



RENTAL ASSISTANCE DEMONSTRATION PROGRAM RESIDENT RELOCATION FREQUENTLY ASKED QUESTIONS

THINGS EVERY TENANT SHOULD KNOW ABOUT RELOCATION UNDER THE RAD PROGRAM

Temporary relocation will be a necessary part of improving San Francisco's Public Housing properties under the Rental Assistance Demonstration (RAD) Program in order to achieve the level of capital improvements needed at each property.

Over the past several months, a relocation working group comprised of representatives from the San Francisco Housing Authority; the Mayor's Office of Housing and Community Development; Tenants' Rights Advocate Groups; and the RAD Development Teams have worked diligently to develop a Relocation Plan that carefully documents all tenants' rights and obligations under federal, state, and local relocation law, and assures implementation of a consistent temporary relocation process among all Development Teams.

Furthermore, the Relocation Plan is designed to assure that all residents are informed of and protected by the fundamental tenants' rights under the RAD Program as follows:

- All tenants have a **guaranteed right to return** to the RAD property;
- No background re-screening of existing tenants is permitted for tenants to return to the RAD property; and
- Tenant rent will continue to be calculated using the same rent formula calculation prior to conversion under RAD.

FREQUENTLY ASKED QUESTIONS

1. What is Relocation?

Relocation is the process of **temporarily** moving from your current housing unit to a temporary housing unit during construction and moving back to the property where you currently live when construction is complete.

2. Why do I have to move?

The property where you currently live is in need of substantial repairs. The construction work to upgrade the building systems and your apartment will require you to move for a temporary period of time. It will not be safe for you to remain in your apartment during construction.

3. Where will I go?

You will be provided with another decent, safe and sanitary housing unit to stay in during construction. Depending on the type of work that has to be done, you will move to another apartment elsewhere in the same property where you currently live; or, you will move to an apartment in another location; or, only if you wish to do so, you may stay with family or friends.



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4. Who is in charge of Relocation?

You were previously informed that the building where you live is being transferred to a new affordable housing owner under the RAD (Rental Assistance Demonstration) Program. The new owner is responsible for the relocation process. A Relocation Specialist will meet with you to discuss any special needs you have and provide more information about relocation.

5. How long will I have to be gone?

Each building needs different types of repairs. The amount of time that you have to be gone will depend on the level of construction that has to be done in your building and your apartment. In some buildings residents will only need to move for a few weeks and in other buildings residents may need to move for several months. Your Relocation Specialist will provide you with the specific information about the estimated amount of time that you will need to stay in a temporary housing unit.

6. Will everyone in my building temporarily relocate at the same time?

In most buildings, the construction work will be done in multiple phases. Relocation will correspond with the construction phases. So in most buildings, not all residents will move at the same time. You will be provided with a 90-day notice advising you of an estimated moving date. When it is time for you to temporarily relocate, you will be given 5 days' notice to complete the move (if it's in the same property) and 10 days' notice to complete the move (if your temporary relocation is offsite).

7. What assistance will I receive to help me temporarily relocate?

You will receive all assistance necessary to complete the move from your current apartment to the temporary housing unit and to return to your current property as described below. All services will be paid by the new owner and there will be no costs to you.

- a. **Packing Materials and Assistance** – You will be provided with all packing materials and if you request, packing assistance will also be provided.
- b. **Moving** – A private moving company will move your belongings to your temporary housing unit or to storage as required and will move them back to your apartment when construction is complete.
- c. **Storage** – If you are moving to a temporary housing unit that is furnished or if you choose to stay with family or friends, at your request, your belongings will be placed in a safe and secure storage facility.
- d. **Utility Connections and Re-connections** – If it is necessary and there are costs associated with disconnection and/or reconnection of utilities that you currently have in your apartment, the costs of those connection fees will be reimbursed to you or paid directly to the utility company.



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- e. **Temporary Housing Unit** – You must continue to pay your current rent while you stay in the temporary housing unit. You will not pay any additional costs for the temporary housing unit.

8. What will happen with personal items I have installed in my apartment?

You must disconnect any item that you have installed or attached inside or outside of your apartment such as ceiling fans, wall-mounted televisions or other electronic devices, and exterior security gates or bars. Items that have been disconnected and removed from the fixed mounting will be packed and moved with all other furnishings. Items not removed will be considered abandoned and unclaimed and will be removed as part of the rehabilitation work. Assistance with removing personal items will be provided as needed pursuant to a request for reasonable accommodations.

NOTE: Some items may not be permitted to be reinstalled under your new lease with the new owner. You should check with your Relocation Specialist to find out if you can reinstall any item(s) when you move back to a newly renovated apartment.

9. How will my children get to school if I have to be temporarily relocated to another neighborhood?

Regardless of where you are temporarily relocated, your children will be able to remain at their current school. The new owner of your building will work with the school district to make any necessary arrangements for transportation from your temporary housing unit to the school that your children currently attend.

10. Will my pets be able to move with me to the temporary housing unit?

Your Relocation Specialist will work with you to make all necessary arrangements for your pets to move with you or to be cared for during the temporary relocation period. All service animals will be permitted to stay with you at the temporary housing unit but you must provide all required documentation.

11. What if I do not want to move to the temporary housing unit that is offered?

Your Relocation Specialist will talk with you about any special needs you may have and every effort will be made to offer multiple temporary housing options, if there are any available. You will be provided general information about your temporary housing when you meet with your Relocation Specialist. You will be required to move for temporary relocation, and failure to do so will be considered a violation of your lease agreement.

12. Do I have to sign another lease?

At the time of the RAD closing, your current property will transfer to the new owner and will convert from Public Housing to the Project Based Voucher Program. Before the transfer of ownership, the new owner will offer you a new lease for your current apartment. While you are staying at the temporary housing unit, you must comply with all of your new lease requirements for your original property, including the requirement to continue to pay rent. Failure to comply with lease requirements while staying in the temporary housing unit could result in termination of the new lease agreement for your current apartment and discontinuance of relocation



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assistance. If there are any additional lease requirements for your temporary housing unit, your Relocation Specialist will provide you with that information.

13. Will I be able to return to the same apartment?

You will be entitled to return to the same property but not necessarily to the same apartment. In some cases, residents currently live in units that are too large or too small for the size of their family. These residents will need to return to the most appropriate size unit that is available in the property. Fair Housing laws require that some apartments will be converted to accessible units as part of the construction. These accessible units will need to be offered to individuals with mobility, visual or hearing impairments. Thus, it may not be possible for you to return to the same apartment.

14. What happens to my security and/or pet deposit?

Any security and/or pet deposits that you paid to the Housing Authority will be transferred to the new owner of your property. You will not have to pay any additional deposits.

15. What protections and guarantees do I have during the relocation process?

HUD provides protection to tenants under the RAD Program regulations which require compliance with a federal law called the Uniform Relocation Act (URA). The State of California Relocation Law and the City of San Francisco Public Housing Right to Return to Revitalized Housing Ordinance also provide relocation protection for tenants.

16. How do I file a complaint if I have a problem during the relocation process?

The RAD Relocation Plan provides a complaint resolution and grievance process for tenants. Under this process the City of San Francisco Rent Board shall act as an independent third party to review relocation claims and make advisory recommendations to the SFHA. The review and advisory process for claims received under this step for the RAD program shall consist of a hearing conducted by a Rent Board Administrative Law Judge and a written advisory recommendation from the Administrative Law Judge to you, the SFHA, and a copy to the Development Team.

FOR MORE INFORMATION, PLEASE CONTACT YOUR PROPERTY'S RELOCATION SPECIALIST.