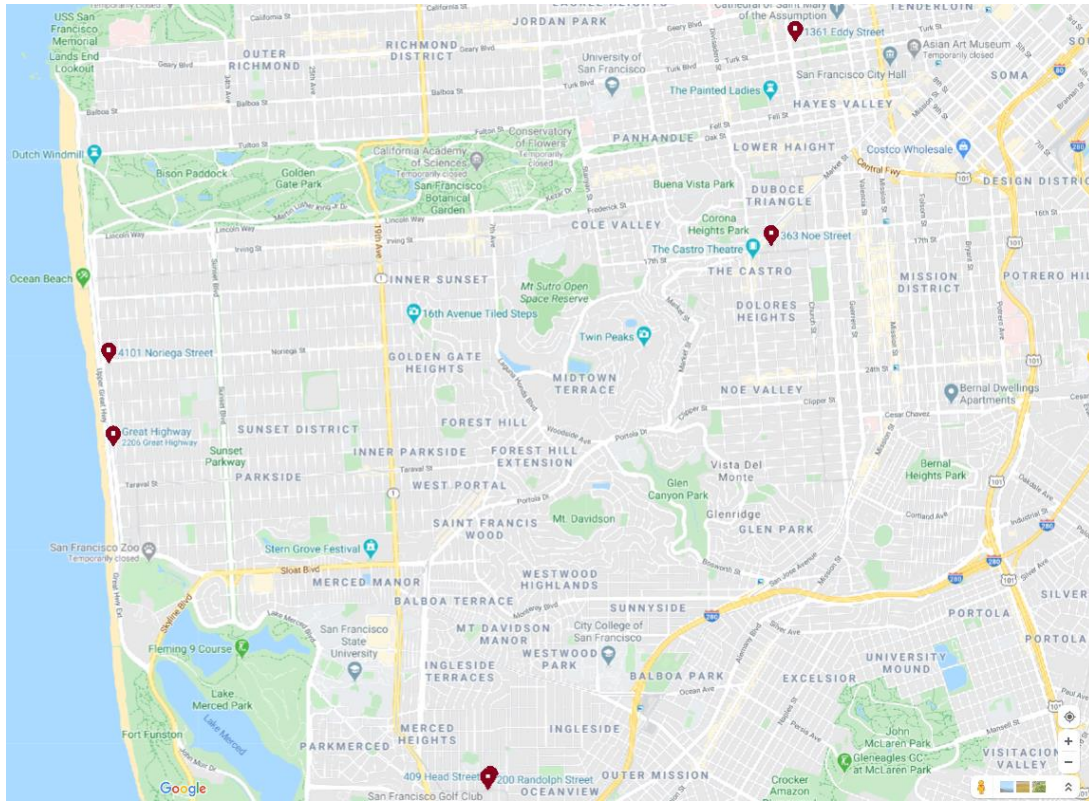
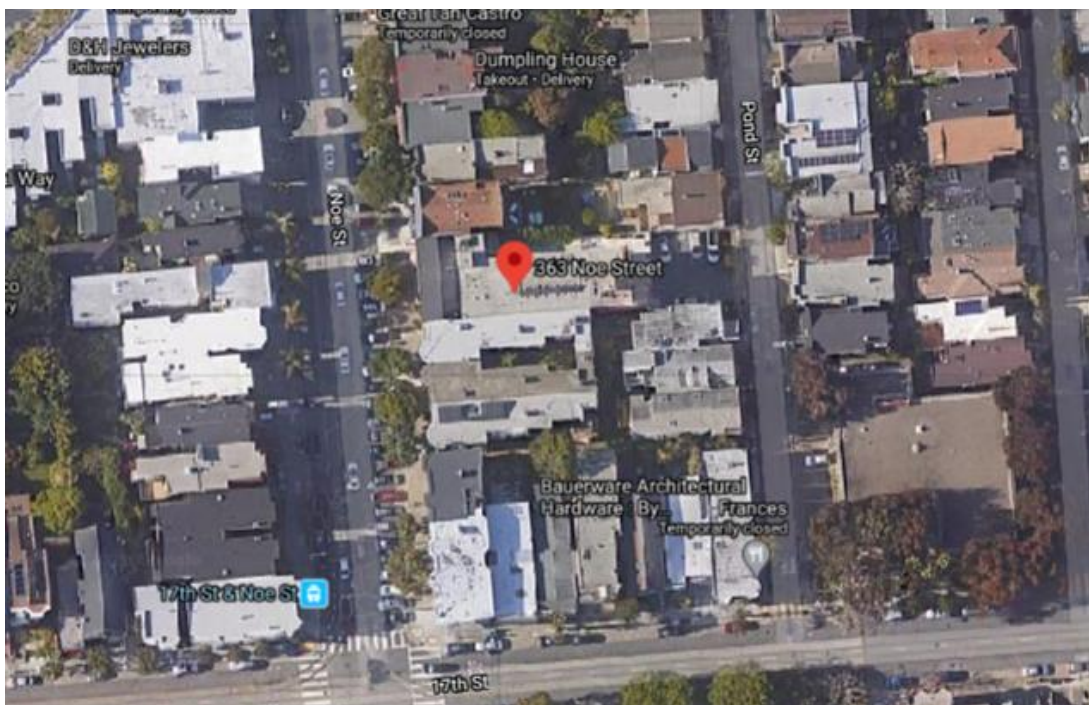


Figure 2: Individual Property Views and Photos

363 Noe St.

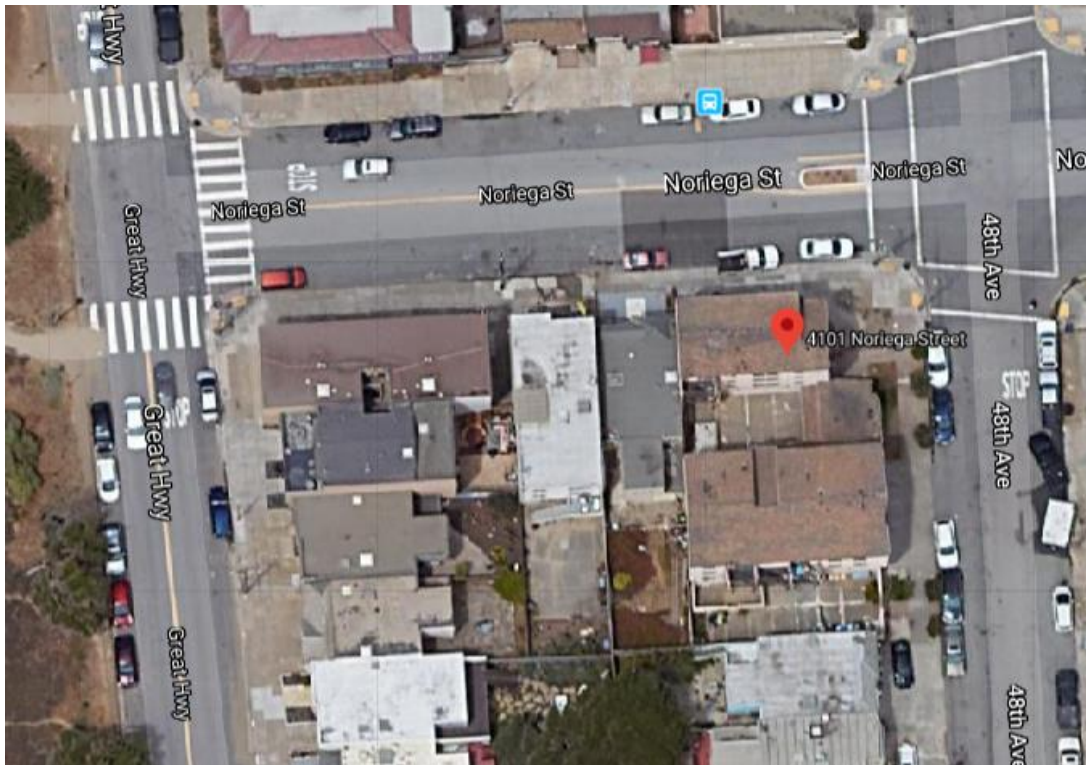




San Jule Apartments—1357-1371 Eddy



4101 Noriega St.

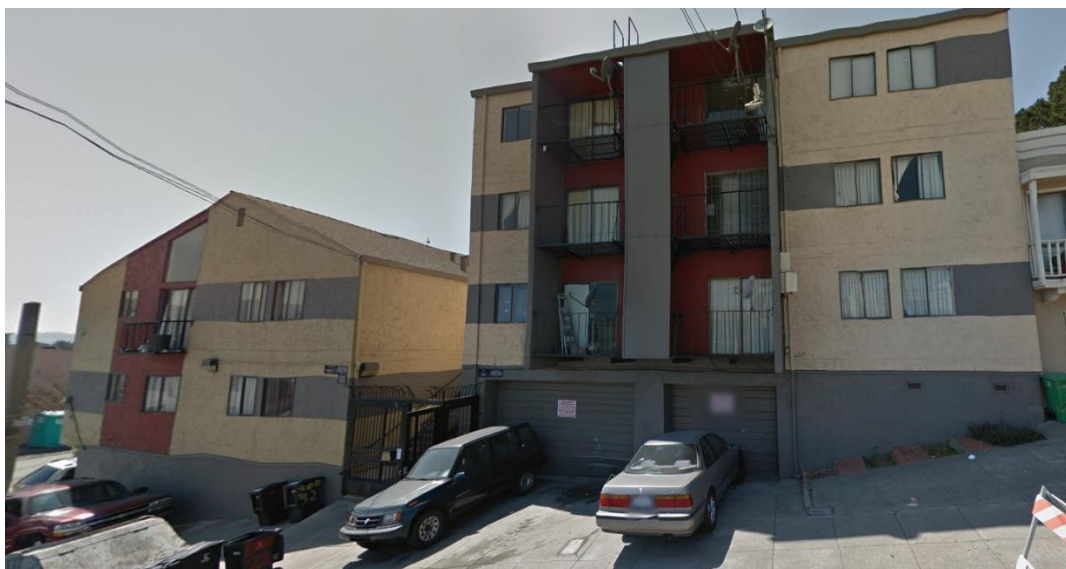


2206-2268 Great Highway, 2215-2263 48th Ave.



200 Randolph St. and 409 Head St.





Proposed Project Funding Sources

All 69 units will be disposed of through the HUD Section 18 process and will receive HUD Project Based Vouchers (PBV). The rehabilitation of the units is expected be funded through a combination of sources including 4% Low Income Housing Tax Credits (LIHTC) from the California Tax Credit Allocation Committee (CTCAC), Tax-Exempt Bonds from the California Debt Limit Allocation Committee (CDLAC), a seller carryback loan with SFHA, conventional construction debt and permanent mortgage, and a residual receipts loan from the San Francisco Mayor's Office of Housing and Community Development (SF MOHCD).

Scope of this Plan

Public agency participation (local, state, and/or federal) and the sources of Project financing are critical in determining the rules and regulations to be followed in the relocation process and establishing the rights and assistance required to be provided to those persons impacted. The Project is subject to federal relocation laws and regulations.

This Plan describes the roles and responsibilities of MHDC. This Plan outlines the relocation rights and benefits that MHDC are obligated to provide to the households impacted by the Project. This Plan also describes the relocation process and mitigation measures required to ensure that residents of SFHA properties are provided the relocation assistance that reasonably meets their needs. This Plan is limited to this scope, which is consistent with the guidance of federal relocation guidelines.

Beyond being a legal requirement, a relocation plan is a communication and management tool for the stakeholders involved in the relocation process. Identified stakeholders include the affected households, SFHA, City and County of San Francisco, Public Housing Resident Advisory Board, community-based service organizations, housing counseling organizations and other interested parties.

This Plan is **ONLY** intended to address issues related to residential relocation and provide the stakeholders with the following information and guidance:

1. Description of the Project that is requiring the relocation of the Households, including its location, and financing;
2. Description and analysis of the laws, statutes and regulations governing the relocation of the Project occupants, including the requirements for a relocation plan;
3. Aggregate details regarding the persons impacted by the Project who shall be temporarily relocated;
4. Description of the re-housing plan including the replacement housing resources available to re-house the residents;
5. Relocation program to be provided, including the rights of the Households, required notifications, benefits, and other services they are eligible to receive, and criteria for eligibility for assistance;
6. Responsibilities of [SFHA-MHDC](#) in the implementation of this Plan;
7. Process to develop, approve and update this Plan;
8. Process for any appeals of the relocation benefits and services provided;
9. Preliminary schedule of relocation activities and a cost estimate for relocation assistance.

Overview of Relocation Planning and Implementation

Overland, Pacific, and Cutler, LLC (OPC), a public real estate services consulting firm specializing in relocation planning and implementation services, was hired by MHDC to prepare this Plan on behalf of the Authority. OPC will also provide technical consulting services to MHDC and/or SFHA as they move forward with the relocation process. This Plan serves as the master relocation plan for the Project; no site-specific relocation plans are required.

MHDC has the responsibility to implement this Plan. It is planned that OPC will assist MHDC staff with implementation of this Plan. OPC will conduct all necessary household interviews, serve all required notices, and oversee all relocations.

The draft version of this Plan shall be made available to Households and other interested parties for a period of thirty (30) calendar days. Each Household shall be notified in writing where and how they can review the draft Plan, with instructions to provide written comments directly to OPC for analysis and inclusion in the final version of this Plan. Each Household shall also receive a summary of this Plan for their use.

RELOCATION PLAN

A. REGULATORY FRAMEWORK AND REQUIREMENT ANALYSIS

The laws, regulations and statutes may become applicable to the relocation of the SFHA Households are listed below:

- 24 CFR Part 970 (Section 18);
- 24 CFR Part 943.7 (Uniform Relocation Act or URA), as required by CTCAC regulations.

Section 18 and the URA require that eligible persons relocated by a publicly-assisted project receive the following services and benefits, which are explained in detail throughout this Plan:

1. Required advanced notice of the relocation.
2. Written information statement describing their rights to relocation benefits and services for which they are eligible.
3. Temporary housing that adequately meets their needs and is DS&S.
4. Assistance with moving to and from temporary housing, including relocation of personal property and transfer of any utility accounts (if required) owned by the Household.
5. Right to appeal decisions made within the relocation program that affect them.

B. PROGRAM ASSURANCES AND STANDARDS

Adequate funds shall be made available for the relocation of all Households within the budget of the Project.

Relocation assistance services shall be provided to ensure that displacement does not result in different, or separate treatment of Households based on race, nationality, color, religion, national origin, sex, 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, and Title VIII of the Civil Rights Act of 1968, as well as any otherwise arbitrary or unlawful discrimination.

MHDC is committed to ensuring that persons with all manner of disabilities, language requirements other than English, and other special needs have full access and participation in the relocation program including but not limited to community meetings, individual meetings, written notification, relocation housing and moving assistance services.

Meeting Accommodations – MHDC will ensure that all meetings are equipped, when needed, with language translation services including those services needed by persons who are hearing and visually impaired (HVI). MHDC will ensure that persons who are mobility impaired have adequate space and accessibility features available to them to access to private and public spaces used for meetings. MHDC will ensure that adequate transportation is available to persons who require it to access meetings. These provisions extend to community meeting, public hearing, one on one meeting, and other types of meetings where the relocation program and its assistance are discussed.

Relocation Housing - MHDC will ensure that all households are provided with relocation housing and moving assistance that is accessible to them and meets their needs. Where necessary, MHDC will make housing arrangements in temporary housing to accommodate the needs of disabled persons including but not limited those with mobility and Hearing and Visual (HVI) needs. MHDC will inquire if a household has installed accessibility features at their own expense; if so MHDC will ensure that those items are moved and or replaced at MHDC's expense.

All eligible Households shall be provided relocation assistance and benefits under Section 18 and the URA.

The opportunity for review and to provide written comments to this Plan by the residents and other interested stakeholders for a period of no less than 30-days is required before any displacements may occur.

Any Household who disagrees with the determination of eligibility or ineligibility for relocation assistance, or the type and amount of relocation assistance that is being offered, is afforded the right to appeal the decision per the process identified in Section L and Appendix B of this Plan.

C. RELOCATION PLANNING AND NEEDS ASSESSMENT METHODOLOGY

Early Resident Outreach

The development team has conducted some amount of preliminary outreach to residents. Resident community meetings were held virtually for each site on the dates listed below:

- Noe: March 11, 2021
- San Jule (Eddy): March 25, 2021
- Great Highway and Noriega: March 18, 2021
- Randolph/Head: March 4, 2021

Additional outreach will include the distribution of notices to inform the residents about the Project and discuss the relocation process, as well as one-on-one tenant interviews.

Analysis of Existing Data

The five Properties are made up of approximately 149 tenants in 66 households. Three units are vacant at 363 Noe St., and the other four Properties are fully occupied. A breakdown of units by bedroom size and occupancy at the Properties is provided in Table 1 below.

Table 1: Unit Size and Occupancy

	Studio	1 BR	2 BR	3 BR	4 BR	Total at Site
Noe St.						
Occupied	16	2	0	0	0	21
Vacant	3	0	0	0	0	
San Jule Apts.						
All Occupied	0	0	0	8	0	8
Noriega St.						
All Occupied	0	0	3	3	2	8
Great Highway						
All Occupied	0	0	6	10	0	16
Randolph/Head						
All Occupied	0	0	8	6	2	16
Total Occupied	16	2	17	27	4	66
Total Units	19	2	17	27	4	69

Resident Interview Process

An important process in relocation planning is collecting primary information from the impacted households. This typically occurs by conducting an interview with the household in their home. Through these meetings, more specific household composition information, special needs, and specific concerns regarding relocation are gained, which shall be used to better plan for the household's relocation needs on an individual basis.

OPC staff shall be responsible for conducting interviews with all households impacted. Resident interviews are expected to take approximately one hour to complete. Resident interview services shall be made available in other languages as needed. Languages other than English that are known to be spoken in households at the Properties include Spanish, Russian, Arabic, Chinese, and Vietnamese.

Interviews have not yet been conducted at this time and are anticipated to occur May 2021-July 2021. The information gathered in the interviews will be used to update this Plan. Interviews will be conducted with COVID-19 safety measures in place consistent with the MOHCD COVID-19 guidelines that are provided as an attachment to this Plan in Appendix C. Precautions will be taken to limit in-person contact and communication will take place by phone or videoconferencing, where possible.

Plan Preparation, Approval and Updates

This Plan shall be made available to the residents of the Project and other interested parties for a 30-day review and comment period prior to requesting approval of the Board and adoption of this Plan. Section O of this Plan describes the review and comment period in more detail. Adoption of this Plan is required before any notice to vacate can be served.

This Plan should be periodically reviewed for consistency with the goals and process of the Project as changes occur. Updates should be made to this Plan should major substantive changes occur in the Project such as, but not limited to, enhanced levels of resident information, housing resource alternatives identification, elimination of a phased approach to the relocation, and/or regulatory changes that impact relocation requirements.

Should implementation of this Plan not occur within twelve (12) months of approval of this Plan, this Plan must be updated. If substantial changes are made to this Plan once it is approved, it may be necessary to recirculate this Plan for public comment and re-submit this Plan to the Board for approval.

D. GENERAL DEMOGRAPHICS AND OCCUPANT DATA & DESCRIPTIONS

General Demographics and Housing Characteristics

According to the 2018 American Community Survey 5-Year Estimate, the population of the City of San Francisco is about 888,305.

This same data set estimates the population of the City of San Francisco to be 15.2% Hispanic or Latino. According to these estimates, 39.86% are White, Not Hispanic or Latino, 33.9% are Asian, 4.9% are Black, Not Hispanic or Latino, 4.9% are reported as two or more races, and approximately 1.3% are reported as some other race.

Household Demographic and Housing Characteristics

A rent roll was provided to OPC by MHDC in February 2021. Tables 2 and 3 contain information regarding the households gathered from review of the rent roll. Specific information regarding race/ethnicity, the number of households speaking other languages, and disabilities are not known at this time, but will be identified throughout the interview process.

Table 2: Property Population

Data Point	Number of or %
Number of Households	66
Estimated Number of Persons	149
Average # of Persons Per Household	2.3

Table 3: Age Distribution of Residents

Age Cohorts (years)	Number of Residents	% of Residents
5 and Under	9	6.0%
6-17	35	23.5%
18-26	15	10.1%
27-64	70	47.0%
65+	20	13.4%

Existing Low Income Public Housing Units

Table 4 below shows the unit mix of the units at the Properties that are planned to be renovated and converted to PBVs. There is no reconfiguration planned and all units shall be replaced one-for-one as part of the Project.

Table 4: Existing Units

BR Size	# of Units
Studio	19
1 BR	2
2 BR	17
3 BR	27
4 BR	4
Total	69

E. 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 currently 23 households that are over-housed and 3 that are underhoused (overcrowded). Households that are over-housed will likely be temporarily housed in a unit that is an appropriate size for the number of household members. The underhoused and large households requiring 4 bedroom units will pose a challenge during the temporary relocation, as four-bedroom units are difficult to come by in the local market. The housing search conducted in February 2021 identified 7 four-bedroom units that are currently available. The details of the housing search are included in Section G of this Plan.

F. RELOCATION ASSISTANCE ELIGIBILITY**Relocation Assistance**

Each unit affected by the disposition of the units will receive an PBV. Current households

will be eligible to return to the Properties following a period of temporary relocation to allow for the rehabilitation of the Properties. Households will be eligible for advisory assistance, temporary housing assistance, and moving assistance for both the temporary move and return move.

At this time, it is not expected that any households will be required to permanently relocate. The longest period of time anticipated for any household to be temporary relocated off-site is 11 months. If it does not prove feasible to relocate the households at a particular site for less than 12 months, the phasing of the Project at that particular site may be changed, or the Plan will be updated to reflect that permanent relocation will be taking place. Any households receiving permanent relocation assistance will receive relocation assistance in accordance with Section 18 and the URA.

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 disposition and conversion to PBV. Households that are over-housed or underhoused will be grandfathered into their existing unit if no opportunity is available for right-sizing.

Relocation Housing

Most or all households will be temporarily relocated off-site in master-leased apartment units, with rental expenses paid for by MHDC. Where possible, some households may be able to temporarily relocate on-site. More information regarding temporary replacement housing is available in Section G of this Plan.

Moving Services and Other Vendors

OPC Staff shall meet with each Household to explain the moving assistance services that shall be made available to them. MHDC expects to hire a moving contractor (or multiple contractors if needed) to provide moving services. Services shall include moving supplies, moving, loading, unloading, and full replacement value insurance necessary to move the personal property to the replacement housing unit and/or a designated storage space if necessary. Households that require assistance packing and un-packing as a reasonable accommodation will have those services provided by the mover.

Additional vendors may be needed for debris hauling services and other services that may be needed by senior and/or disabled Households. These needs shall be handled on a phase by phase, case by case basis. Such services are referred to as related services.

All moving and related services shall be directly paid for by MHDC.

Ineligibility for Relocation Assistance

Any household that has been evicted for cause, that voluntarily moves from the Project after receiving the General Information Notice (GIN), or is not in lawful occupation of its unit, shall not be eligible to receive relocation assistance. Any household not eligible for assistance will receive a Notice of Ineligibility and will receive no relocation assistance.

COVID-19 Procedures and Guidelines

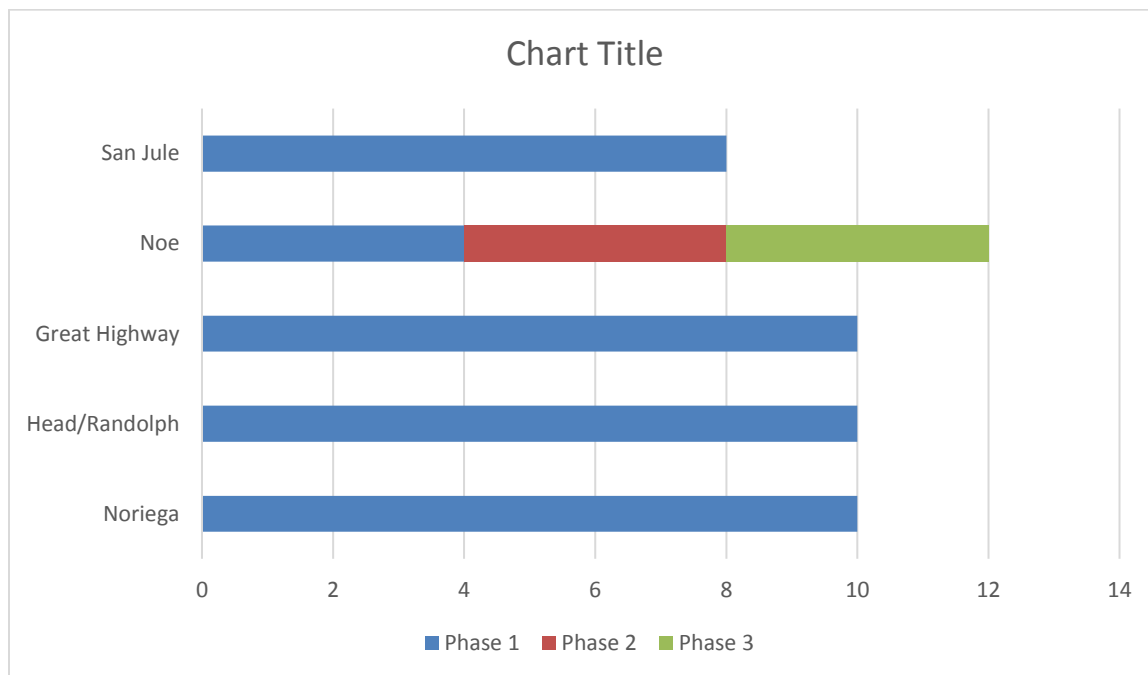
MOHCD has developed guidelines for relocation programs that are requiring residential relocation during the COVID-19 pandemic. These guidelines include daily temperature and symptom checks by impacted households leading up to the move, temperature checks of all employees of displacing agencies, contractors, movers, and other third-party consultants in order to work at the site, and specifications regarding face coverings, social distancing, and how many occupants can be at the site during the move. All relocations taking place as part of this Project will follow these guidelines and all households will receive these guidelines in advance of the move. The full guidelines can be found in Appendix C of this Plan.

G. REPLACEMENT HOUSING NEEDS & RESOURCES

Replacement Housing Needs

SFHA currently has a total of 69 public housing units impacted by the Project. At this time, 66 of these units are occupied. Following the disposition, all 69 units will undergo rehabilitation and will receive PBVs, allowing all 66 current households to return to the property after a period of temporary relocation.

The Project is phased in such a way that construction is expected to start at all Properties simultaneously, in January 2022. One of the Properties will be completed in a phased approach and the others will be completed all at once. Figure 3 below provides a visualization of the overlapping phases at the Properties.

Figure 3: Phasing Plan

Based on this phasing plan, and taking into consideration the three vacancies at Noe St, the actual size of the households, rather than bedroom size, as many households are currently over-housed, the Project is anticipated to require 54 off-site units at the beginning of the Project. Table 5 below shows the unit breakdown for off-site units needed to accommodate the first phase of relocation.

Table 5: Maximum Number of Off-Site Units Needed by Bedroom Size

Unit Size	Number
Studio/1 BR	21
2 BR	28
3 BR	4
4 BR*	1
Total	54

*Based on household size, one four-bedroom unit would be needed, although the family is currently underhoused in a three-bedroom unit.

Replacement Housing Plan

Most, if not all, households will be required to temporarily relocate off-site. There are currently three vacancies at Noe St., which is planning to undergo a phased relocation, so some on-site temporary housing may be possible at this site. If other vacancies come available, they may be utilized as temporary on-site housing where possible.

Through OPC, MHDC plans to negotiate a master lease for as many units at a single property as possible, however, its anticipated that multiple off-site housing sites may be used for the duration of the Project should off-site housing be needed. If permanent relocation is required due to renovation of the converted units extending beyond 12 months, this section may be updated to reflect the plan for re-housing the affected households.

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.

Housing Survey

OPC conducted a preliminary search for off-site temporary housing in February 2021. A total of 402 corporate housing units were found in San Francisco and nearby communities including Daly City and San Bruno within 12 miles of the Properties, ranging from studios to four-bedroom units. The rent ranges from \$1,699 to \$5,400 per month. The identified properties are located within 0.2 to 12 miles of the five Properties, with 6.5 miles being the average distance. The project expects to need 54 off-site housing units to start the Project and will be able to accommodate later phases as residents return to their rehabilitated units without requiring additional units. Based on the results of the survey, it appears there will be adequate housing to accommodate the households. One household has 8 occupants and is currently underhoused in a three-bedroom and would need a four-bedroom unit if possible. Although these units are more difficult to come by, a total of 7 units were identified in the housing survey, 2 of which are single family residential (SFR) homes, which could be utilized if necessary.

Table 6 below includes the results of the housing survey. This portion of the Plan will be updated as more Project details and needs are identified in the project development process.

Table 6: Housing Survey Results

Unit Size	Number Located	Rent Range	Median Rent
Studio	17	\$1,699-\$2,525	\$1,834
1 BR	193	\$2,000-\$2,899	\$2,500
2 BR	178	\$2,499-\$4,000	\$3,170
3 BR	7	\$3,358-\$4,861	\$3,663
4 BR	7	\$3,995-\$5,400	\$4,950

H. CONCURRENT LOCAL RESIDENTIAL RELOCATION PLAN

There are other residential relocation projects currently taking place due to the RAD conversions of other SFHA housing properties. These projects are expecting to be complete or nearing completion by the start of this Project and are not anticipated to negatively impact the ability to temporarily house the residents as part of this Project.

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 General Information Notice (GIN) and Notice of Non-Displacement (NND).
4. A minimum 30-Day Notice to Vacate will be provided to each household. The GIN is expected to be served 180 days in advance, so a 90-Day Notice is anticipated to be provided to households as well.
5. A 7-day notice to vacate.
6. Personal presentation and explanation of a Memorandum of Understanding (MOU) which the tenant must sign.
7. A notice of return ideally 7 days in advance of a new unit being ready that meets the needs of the household.
8. 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 [SFHAMHDC](#).

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

Noticing

Notices may be personally hand delivered and signed for by the tenant where needed or mailed with a certified return receipt. Any notice that cannot be personally served will be mailed certified return receipt. All notices and proof of service shall be maintained in the OPC staff's relocation case files. At a minimum, each Household shall receive the following from OPC staff.

1. A GIN and NND (180 days in advance of moves)
2. A Memorandum of Understanding or Memorandum of Agreement (collectively, the MOU). The MOU shall serve as an agreement between the Household to define what benefits and assistance such Household shall receive and the obligations of MHDC, OPC, and the Household.
3. A 90-Day or 30-Day Notice prior to the required vacation date. Such notice shall be personally served and if unsuccessful, will be mailed to each Household via certified mail/return receipt requested and first-class mail with directions to contact OPC staff to review the notice as needed.
4. A move procedures guide that explains the details of move day activities and post move out procedures. The guide shall be served as needed with the 30-Day Notice, and its procedures shall be developed by MHDC staff at a later date when the final move program is defined.

Notices shall be provided to the Household in the primary language of such Household. All notices shall inform the Household of their right to request a reasonable accommodation. Sample notices are provided in Appendix A of this Plan.

I. 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 OPC no later than three months after the date the household returns to a permanent unit. MHDC will assist households with relocation expenses by preparing a relocation claim and making payment directly to the household or its designated payee.

J. LAWFUL PRESCENCE IN THE UNITED STATES

All eligible Households shall receive relocation assistance. In cases where a Household includes persons not lawfully present in the United States, such Household will still receive relocation assistance under Section 18.

K. EVICTION POLICY

It is recognized that eviction is permissible only as a last resort and that relocation records must be documented to reflect the specific circumstances surrounding any eviction. Eviction shall only take place in cases of nonpayment of rent; a serious violation of the rental agreement; a dangerous or illegal act in the unit; violation of federal, state, or local laws; or, if the Household refuses all reasonable offers to move.

L. 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.

M. PROJECTED RELOCATION SCHEDULE AND PHASING PLAN

The disposition and rehabilitation of the 69 units is expected to commence in January 2022 and the entire Project is expected to take up to 12 months to complete.

A preliminary schedule is provided below.

- Draft Relocation Plan—February 2021
- 30-Day Relocation Plan Comment Period –March 2021
- SFHA Board Review and Approval of Plan – April 2021
- Deliver GIN to Households—June 2021
- Resident Interview Process – May 2021 to July 2021
- Deliver 90 Day Notices—November 2021
- Bid Moving Contractor and Other Vendors— November to December 2021
- Deliver 30 Day Notices—January 2022
- Deliver 7 Day Notices—February 2022
- Temporary Relocations – February 2022 through December 2022

N. ESTIMATED RELOCATION COSTS

The estimated relocation budget provided below is based on the best current available data related to the overall project schedule, potential number of relocations, and the estimated vendor costs as of February 2021.

This is an important Section of this Plan to be monitored and periodically updated. A ten percent (10%) contingency has been used to mitigate potential cost increases, including the provision of services not yet considered in this Plan, moving cost increases based on formal bids and ultimate vendor contracts, and other unforeseen factors that could increase the cost of implementing this Plan.

As the project variables become more reliable, updates to the budget shall be prepared. table below provides the preliminary proforma cost estimate for the Project. As stated, the cost estimate is subject to change as the project details are solidified in greater detail.

Table 7: Relocation Cost Estimate*

Site	Cost Estimate
Noe	\$325,110.50
San Jule	\$551,496.00
Noriega	\$407,929.50
Great Highway	\$960,828.00
Randolph/Head	\$1,025,464.00
Total	\$3,270,828.00

* individual budgets contain 10% contingency

O. RESIDENT PARTICIPATION/PLAN REVIEW

This Plan was circulated for a thirty (30)-day public review and comment period beginning on March 2, 2021, through April 2, 2021.

This Plan was made available to each Household for a thirty (30)-day review and comment period, and written comments were collected and evaluated by OPC. Households will received a notice of this Plan's availability and a summary of this Plan. This notice was provided in English and other languages as needed. Non-SFHA residents, including public agencies, advocacy groups and other interested parties, were also be invited to provide written comments to this Plan.

All written comments are requested to be mailed, faxed, or emailed to:

Maggie Harry
Project Manager
OPC
7901 Oakport Street, Suite 4800
Oakland, CA 94621
Email: mharry@opcservices.com
Fax: (562) 304-2020

LIST OF APPENDICES:

A.	SAMPLE RELOCATION NOTICES.....	32
B.	RELOCATION APPEAL/GRIEVANCE PROCEDURES.....	41
C.	MOHCD COVID-19 GUIDELINES.....	49
C.	PUBLIC COMMENT DOCUMENTS	54

A. SAMPLE RELOCATION NOTICES

GIN/Notice of Non-Displacement

Residential Tenant (Federal/CA State)

<<DATE>>

Your OPC Relocation Agent

Name:	Maggie Harry
Phone:	916-600-1114
Case ID:	<<CASE ID>>

<<HEAD-OF-HOUSEHOLD>> and All Other Occupants

<<MAILING ADDRESS>>

<<CITY, STATE ZIP>>

Dear Occupants:

San Francisco Housing Authority (called here the "Displacing Agency") is notifying you of proposed plans to rehabilitate the property you currently occupy at **<ADDRESS>** for a project which is expected to receive public funds. The Property you occupy is undergoing a Section 18 Disposition, and will receive Project-Based Vouchers (PBV) which will preserve the affordability of the Property and your ability to return. 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,

Maggie Harry

Maggie Harry
Project Manager

OPC

7901 Oakport St, Suite 4800

Oakland, CA 94621

<<Phone Number>>

Received by

X_____
Recipient's Signature

Date

Delivered on/by: _____

Posted on/by: _____

Mailed on/returned: _____



Residential 90-Day Informational Notice

<<DATE>>

<<Name>> and All Other Occupants

<<ADDRESS 1>>

<<ADDRESS 2>>

Your OPC Relocation Agent	
Name:	Maggie Harry
Phone:	916-600-1114
Case ID:	<<CASE ID>>

Dear Occupants:

The Mission Housing Development Corporation (MHDC) will soon commence the renovation of the property which you occupy at <<ADDRESS>> (called here the "Premises"). It will **not** be necessary for you to vacate immediately, but it is anticipated that you will move around <<DATE>>. It may be more than 60 days before a 30-Day Notice to Vacate is issued to you, and that notice will contain an updated date and additional information to explain the relocation process to you and assist you prepare for your move.

Please be reminded that the firm of **Overland, Pacific & Cutler, LLC**, hired by MHDC, is available to provide you with relocation assistance and to answer any questions you may have. Please continue to coordinate your move with your relocation agent listed below.

Upon vacating the Premises on or around <<DATE>>, MHDC will provide you with movers to assist you with removing and transporting all of your personal property whether that move will be on-site or off-site, delivering the Premises in satisfactory condition, and turning in the keys to your relocation agent.

If you have questions about this process it would be useful to refer to the "General Information Notice--Residential Tenant Not Displaced" that SFHA provided to all residents on <<GIN DATE>>.

Sincerely,

Maggie Harry

Maggie Harry

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: _____/_____

Residential 30-Day Notice to Temporarily Vacate

(Federal/State)

<<DATE>>

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

NAME and All Other Occupants

ADDRESS

CITY, State, Zip code

Dear Occupants:

You were recently notified that Mission Housing Development Corporation (MHDC) has commenced the rehabilitation of the MHDC Scattered Sites properties, including the unit you occupy, located at <<Address>> Premises). MHDC 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 MHDC beginning on or around <<DATE>> for a period of approximately <<TIME PERIOD>>. If you do not vacate the premises by that date, MHDC 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,

Maggie Harry

Maggie Harry

Project Manager

OPC

7901 Oakport Street, Suite 4800

Oakland, CA 94621

_____ Delivered on/by: ____/____

Received by

X_____ Posted on/by: ____/____

Recipient's Signature

_____ Mailed/receipt received on: ____/____

Date

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 on-site at your Property from 9am to 5pm, Monday – Friday.

B. RELOCATION APPEAL / GRIEVANCE PROCEDURES

Purpose

The purpose of this procedure is to set forth the guidelines of the San Francisco Housing Authority ("Authority") for processing appeals to determinations as to relocation eligibility, the amount of a relocation payment, or the failure to provide comparable replacement housing referrals.

Right of Review

(a) Any appellant, that is any person who believes him/herself aggrieved by a determination by the Authority as to eligibility, the amount of a relocation payment or failure to provide comparable replacement housing referrals, may, at his or her election, have his/her claim reviewed and reconsidered by the Authority in accordance with the procedures set forth herein, as supplemented by the procedures the Authority may establish for the conduct of hearings.

(b) A person or organization directly affected by the relocation project may petition the State of California Department of Housing and Community Development (HCD) to review the Authority's final relocation plan to determine if the plan is in compliance with state laws and guidelines, or to review the implementation of the relocation plan to determine if the Authority is acting in compliance with its relocation plan.

Notification to Appellant

If the Authority denies or refuses to consider a claim, the Authority's notification to the appellant of its determination shall inform the appellant of its reasons, and the applicable procedures for obtaining review of the decision. If necessary, such notification shall be printed in a language other than English.

Stages of Review by the Authority

(a) **Request for Further Written Information.** An appellant may request the Authority to provide him or her with a full written explanation of its determination and the basis therefore, if he/she feels that the explanation of the Authority's determination accompanying the payment of the claim or notice was incorrect or

inadequate. The Authority shall provide such an explanation to the appellant within three (3) weeks of its receipt of his or her request.

(b) **Informal Oral Presentation.** An appellant may request an informal oral presentation before seeking formal review and reconsideration. A request for an informal oral presentation shall be filed with the Authority within the period described in subsection (d) of this section. The Authority shall afford the appellant the opportunity to make such presentation before a management-level Housing Authority staff person designated by the Executive Director and who has not previously participated in the relocation decision. The appellant may be represented by an attorney or other person of his/her choosing at his/her expense.

This oral presentation shall enable the appellant to discuss the claim with the designated Housing Authority staff person. The designated Housing Authority staff person shall make a summary of the matters discussed in the oral presentation to be included as part of the Authority's file on the appellants relocation. The right to formal review and reconsideration shall not be conditioned upon requesting an oral presentation.

(c) **Written Request for Review and Reconsideration.** At any time within the period described in subsection (d) below, an appellant may file a written request with the Authority for formal review and reconsideration. The appellant may include in the request for review any statement of fact within the appellant's knowledge or belief or other material that may have a bearing on the appeal. If the appellant requests more time to gather and prepare additional material for consideration or review and demonstrates a reasonable basis therefore, the Authority may grant the appellants request by granting the appellant a definite period of time to gather and prepare materials.

(d) **Time Limit for Requesting Review.** An appellant desiring either an informal oral presentation or seeking formal review and reconsideration, shall make a request to the Authority within eighteen (18) months following the date he/she moves from the property.

Formal Review and Reconsideration by SFHA

(a) **General.** The Authority shall consider the request for formal review and shall decide whether a modification of its initial determination is necessary. This formal review shall be conducted by an independent arbitrator (the “Arbitrator”). The Arbitrator shall consider the appeal regardless of form, and the Authority staff shall, if necessary, provide assistance to the claimant in preparing the written claim. When a claimant seeks review, Authority staff shall inform him/her that he/she has the right to be represented by an attorney at the claimant’s expense, to present his/her case by oral or documentary evidence, to submit rebuttal evidence, to conduct such cross-examination as may be required for a full and true disclosure of facts, and to seek judicial review once he/she has exhausted the administrative appeal.

(b) **Scope of Review.** The Arbitrator shall review and reconsider the initial determination of the claimant’s case in light of: (1) all material upon which the Authority based its original determination, including all applicable rules and regulations, except that no evidence shall be relied upon where a claimant has been improperly denied an opportunity to controvert the evidence or cross-examine the witness(es); (2) the reasons given by the claimant for requesting review and reconsideration of the claim; (3) any additional written or relevant documentary material submitted by the claimant; (4) any further information which the Arbitrator, in its discretion, obtains by request, investigation, or research, to ensure fair and full review of the claim.

(c) **Determination on Review.** The determination on review by the Arbitrator shall include, but is not limited to: (1) the Arbitrator’s decision on reconsideration of the claim; (2) the factual and legal basis upon which the decision rests, including any pertinent explanation or rationale; and (3) a statement to the claimant that administrative remedies have been exhausted and judicial review may be sought. The determination shall be in writing with a copy provided to the claimant. The Arbitrator’s decision shall be binding on the Authority.

(d) **Time Limits.** The Authority shall issue its determination on review as soon as possible but no later than six weeks from the date of the hearing. In the case of appeals dismissed for un-timeliness or for any other reason not based on the merits of the claim, the Authority shall furnish a written statement to the claimant stating the reason for the dismissal of the claim as soon as possible but not later

than two weeks from receipt of the last material submitted by the claimant, or the date of the hearing, whichever is later.

Refusals to Waive Time Limitation

Whenever the Authority rejects a request by a claimant for a waiver of the time limits, the claimant may file a written request for reconsideration of this decision, except that such written request for reconsideration shall be filed within ninety (90) calendar days of the claimant's receipt of the Authority's determination.

Extension of Time Limits

The time limits specified may be extended for good cause by the Authority.

Recommendations by Third Party

Upon agreement between the claimant and the Authority, a mutually acceptable third party or parties may review the claim and make advisory recommendations thereon to the Authority for its final determination. In reviewing the claim and making recommendations to the Authority, the third party or parties shall be guided by the provisions of this Appeals/Grievance Procedure.

Review of Files by Claimant

Except to the extent the confidentiality of material is protected by law or its disclosure is prohibited by law, the Authority shall permit the claimant to inspect all files and records bearing upon his or her claim or the prosecution of the appellant's grievance.

If an appellant is improperly denied access to any relevant material bearing on his or her claim, such material may not be relied upon in reviewing the initial determination.

Effect of Determination on Other Persons

The principles established in all determinations by the Authority shall be considered as precedent for all eligible persons in similar situations regardless of

whether or not a person has filed a written request for review. All written determinations shall be kept on file and available for public review.

Right to Counsel

Any aggrieved party has a right to representation by legal or other counsel at his or her expense at any and all stages of the proceedings set forth in this procedure.

Stay of Displacement Pending Review

If an appellant seeks to prevent displacement, the Authority shall not require the appellant to move until at least twenty (20) calendar days after the Authority has made a determination and the appellant has had an opportunity to seek judicial review. In all cases the Authority shall notify the appellant in writing, twenty (20) calendar days prior to the proposed new date of displacement.

Joint Appellants

Where more than one person believes themselves aggrieved by the failure of the Authority to refer them to comparable permanent replacement housing, the appellants may join in filing a single written request for review. A determination shall be made by the Authority for each of the appellants.

Judicial Review

Nothing in this Appeals/Grievance Procedure shall in any way preclude, or limit a claimant or the Authority from seeking judicial review of a claim upon exhaustion of such administrative remedies as are available herein.

RELOCATION ASSISTANCE APPEAL FORM

INSTRUCTIONS: This is an appeal of a determination made by the Displacing Agency under Section 18 of the United States Housing Act of 1937 (42 U.S.C. 1437p).

Complete this document, explaining the nature of your complaint and reasons for this appeal below. Attach extra pages if needed. You will be notified of the date when your complaint will be considered.

Claimant:		Agency:	
Site Address:		Project:	
Mailing Address:		Consultant:	
Phone number:		Case ID:	

Claimant Type: Residential Tenant	This appeal is based on: <input type="checkbox"/> Eligibility only <input type="checkbox"/> Amount of Payment only <input type="checkbox"/> Eligibility amount
Appeal Type: <input type="checkbox"/> Request for Further Written Information <input type="checkbox"/> Informal Oral Presentation <input type="checkbox"/> Formal Review and reconsideration	
Will you be present at the hearing?: <input type="checkbox"/> Yes <input type="checkbox"/> No	Will you be represented by counsel?: <input type="checkbox"/> Yes <input type="checkbox"/> No

.... continued next page.

Claimant's Statement:

I certify that the information provided on this form is accurate and complete.

Claimant Signature

Date

C. MOHCD COVID-19 GUIDELINES

GUIDELINES FOR RESIDENTS OF MOHCD-FINANCED OCCUPIED REHAB PROJECTS MOVING TO AND FROM TEMPORARY HOUSING

Updated: May 29, 2020

The following guidelines are intended to provide guidance for owners, property managers, relocation consultants and moving companies for occupied rehabilitation projects undergoing tenant relocation during the COVID-19 pandemic. For the latest guidelines, please refer to the San Francisco Department of Public Health's (DPH) website to find the latest information and guidance regarding COVID-19: <https://www.sfdph.org/dph/alerts/coronavirus.asp>.

INITIAL ASSESSMENT AND NOTIFICATION SCHEDULE

The initial assessment of each resident's apartment should be conducted while adhering to DPH's Personal Protective Equipment (PPE) and social distancing guidelines. It is recommended that relocation and moving company staff complete and sign a COVID-19 pre-screen questionnaire prior to initial assessment. Prior to move day, ownership/property should ensure the following assessment and notification protocol:

- 1) 90 days: Post **90-Day Notice** on door of each household.
- 2) 30 days: Post **30-Day Move Notice** on door of each household. This notice should include the information listed below. Please include information about moving procedure, instructions for how residents can procure boxes and labels, labelling protocol. At this time, residents should be informed of latest guidance regarding COVID-19 symptoms, reducing risk of exposure and social distancing guidelines. These can be found here and include translations of FAQs <https://www.sfdph.org/dph/alerts/coronavirus.asp>. It is recommended that tenants complete a form with packing instructions to minimize time relocation consultant/moving company staff will be in the apartment during the initial assessment.
- 3) Initial assessment: The moving company will perform an initial assessment of each individual unit 30-days before the move to assess number of items in each unit. In order to maintain social distancing, household members will not be required to be present. At this time, movers should leave unused or disinfected boxes and new labels for residents to pack their belongings.
- 4) 7 days: Relocation consultant should post **7-Day Notice**, plus additional information about temporary accommodations as needed.

GUIDANCE FOR DAYS PRIOR TO MOVE TO TEMPORARY HOUSING

Please follow these instructions in the 14 days prior to moving day. Please note, everyone must maintain a safe distance of at least 6 feet and wear face covering along with gloves during all stages of relocation process.

1. Prior to move day, relocation consultant will be required to submit a Communication Plan for review and approval. location consultants/movers to address residents' questions and concerns.
2. Ownership/property management will be required to provide new boxes and labels for each household at least 14 days in advance. Residents will indicate items that will need to be moved to trash, storage, or the temporary housing site.
3. Ownership/property management should ensure residents have access to thermometers, and provide instructions to each household. Residents should be instructed to use the thermometer provided by Resident Services or Relocation Specialist to record the temperatures of everyone in their household, every day starting 14 days before the move date. Ownership/property management should provide residents with a phone number and/or email address to notify of a new fever. A fever is a temperature $\geq 100.4^{\circ}\text{F}$ (38.0°C).
4. In addition to temperature, residents shall be instructed to check everyone in their household every day for the following COVID-19 symptoms starting 10 days before move date. Owner and property management should provide residents with contact to notify if any of the below symptoms are present:
 - a. Cough (especially a new or worsening cough)
 - b. Shortness of breath or difficulty breathing
 - c. Chills
 - d. Muscle pain
 - e. Sore throat
 - f. New loss of taste or smell
5. Owners should ensure that relocation consultant and staff and moving company employees will be checked for fever and symptoms. If a staff member experiences any signs of illness, they will not be permitted on the site and the relocation team or services staff should be notified. Staff member and members of household should be referred to testing.

GUIDELINES FOR MOVE DAY

Below are guidelines day of the relocation move. Movers will be expected to be dressed in uniform and will be required to wear face covering and clean, disposable gloves at all times. The guidelines assume that there will be no more than 3 movers at a time, and movers will make every effort to maintain a distance of at least 6 feet.

1. On move day, a representative from the relocation consulting company and moving company should knock on resident's door to indicate that it's time for the move to start.
2. One representative of the household (age 18 years or older) may be present in the unit during the move in a designated observation area wearing face covering at all times. All other household members must leave the unit. A safe waiting space will be made available for them away from the unit.
3. Ownership/property management should ensure that residents have transportation to their temporary accommodations. For residents without private transportation, it is recommended to transport residents by van, which will ensure social distancing during travel.
4. Once household members leave the unit, movers will be able to enter the unit to begin packing belongings, and then transport them to the temporary housing and/or storage unit as indicated by labels.
5. Upon delivery of residents belongs at the temporary unit, one representative of the household (age 18 years or older) may be present in a designated observation area of the unit during the unloading. All other household members must leave the unit. A safe waiting space will need to be made available for them away from the unit.
6. Residents should to check everyone in your household for fever and COVID-19 symptoms for 14 days after move day is complete.

SIGNS OF ILLNESS:

Ownership/property management should alert residents of COVID-19 symptoms so they are able to properly monitor their health. These include:

- Fever (a temperature $\geq 100.4^{\circ}\text{F}$ or 38.0°C)
- Cough (especially a new or worsening cough)
- Shortness of breath or difficulty breathing
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

Ownership/property management will need to provide residents with a point of contact to report any symptoms. Additionally, ownership/property management will need to provides

residents experience symptoms with quarantine guidelines described here:: <https://www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines>

Signs of illness include:

- Fever (a temperature $\geq 100.4^{\circ}\text{F}$ or 38.0°C)
- Cough (especially a new or worsening cough)
- Shortness of breath or difficulty breathing
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

HOUSEHOLD REPRESENTATIVE:

Each unit should designate a member of the household above age 18 who will be present on the day of the move. If the designated household representative wishes to be present during packing or moving of the unit, they must follow the protocol listed below:

1. Household representative must wear face covering at all times.
2. Household representative must remain in the designated observation area and will not be permitted to walk throughout the unit.
3. Household representative must maintain at least 6-feet of distance from the movers at all times.

D. COMMENTS & RESPONSES TO PLAN & COMMENT PERIOD DOCUMENTS

Date of Contact	Name	Address	Comment/Question	Response
3/7/2021	Conchita Espino	409 Head Street	"What is the packet that was delivered to my door?"	The packet is the relocation plan that outlines the process residents can expect for the relocation and renovation. It specifies the services and assistance that will be available to households throughout the process.
3/4/2021	Randall Glick	363 Nee 12, 14, 16, 21	Requested Spanish copy of the relocation plan	Spanish copy delivered 3/5/21
			1. Is there funds to proceed with the project? 2. What property will move first? 3. Will all the properties go at the same time? 4. Will we temporarily relocate to our same area? 5. Can tenants visit the unit prior to temporarily relocating to it? 6. What do we do about mail forwarding? 7. Is the storage facility safe and will OPC/MHDC pay should something be damaged? 8. Will we be provided with clothing zip bags? 9. Will we be provided cable/internet? 10. Prefer top level apartment 11. Will I receive ADA grab bars in my bathroom? 12. Will there be COVID temperature checks? 13. Can tenants be present in the unit during the move?	<p>Mission Housing plans on submitting a funding application to the California Tax Credit Allocation Committee (TCAC) & California Debt Limit Allocation Committee (CDLAC) in May 2021. Securing a CDLAC allocation can be highly competitive. If the project does not receive an allocation from CDLAC then Mission Housing will reapply in September 2021.</p> <p>Please see the response to question #1. If Mission Housing has to reapply for a CDLAC allocation in September, then construction and relocation will start later.</p> <p>Relocation for the Noriega and Great Highway sites will commence at approximately the same time, in January of 2022. At this time it is still too early to provide specific move dates for each individual household.</p> <p>Yes, all residents at the Great Highway and Noriega will be temporarily relocated in January 2022.</p> <p>Location will be a primary factor when considering the temporary housing unit. We take into consideration accessibility to community amenities, schools for children, access to public transportation, etc.</p> <p>OPC does a pre-inspection of each unit prior to moving residents in as well as a thorough sanitation and cleaning. All units will meet the decent, safe, and sanitary requirements and be free of infestation. Videos, pictures, and amenities lists will be provided to residents prior to move day as a means to view the temporary units.</p> <p>Households at the Noriega site will be away from their original units for 10 months. We will ask residents to transfer their mail to their temporary address. We will provide sufficient time to setup the transfer.</p> <p>Storage will be provided to households on an as-needed basis. The storage is secure, and all household items will remain separated by unit. Once items are placed in storage, no one will have access until tenants return to their original unit. If items are damaged in the move, a claim is submitted to the moving company for resolution.</p> <p>We provide small to large boxes, wardrobe boxes, mattress bags, tape, paper, etc. If additional materials are needed, those can be requested.</p> <p>Households at the Noriega site will be asked to transfer their current cable/internet services to the temporary unit. If there is a transfer fee associated with that, you will be reimbursed.</p> <p>You will be responsible for continuing to pay your bill as normal.</p> <p>We will add this note to your case file. Please bring up this information during your one-on-one meeting with OPC as well.</p> <p>Any needed ADA/accessibility features will be provided at the temporary unit.</p> <p>If we are still operating under COVID restrictions at the time the project starts, the moving company currently protocols in place that they are required to be checked by their management staff everyday prior to work. Any persons exhibiting signs of illness will not be allowed onsite. All site staff will be wearing CDC approved PPE as well.</p> <p>If we are still operating under COVID restrictions, we will ask that only one designated household member (18 or older) be present in the unit during the move.</p>
3/15/2021	Gertie Sleeper	4101 Noriega #18		
3/10/2021	Leticia	2206 Great Highway	<ul style="list-style-type: none"> Leticia has a 9 year old daughter with severe asthma She does not want to be relocated to a highrise building, or a building that would require her to take an elevator to access her unit. Stairs are ok though. <p>Hi my name is Gail McGaster and I live at 4101 Noriega St Apt 7 San Francisco, CA 94122. Here are my suggestions and comments for the relocation/renovations.</p> <p>Safety</p> <ul style="list-style-type: none"> good lighting/ motion lights Surveillance cameras Well lit covered garage Less stairs more ramps Move mailbox out of public view Gate card/Key entry Bigger kitchen Doors on all closets Quiet ventilation in bathrooms Shower wall More electrical outlets garbage disposal Dishwasher Carpet in bedrooms Easy accessible windows Sink/ cabinet storage combo in bathrooms outlet for washer and dryer Ceiling fans in unit sprinkler system 	Case notes added to tenant file.
4/2/2021	Gail McGaster	4101 Noriega #7		Thank you for sending over your suggestions. I will be incorporating them into the final version of the relocation plan and have relayed them to the project team.