

Relocation Plan

Colonel Eugene B. Floyd Apartments

Brookline Housing Authority

Updated November 2021

Prepared by Housing Opportunities Unlimited (HOU)

**NOTE: The first version of this plan dated May 2021 was submitted to the Massachusetts Department of Housing and Community Development, and approved. This updated version reflects a change in financing sources. The original plan included HUD HOME funding as a possibility, which would trigger HUD's (Uniform Relocation Act ('URA') requirements. As HOME funds will NOT be used to finance the project, URA is not applicable to this development. Both versions of the plan reflect M.G.L. 79A and its implementing regulations which mirror many URA requirements and is more stringent in some aspects. DHCD advised that as there are no substantive changes, it is not necessary to resubmit for review and/or comment.*

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I. INTRODUCTION

The Relocation Plan ('Plan') sets forth the specific policies, procedures, rights and benefits that will govern the relocation of all Displaced Residents of the Brookline Housing Authority ("BHA") elderly federal public housing site, Colonel Eugene B. Floyd Apartments. BHA has secured Housing Opportunities Unlimited ("HOU") as the relocation agent for the project (information about HOU is provided in Section III, Relocation Services and Procedures). The BHA/HOU team is aware of the legal requirements, and as importantly, sensitive to the needs of the residents who reside at Colonel Floyd. Together, we will work to ensure that they are exceptionally well supported through the relocation transition.

The Project ('Project') includes the complete demolition of the existing 60 units of elderly/disabled housing in multiple walk-up buildings, replacing them with a single building with 115 apartments for elderly and disabled households. The demolition and construction timeline is approximately two years. Residents will have to relocate off-site during this construction time period. All Colonel Floyd residents will be advised when the new building is available for lease and will have the opportunity and right to return when the new building is complete.

The proposed project financing includes federal, state and local funding. The Relocation Plan has been written to use the most conservative relocation requirements of the funding sources.

Project Funding Sources:

- Brookline Affordable Housing Trust
- Tenant Protection Vouchers ("TPV") / HUD Section 18
- 4% LIHTC
- tax-exempt bond financing
- state tax credits
- state soft funds

The Massachusetts Department of Housing and Community Development has the right to review, comment, and request changes, as part of their review and approval process.

This Plan shall comply with the requirements of:

- M.G.L. Chapter 79A and implementing regulations at 760 CMR 27.00 *et seq.* (collectively, Governing Laws) (State of Massachusetts, Department of Housing and Community Development);
- 24 CFR Section 970.21 HUD Public Housing Program Demolition or Disposition of Public Housing Projects; Relocation of Residents

Public Funding Entities Contact Information:

Nancy Johnson
U.S. Dept. of Housing and Urban Development
Office of Community Planning and Development
10 Causeway Street, 5th Floor RM 535, Boston, MA 02222-1092
Phone: (617) 994-8357 Email: Nancy.a.Johnson@hud.gov

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Project representatives who may be contacted regarding this relocation plan:

Relocation Agent

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128 Brookside Ave, 3rd Floor
Boston, MA 02130
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lmangum@housingopportunities.com

Brookline Housing Authority

Maria T. Maffei, Director of Redevelopment
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II. PROJECT OVERVIEW

The Brookline Housing Authority (“BHA”) is a high-performing public housing agency that owns and operates 10 developments consisting of 399 units of federally funded public housing, 394 units of state funded public housing and 231 units of LIHTC housing. It also operates a 1,000+ unit Section 8 voucher program and provides extensive social services for its residents. Five years ago, the BHA completed the first major new construction of affordable housing in Brookline in more than 30 years, on-time and on-budget. Since then, the BHA has embarked on a strategic plan to renovate and preserve its affordable housing portfolio. To that end, the BHA is currently completing one, and in construction of a second, substantial rehabilitation at two elderly/disabled properties, converting them from public housing to Section 8 housing under HUD’s Rental Assistance Demonstration (“RAD”) program. Each of these is financed through an LIHTC partnership with BHA as the managing member.

The BHA is building on these successes and is using the same team of key professionals to replace the physically obsolete housing at Colonel Floyd Apartments. The BHA is applying to HUD for the demolition and disposition of the property under Section 18 of the US Housing Act of 1937 (Amended in 1998) and is seeking Tenant Protection Vouchers. The BHA is in a unique situation, having a commitment of \$6.525million in funding from the Town of Brookline's Affordable Housing Trust. The BHA will submit an application for financing to the

Department of Housing and Community Development and is also seeking 4% federal tax-credits and state tax credits.

Colonel Floyd Apartments is located in Coolidge Corner, a desirable Brookline neighborhood. In addition to the physical inadequacies of the development, its layout is inefficient and does not support the Brookline Housing Authority's goal to provide services to allow residents to age in place as long as possible. Built in 1959, the buildings are low-density walk ups with limited accessibility, with a total of 60 one-bedroom units.

The redevelopment plan is for a single building with 115 one-bedroom apartments for the elderly and disabled; 6 of these apartments will be handicap-accessible. This single building design will allow for more housing and better support for residents including handicapped accessibility, community space and delivery of supportive services. All apartments will be constructed at a high standard of quality, workmanship, and material. They will meet the highest standards of energy efficiency and will have universal design features that will allow households to age in place. Each floor will have a lounge area, common laundry room and trash and recycling area. There will be extensive common space. At the time of writing the BHA is in the process of engaging residents about the design and programming for the spaces. Possibilities include a living room, library, fitness room, kitchen, dining area, nurses' stations, multipurpose rooms and a multigenerational space for visits with grandchildren.

Anticipated Timeline

The BHA and its team are currently in the design/planning and permitting phase. They submitted the Section 18 application in April 2021 and will submit for state public funding through the pre-application process in the fall of 2021 and a full application in early 2022. At this early stage, the current timeline pencils out with a construction start in Q4 of 2022 and a 2-year construction timeline, making an estimated completion date of late 2024. If this timeline holds, mandatory resident relocation will begin in the Summer of 2022. HOU established an office at the property beginning in April 2021 to begin assisting households that would like to move earlier and/or wish to get on waitlists for other affordable housing properties.

More description about relocation timing is in the next section.

III. RELOCATION SERVICES AND PROCEDURES

The Brookline Housing Authority has procured Housing in Transition, Inc., d.b.a. Housing Opportunities Unlimited ("HOU"), to provide relocation services as the Relocation Agent for residents of Colonel Floyd Apartments. HOU is a privately-held company that offers relocation services and resident services to clients focused on affordable and mixed income housing communities. HOU has almost 40 years of experience providing relocation planning and implementation services, case management and resident services to the residents of over 200 publicly-assisted housing developments nationwide. Additional information about HOU is provided in [APPENDIX E: HOU STATEMENT OF EXPERIENCE AND CORPORATE CAPABILITIES](#)

During the pre-construction phase, HOU will work closely with the development and construction team to best inform the least disruptive relocation plan as possible.

HOU will participate in resident meetings as needed by the BHA to inform residents of what is happening with the project planning. As the project timeline and financing become more real, the HOU team will be in consistent communication with residents. HOU staff will conduct individual household assessments to best understand needed support for a successful relocation. HOU will create, maintain and audit all resident relocation files. These will be turned over to the BHA at the end of the relocation process and kept for a minimum of three years. HOU staff will balance safety and strong communication with residents by distributing flyers to doors, using the USPS, as well as utilizing ZOOM and Turbobridge (non-video conference call). HOU staff will also provide the option for one to one, socially distant meetings in a large, well-ventilated space, with disinfectant wipe-downs in between meetings, for residents that would rather meet that way. The goal is to explain relocation procedures in detail. This includes providing written information on moving assistance, benefits, rights, privileges and protections. HOU has multilingual staff that speak the 6 most common languages (for the Boston area) for ESL residents.

Relocation Administration

Every relocation project has unique dynamics that need to be assessed and addressed by the relocation team in partnership with the housing authority's team. The Town of Brookline has high living costs and strong services for elders. Many of the residents of Colonel Floyd ("CF") have lived in Brookline for over 10 years. Finding comparable housing for CF resident relocation will be challenging. Brookline-based affordable housing, both private and publicly owned, especially elderly housing with services, have long waitlists. In light of this, HOU is working with the BHA to identify opportunities to relocate households earlier than it would in other situations. The BHA is taking steps to make Colonel Floyd residents a priority in the properties it owns and operates, including its federal and state public housing, its tax-credit properties and properties for which it provides PBVs. This includes amending the governing documents – the BHA's Admission and Continued Occupancy Policy (ACOP) and Administrative Plan and the property's Tenant Selection Plan and Affirmative Fair Housing Marketing Plan – to permit such a priority. Both the BHA and HOU believe this is necessary for the successful relocation of the existing 60 households. Two BHA properties currently undergoing substantial renovations utilizing the RAD program, 90 Longwood Avenue and 61 Park Street, will have vacant units once all original residents are accommodated; these vacant units can serve as a relocation resource for interested CF households. A resident's decision to apply for a possible early relocation opportunity will be totally voluntary, carry all program relocation requirements, and if they choose to move, will include the right to return.

HOU's approach to relocation is resident-centric. HOU staff will conduct an in-depth assessment for each household in the language they are most comfortable with, to best assess what specific assistance, beyond the relocation requirements of federal, state and local programs, are needed to support a successful relocation.

HOU staff will also:

- Conduct group informational meetings.
- Provide regular office hours on-site to answer questions and provide support for residents.

- Notify residents of opportunities for early relocation to the affordable housing properties in Brookline and assist in submission of applications.
- Identify appropriate options for relocation for residents and ensure comparable units meet all requirements of the federal, state, and local funders.
- Identify up to three comparable units and break down cost to provide an equitable comparison for options.
- Support residents with their applications and gathering of income verification when necessary to apply for other affordable housing.
- When directed to by the resident, outreach to and include family members and/or other support people in relocation conversations and updates.
- Provide notifications required by federal, state and local programs.
- Explain how the costs associated with relocating will be paid for as a cost to the project (transfer of utilities, moving, necessary transportation to view alternative housing options, etc.), how the options for moving cost coverage work, and how HOU staff will be coordinating and supporting the resident through all the relocation as well as following up once they are settled.
- Notify residents of their move date, provide ongoing contact and support to ensure that residents are prepared to move.
- Assist residents in transfer of mail, phone, cable, and internet services, etc.
- Make referrals to social service providers, as needed, to address social service-related barriers to relocation and transfer of current social services (i.e., home delivery meals, emergency response services, etc.)
- Schedule and facilitate resident moves.
- Oversee all moves.
- Provide residents with a “moving bag” for valuables, documents, money, etc. that they keep with them on the day of their move.
- Visit each household one to two times per week in the month leading up to relocation to ensure packing is on schedule.
- Check in with residents multiple times after relocation to ensure they are settled in.
- Maintain contact throughout construction to keep them informed of progress and timing.
- Re-occupancy: As project approaches completion, notify resident of opportunity to move back. Accompany them on apartment viewing. If they would like to move back, coordinate with the BHA, movers, service providers, utility companies, etc.

Assessing Resident Needs

Individual household assessments inform individual relocation needs and allow the HOU team to provide support in a timely manner to meet the construction schedule deadlines.

See APPENDIX A: RESIDENT RELOCATION NEEDS SURVEY

Tenant Protection Voucher (TPV): Upon HUD approval of the BHA’s application for the Section 18 Demo/Dispo program, the BHA can request TPVs (“Tenant Protection Voucher”) for all eligible households. The BHA will administer the TPVs and provide education around how to use the TPV with HOU’s assistance. HOU Relocation staff will assist residents in their search for voucher-eligible housing. In addition to meeting HQS requirements, a private market unit must meet the voucher payment standards established by the BHA through its

Small Area Fair Market Rents (“SAFMR”) or gross rent estimates that include the cost of rent plus all utilities. HOU staff will conduct regular housing searches to identify currently available units in the private sector as well as utilize the BHA and other databases of existing landlords. HOU will also utilize real estate brokers to assist in finding replacement housing and will provide intensive relocation counseling.

BHA Housing: CF residents may transfer with priority status to another available unit in the BHA portfolio of state and federal public based on availability, eligible occupancy standards, and approved reasonable accommodations. CF residents may also apply to the waitlist for Section 8 PBV units that the BHA administers and will receive priority placement as households displaced as a result of BHA redevelopment activities. Admission will be based on availability, eligible occupancy standards, eligibility criteria and approved reasonable accommodations

IV. RESIDENT NOTIFICATIONS

Throughout the Project, HOU Staff and the Development Team will maintain communication with displaced residents to keep them informed of progress and to answer questions about the implementation of the Plan, including periodic meetings, notices, newsletters, flyers, website, door-to-door communication, and other in-person communications. Relocation Staff will communicate with residents via text and/or email if that is their preferred method of communication. Residents will be informed in writing, or via other appropriate and accessible modes of communication, of their right to reasonable accommodation to enable them to fully participate in all relocation-related activities. (i.e., group and one-on-one meetings, unit viewings, written correspondence), All Project-related written communications will be translated, as needed, into any other predominant languages and meetings will be conducted in English and other languages, as requested. Reasonable accommodations will be made on a case-by-case basis to ensure that all displaced residents receive correct, equal and timely communications.

All displaced residents will be provided with the following regulatory relocation notices written in plain language, directed to the head of each household, that includes the name and telephone number of the person who may be contacted for further information so that tenants who are unable to read and understand the notices will be provided with appropriate translation, communication and counseling. The regulatory relocation notices are in English, with translation into other languages, as needed, and provided by certified or regular mail as well as via personal delivery in-hand, with all documentation of delivery as required under the Governing Laws.

- **General Information Notice (GIN)** – Written notice indicating that BHA is applying to HUD for the demolition of Colonel Floyd. It will advise residents not to move, explain the nature of the proposed demolition and describe in general terms the relocation assistance available to all residents. Along with the GIN will be a cover letter sent to households to explain the meaning of the GIN. The GIN will be accompanied by a letter from the BHA introducing HOU as the relocation agent and providing updates on the project.

- **Notice of Eligibility for Relocation Assistance** — This written notice indicates that federal funding has been secured for the re-development project and provides information on residents’ eligibility for relocation assistance and benefits and caution residents to make sure they seek out HOU Relocation assistance.
- **120-Day Notice to Vacate** — This notice informs residents of a comparable replacement unit and the last day by which they need to vacate their dwelling, which is 120-Days after the issuance of the notice.
- **30-Day Move Notice** — This notice will be given 30-days before the resident’s move date and will identify their relocation unit. HOU will work with the household to determine this unit.

See APPENDIX B: RELOCATION NOTICES

All notices will be personally served or sent by certified or registered first-class mail, return receipt requested, to prove receipt or hand delivered with signature gathering, or sent regular mail with signatory form. Signed copies of the above notices will be kept in the relocation file for each household.

HOU will communicate with residents to keep them informed of progress and to answer questions about the demolition plan and the implementation of this Relocation Plan through periodic meetings, notices and door-to-door personal communication.

During the construction period and relocation phase, BHA and HOU will provide updates to households that were relocated regarding when they can expect, if they are interested, to return to a unit in the new building.

Suitable Replacement Housing

All displaced resident households must be relocated to a Comparable Replacement Dwelling (“CRD”) ¹. Residents must be offered at least one CRD, which must be identified in the 120-Day Notice to Relocate before they are required to relocate from the Project. Replacement housing will be provided on a non-discriminatory basis in compliance with fair housing and other civil rights laws.

All CRDs must be:

1. safe and sanitary and be in conformance with the regulations of the Department of Public Health’s state sanitary code;
2. functionally equivalent and substantially the same as the acquired dwelling with respect to number of rooms, area of living space, type of construction and state of repair, provided it is standard and adequate in size to accommodate the displaced person;
3. in an area not generally less desirable than the area in which the resident’s current dwelling is located and as similar as possible with regard to housing values, public utilities and public and commercial facilities;
4. within the financial means of the displaced person;

¹ See 49 CFR 24.2(a)(6) for definition of a Comparable Replacement Dwelling (CRD) as referenced in MGL 79A.

5. reasonably accessible to the displaced person's present or potential place of employment and
6. open to all persons regardless of race, color, religion, sex or national origin and consistent with the requirements of title VIII of the Civil Rights Act of 1968

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HOU is familiar with and has experience with accommodating these requirements as well as accommodations for residents with Section 8 vouchers.

V. MOVING ASSISTANCE AND RELOCATION EXPENSES

A. HOU-Contracted Move (No Charge to Resident)

The relocation services provider will contract with a state-approved, licensed and insured moving company, at no cost to the household being displaced. The household will be entitled to a \$100 Dislocation Allowance and the following:

1. Packing and unpacking assistance if requested and/or required for reasons of reasonable accommodation of a disability in the household;
2. New boxes, packing paper, bubble wrap and tape, as well as packing instructions;
3. Storage of personal property for a period not to exceed 12 months. Any items that could pose a health or safety hazard (i.e., infested furniture) will not be stored;
4. Inspection for and extermination of pests prior to relocation. No furniture or belongings will be moved or stored if they are determined to be infested;
5. Disconnecting, dismantling, removing, reassembling and reinstalling relocated household appliances and other personal property, including personal computer set-up and beds, as long as they had been installed with the approval of BHA management and will be permitted under the new lease;
6. Disposing of displaced residents' unwanted items (including appliances) upon the resident's request;
7. Insurance for the replacement value of property in connection with the move;
8. The replacement value of property lost, stolen or damaged in the moving process (that is not the result of the fault or negligence of the displaced person, his/her agent or employee), where insurance covering such loss, theft or damage is not reasonably available.

B. Self-Move with Lump Sum Payment

A household which elects to move all of their belongings themselves can receive a lump sum amount based on the schedule of allowance published by the Federal Highway Administration (FHA). A separate \$100 Dislocation Allowance as well as reimbursement of utility reconnection fees will not be paid under this option, as the lump sum includes these reimbursements. Households choosing this option will be informed in advance of the amount for which they would be eligible. As of August 24, 2015, for the State of Massachusetts, the "Fixed Payment for Moving Expenses; Residential Moves" as published in the Federal Register was as follows: 1 BR/3 rooms = \$1,000

C. Self-Move Reimbursement for Actual Reasonable Moving and Related Expenses

A household may choose to move all of their personal belongings themselves and be reimbursed for the actual cost of all reasonable moving and related expenses, not to exceed the costs of a commercial move. To be reimbursed, the resident must provide documentation of incurred reasonable moving and related expenses and submit a claim within 18 months from the date of their move. Reasonable moving and related expenses include:

1. Dislocation costs, such as for meals during the move;

2. Cost of commercial move or cost of labor and equipment to complete the move (supported by receipted bills);
3. Transportation of household members and their personal property, which cannot be in excess of 50 miles (may include reimbursement for personally-owned vehicles that need to be moved). Mileage reimbursement shall be calculated based on the Internal Revenue Service (IRS) Standard Mileage Rate in effect at the time of travel.
4. Packing boxes;
5. Packing, crating, uncrating and unpacking of personal property, if needed;
6. Storage of personal property for a period not to exceed 12 months. Any items that could pose a health or safety hazard (i.e., infested furniture) will not be stored. Disconnecting, dismantling, removing reassembling and reinstalling relocated household appliances and other personal property, including computer set-up, as long as they have been installed with the approval of management and are done so in compliance with the lease;
7. Reinstallation of telephone, cable and Internet service;
8. Insurance coverage for the replacement value of the property in connection with the move and necessary storage;
9. The replacement value of property lost, stolen or damaged in the process of moving (not through the fault or negligence of the displaced person) where insurance covering such loss, theft or damage is not reasonably available; and
10. Other reasonable moving and related expenses, such as costs to move sensitive medical/adaptive equipment, furnishings and personal belongings of a live-in aide, a piano, or a greater than usual amount of items stored in the household.

Note: Any displaced resident who opts to relocate to a safe and sanitary apartment that is more than 50 miles from Colonel Floyd will only be provided the Self Move with Lump Sum Payment option.

Displaced residents may also be eligible for additional payments for costs relative to obtaining replacement housing, which may include parking. BHA will make every effort to offer residents who currently have BHA approved parking at Colonel Floyd with a CRD offer that has parking. In the event that there is not a CRD with parking, BHA will identify rental parking within a short distance (no more than 3 blocks) of the relocation unit and provide a reasonable parking stipend per month for the duration of the household's temporary relocation. If parking is not within a short distance, BHA will provide residents with a daily transportation stipend to and from their car. This will have to be assessed individually for each displaced resident.

Residents may also be eligible for downpayment assistance for the purchase of a decent, safe and sanitary dwelling. The payment will be in an amount equal to the amount which would have been required to pay any increase in rent for comparable replacement housing over a four-year (48-month) period, and not to exceed \$4,000. .

VI. RELOCATION BUDGET

See APPENDIX C for relocation budget for Colonel Floyd Apartments.

VII. GRIEVANCE AND APPEALS PROCEDURES

A. Failure of Residents to Adhere to This Plan

Brookline Housing Authority will exercise its authority judiciously with respect to its rights to relocate displaced residents in order to ensure and enable the redevelopment activities to occur in a timely fashion. Eviction will be employed only as a last resort and will be undertaken in conformance with applicable state and local law and carried out in the manner

described in 49 CFR 24.206 (as amended and as it may be amended). An eviction related to non-compliance with a requirement related to carrying out a project (e.g. failure to move or relocate when instructed, or to cooperate in the relocation process) shall not negate a person's entitlement to relocation payments and other assistance set forth in M.G.L. Chapter 79A. Nonetheless, in accordance with 760 CMR 27.04 (4)(o) and 49 CFR 24.206 property management may initiate actions under the eviction procedures if a resident refuses to do the following:

1. Move or relocate;
2. Meet with Brookline Housing Authority (BHA) /HOU Relocation staff regarding relocation; or
3. Cooperate in the relocation process.
4. Sign paperwork required to effectuate a move in a timely fashion.

BHA and HOU Relocation Staff will undertake every effort to best accommodate resident needs during their relocation and coordinate resident relocation with the support of resident emergency contacts/family members so as to avoid eviction action. This includes employing informal conferences with the Brookline Housing Authority in an attempt to address any issues. As such, any adverse determination of ineligibility or change in eligibility status of a displaced resident shall be reported in writing to the resident by BHA Management within ten (10) calendar days of such determination or change in eligibility.

B. Grounds for Appeal

If a resident contends that this Relocation Plan is not being implemented properly or believes that BHA has failed to properly consider the person's request for relocation assistance, the resident may file a written appeal to Brookline Housing Authority, 90 Longwood Avenue, Brookline, MA 02446 Attention: Executive Director. The Executive Director is responsible for ensuring that the Relocation Advisory Agent:

- Properly determines whether the resident qualifies or will qualify as a person who is eligible for relocation assistance;
- Properly determines the amount of any relocation payment required by this plan;
- Properly provides an appropriate relocation unit and parking, as appropriate; and
- Properly responds to an appeal in a timely manner.

BHA/HOU Relocation Staff shall inform residents, in writing, of their right to appeal to BHA.

Grounds for an appeal may include:

- A determination by BHA of the tenant's eligibility or ineligibility as a displaced resident, as defined by the Relocation Plan;
- A determination by BHA of the scope and amount of relocation assistance made available to a displaced resident, including advisory services, moving expenses, and replacement housing payments.
- Any decision to relocate the tenant, including the terms and conditions of the permanent move, or the amount and scope of permanent relocation benefits.
- BHA's determination that a displaced resident rejected an offer of a Comparable Replacement Dwelling without good cause.

B. Filing an Appeal

An appeal must be filed in writing with the Executive Director of Brookline Housing Authority within sixty (60) calendar days of the date of the contested action, or by referral from BHA or Relocation Staff, in which event written notice from the resident is not required. The date of the contested action is the date on which a determination was received by the resident. If the appeal is based on an event for which a date of action cannot be determined, the appeal must be filed within sixty (60) calendar days of the action.

Right to Representation; Right to File Review

Any resident requesting an appeal shall have the opportunity to examine and to copy all documents, records and regulations that are relevant to the appeal prior to any hearing. BHA may charge a reasonable fee for copies of more than fifty (50) pages. Any resident requesting an appeal shall have the right to be represented by counsel or any other person of their choice.

Conduct of the Appeal

An appeal shall be scheduled as promptly as possible. All requests for appeals shall be heard within ten calendar days from the time of the request for the appeal. The appellant shall have at least five calendar days advance written notice of the date, time and place of the hearing. If the appellant requires a change in the date of the hearing, the resident must contact BHA at least forty-eight (48) hours in advance of the scheduled hearing. Upon the resident's showing of good cause, BHA shall arrange an alternate date and time for the hearing and notify all parties. The appeal will be conducted by a representative of BHA who is not the person who took the action under appeal. The hearing shall be informal, and oral or documentary evidence pertinent to the facts and issues raised by the appeal may be received without regard to admissibility under the rules of evidence applicable to judicial proceedings. At the appeal, the appellant shall have the right to:

- examine and to copy all documents, records and regulations that are relevant to the appeal prior to any hearing;
- be represented by counsel or any other person of their choice;
- present evidence and arguments in support of the appeal, to controvert evidence relied on by BHA and to confront and cross-examine all witnesses on whose testimony or information BHA relies; and
- a decision based solely and exclusively upon the facts presented at the hearing.

Decision by BHA. Within five (5) calendar days after the hearing, the hearing officer shall prepare a written decision, which shall include a statement of its findings of fact and specific reasons for the results. A copy of the decision shall be mailed or delivered to the parties or their representatives and a copy shall be kept in the resident's file.

Appeal to Bureau of Relocation. Within 30 days of receipt of the decision by BHA, a displaced person as set out in M.G.L. c. 79A, section 1 who is dissatisfied with the displacing agency's determination on the amount of a relocation payment or resident's eligibility for a relocation payment may submit a written request for further review to the Bureau of Relocation.

Maggie Schmitt
Urban Renewal & Relocation Coordinator Bureau of Relocation

Department of Housing and Community Development
Commonwealth of Massachusetts
100 Cambridge Street, Suite 300, Boston, MA 02114
(617) 573-1408

If a review by the Bureau is not sought within 30 days of receipt of a decision, the decision of BHA shall be final.

VIII. RELOCATION RECORDKEEPING AND NOTICES

HOU will create a relocation file for each resident for this relocation project which will include:

- General Information Notice (GIN)
- Notice of Eligibility for Relocation Assistance
- 120-Day Notice
- 30-Day Notice
- Relocation Survey / Resident Assessment

Upon completion of the assignment, HOU will turn over the complete set of relocation files to BHA and obtain a receipt of acceptance confirming the completion of the files and relocation work.

The aforementioned relocation notices and records, as well as any other relocation notices and records, will be maintained, in accordance with 760 CMR 27.04(4) (i). Records will be maintained for a minimum of three years from the latest of: the last payment to persons displaced has been paid, the project completion date, or for real property acquired with HUD funds, the date of the final disposition. If there is any project litigation or compliance actions, the date will be by which all related issues have been resolved.

IX. COVID-19 RELOCATION ADJUSTMENTS

In the spring of 2020 HOU hired Colden Corporation to work with us to better understand the type of work that we do and how to keep ourselves safe while working on sites doing relocation work. Colden created a protocol manual that is implemented at each site. HOU's site staff follows those guidelines. When a site has their own protocol requirements that are equivalent to or greater than HOU's, site staff follows the site protocol.

As HOU continues to monitor the spread of the Coronavirus (COVID-19), all relocation activities will be carried out in compliance with all applicable laws, regulations, guidance and other directives in place or which may be subsequently issued to protect the health and safety of occupants of residential units. Adjustments will be made to steps necessary for a successful relocation process, in real time, as guidance and site situations continue to change. Community meetings are happening remotely, as are resident assessments. When interpersonal interaction is necessary, COVID safety protocols will be adhered to. Daily logs of contact will be maintained and preventative measures will be implemented.

APPENDIX A. RELOCATION NEEDS ASSESSMENT

Date: ___/___/___

Time: _____ AM PM

Interviewer(s): _____

Resident HoH Name: _____

Address (inc. unit number): _____

Current Apartment: ___ 1Bed

Phone #: _____ **Cell #:** _____

Best time to be reached: _____ AM PM

Email Address: _____

The information in this survey will be used to identify your re-housing requirements and preferences due to the upcoming relocation of residents from Colonel Floyd Apartments. All information provided in response to this survey is voluntary and can be updated and altered at any time.

Your responses will be used to coordinate relocation services with Housing Opportunities Unlimited (HOU). Do you certify that you are the head of household?

Yes Signature: _____

No

1. Is the primary contact head of the household? YES _____ NO _____

<p>Other/Emergency Contact:</p> <p>Name _____</p> <p>Relationship _____</p> <p>Address _____</p> <p>Phone (____) _____</p> <p>Email _____</p>	<p>Other/Emergency Contact:</p> <p>Name _____</p> <p>Relationship _____</p> <p>Address _____</p> <p>Phone (____) _____</p> <p>Email _____</p>
--	--

2. Household Composition:

Name	Relationship	Gender	DOB	Age	Language Preference

3. Please indicate your preference by scoring #1, #2, and #3 for relocation housing:

- BHA Unit (if available and you income qualify)
- TPV
- Private Market, indicate specific interest: _____

4. What cities/neighborhoods/state are you interested in moving to?

A) _____ B) _____ C) _____

5. Are you or any household member/s disabled?

- Yes (please indicate disabled household member/s and their disability _____)
- No

6. Do you require a unit with special features to accommodate the disability of any household member?

- Yes
- No

If yes:

- Wheelchair unit
- Special equipment for vision or hearing impairment(s)
- First floor or elevator building
- Grab bar
- Personal care attendant
- Additional bedroom
- Other *(please explain)* _____

7. Do you have an approved Reasonable Accommodation on file?

- Yes
If so, for what accommodation? _____
What was the date of the original request? _____
(HOU to obtain copy from tenant file)

- No
(HOU to provide reasonable accommodation paperwork and assist resident with required documentation)

8. Do you have any outstanding rent owed?

- Yes: _____ *(fill in amount, if known)*
- No

9. Do you have any credit issues, credit issues, or criminal background issues?

- Yes: _____
- No

10. Does any family member rely on special medical services or doctors in the Colonel Floyd area that they will need to get to easily?

- Yes. If yes, please give locations and frequency of appointments:

- No

11. Which type of moving assistance would you prefer? You do not need to decide now but should consider your options.

- Option 1** Agency Move - Use the services of a professional moving company, including packing materials, utility reconnection fee reimbursement
- Option 2** Take a lump sum payment in lieu of being reimbursed for reasonable out of pocket expenses. Lump sum payments include both the dislocation and relocation allowance and are based upon the unit size of your apartment.

- Option 3** Move yourself and be reimbursed using receipts from your move based on what BHA sees as a reasonable expense.

12. Will you need assistance in packing your belongings? *(If you want packing assistance you must take HOU move)*

- No
- Yes. If yes, please check why assistance is required.
 - a. ____ I am elderly
 - b. ____ I am disabled
 - c. ____ Other: _____

13. Do you have a pet(s)?

- No
- Yes If so, what kind of pet(s)? _____

14. Do you or any member of your family travel regularly to a job or supportive service program such as counseling, etc.?

Household member	Organization/ Employer	Address	Method of Transportation (drive, walk, bus)

15. What is your primary means of transportation (check all that apply)?

- Automobile
- Public Transportation (bus, train, etc.)
- "The Ride" MBTA
- Walk/Bicycle
- Other: _____

16. How many vehicles do you have? _____

17. Do you have issues with pests in your home unit?

- No
- Yes. please indicate the type of pests you have seen in the last 12 months:
 ____ bed bugs ____ roaches ____ mice ____ rats ____ other: _____

18. Are there any special needs or concerns about specific household members that you have that could affect your household's transition during relocation (substance abuse, domestic violence, criminal background, mental/physical health problems, etc.

19. Other information you would like us to know:

APPENDIX B. RELOCATION NOTICES

GENERAL INFORMATION NOTICE (GIN) COVER LETTER

Dear Resident of Colonel Floyd Apartments:

Enclosed with this letter is a General Information Notice explaining that the Brookline Housing Authority (BHA) is seeking funding with plans to redevelop Colonel Floyd Apartments and you will need to relocate in the future when the funding has been secured on plans to demolish Colonel Floyd Apartments.

The BHA has contracted the services of Housing Opportunities Unlimited (HOU) to provide relocation services and counseling to you throughout this process. HOU is an experienced relocation service provider that will work closely with you to identify comparable replacement housing to your household and make sure you understand all of your relocation rights and benefits.

This is not a notice to relocate. There is nothing for you to do at this time. In the next few months you will receive more information and invitations to meetings regarding the upcoming relocation. Then you will receive another notice in writing stating if you are entitled to relocation benefits and when your relocation will be taking place.

The rules around leasing continue to remain the same and you must comply with the same regulations and continue to pay your rent.

As mentioned, you do not need to relocate or do anything at this time. BHA or HOU will be in touch with more information.

Please be advised that this notice requires your signature for receipt confirmation. As you receive this please contact _____, Project Director at _____ if you have any additional questions or concerns.

Sincerely,

Project Director
Housing Opportunities Unlimited

**GENERAL INFORMATION NOTICE (GIN) TENANT TO BE DISPLACED
Colonel Floyd Apartments**

(Grantee or Agency Letterhead)

Date: _____

Dear _____:

Brookline Housing Authority (BHA) is interested in redeveloping the property Colonel Floyd Apartments. This proposed project may receive funding assistance from the U.S. Department of Housing and Urban Development (HUD) as well as the Commonwealth of Massachusetts.

The purpose of this notice is to inform you that we are seeking funding and that you will be displaced as a result of the proposed project upon funding approval. This notice also serves to inform you of your potential rights as a displaced person under M.G.L. Chapter 79A. You may be eligible for relocation assistance and payments under M.G.L. Chapter 79A, if the proposed project receives funding and if you are displaced as a result of acquisition, rehabilitation or demolition for the project.

- **This is not a notice to vacate the premises.**
- **This is not a notice of relocation eligibility.**

If you are determined to be eligible for relocation assistance in the future, you may be eligible for: 1) Relocation advisory services including assistance to you to find another place to live; 2) At least 120 days advance written notice of the date you will be required to move; 3) Payment for your moving expenses; and 4) Payment to enable you to rent, or if you prefer to purchase, a comparable replacement home. You will also have the right to appeal the BHA's determination, if you feel that your application for assistance was not properly considered.

Please be advised that you should continue to pay your rent and meet any other obligations as specified in your lease agreement. Failure to do so may be cause for eviction. If you choose to move or if you are evicted prior to receiving a formal notice of relocation eligibility you will not be eligible to receive relocation assistance. It is important for you to contact us before making any moving plans **Again, this is not a notice to vacate the premises and does not establish your eligibility for relocation payments or assistance at this time.** If you are determined to be displaced and are required to vacate the premises in the future, you will be informed in writing. In the event the proposed project does not proceed or if you are determined not to be displaced, you will also be notified in writing.

If you have any questions about this notice or the proposed project, please contact _____, Project Director, Housing Opportunities Unlimited at [phone number] or [email address].

Sincerely,
Brookline Housing Authority

If hand delivered:

I acknowledge receipt of this notice: _____ Date: _____

(Resident Signature)

**NOTICE OF RELOCATION ELIGIBILITY & 120-DAY NOTICE TO VACATE
Colonel Floyd Apartments**

Date:

Dear _____:

On _____, BHA notified you of proposed plans to demolish Colonel Floyd Apartments and the apartment that you currently occupy and redevelop the site into a project which could receive funding from the U.S. Department of Housing and Urban Development (HUD) as well as the Commonwealth of Massachusetts. On _____, the project was approved and will receive funding. The owner has decided to move forward with relocation at this time.

It has been determined that you will be displaced by this project. To carry out the project, it will be necessary for you to move.

- This is your Notice of Eligibility for relocation assistance
- The effective date of your eligibility is _____.
- This is your 120-day Notice to Move; you must vacate your dwelling no later than _____ . A comparable dwelling to which you may move has been identified and is listed below. Although you are not required to move to this dwelling, you must move to a decent, safe and sanitary replacement dwelling of your choice in order to receive a replacement housing assistance payment.

Since you are being displaced in connection with this project, you **may** qualify for assistance under M.G.L. Chapter 79A and implementing regulations at 760 CMR 27.00 *et seq* This assistance may include the following:

Relocation Advisory Services. Including counseling and other assistance to help you find another home and prepare to move.

Payment for Moving Expenses. You may choose: (1) a payment for your actual reasonable moving and related expenses (including refundable or non- refundable utility deposits), or (2) a fixed moving payment in the amount of \$1,000 based on the Federal Highway Administration’s Fixed Residential Moving Cost Schedule, or (3) a combination of both (where reasonable and necessary).

Comparable Replacement Housing Payment. You may be eligible for a housing payment to rent or buy a replacement home. The payment is based on several factors including your current housing costs and the cost of a comparable replacement dwelling. Your relocation counselor will provide you with a detailed explanation on how your replacement housing payment was calculated.

Listed below is a comparable replacement dwelling that you may wish to consider for your replacement home. If you would like, we can arrange transportation for you to inspect this and other replacement dwellings.

Address

Rent & Utility Costs

Contact Info

Although you are not required to move to this dwelling, you must move to a decent, safe and sanitary replacement dwelling in order to receive replacement housing assistance. If you rent a decent, safe and sanitary home where the monthly rent and average estimated utility costs are less than \$_____ per month, your rental assistance payment would be based on the actual cost of such unit. Please contact us immediately if you believe this dwelling is not comparable to your current home. We can explain our basis for selecting this dwelling as most representative of your current home and discuss your concerns.

Please note that all replacement housing must be inspected in order to ensure it is decent, safe and sanitary before any replacement housing payments are made. **Replacement housing payments cannot be provided for a dwelling that is not decent, safe and sanitary.** Therefore, do not commit yourself to rent or buy a replacement dwelling until we inspect it.

If you have any questions about this letter and your eligibility for relocation assistance and payments, please contact _____, Project Director, Housing Opportunities Unlimited, at _____. She will assist you with your move to a new home and help ensure that you preserve your eligibility for all relocation payments to which you may be entitled. In order to help you fully participate in the relocation process, reasonable accommodations will be made for persons with disabilities and language assistance will be made available for persons with limited English proficiency. Please let our representative know if you need auxiliary aides, written translation, oral interpretation, or other assistance in order to fully participate in the relocation process.

Remember, do not move or commit to the purchase or lease of a replacement home before we have a chance to further discuss your eligibility for relocation assistance.

This letter is important to you and should be retained.

Sincerely,

Brookline Housing Authority

If hand delivered:

I acknowledge receipt of this notice: _____ Date: _____
(Resident Signature)

30-Day Move Notice

Date:

Dear _____,

On **(Date of Gin)** Brookline Housing Authority notified you of proposed plans to demolish the property and unit you currently occupy at **(address)**.

On **(date of NOE/120-Day Notice)** you were informed that funding was secured for the project, that you are eligible for relocation assistance and you were told of the earliest date to move and receive assistance and the last date by which to vacate your dwelling. . This notice identified a comparable replacement dwelling.

This notice reminds you that you must relocate by (30-days from day they must vacate by). Your selected relocation unit is: (address of permanent relocation).

Please remain in contact with HOU's relocation staff regarding your move to assist with relocation costs and benefits. Please also give HOU a copy of your lease for your permanent relocation unit, when possible for your file.

As always please contact HOU's Relocation Coordinator, _____ at (Phone) if you have any questions or concerns.

Sincerely,

Relocation Coordinator
Housing Opportunities Unlimited

I acknowledge receipt of this notice: _____ Date: _____

(Resident Signature)

APPENDIX C. Colonel Floyd Apartments RELOCATION BUDGET

HOU Relocation Services for Colonel Floyd Apartments	Rate	Estimated hours/week	Estimated Project Timeline	Calculated Cost
Staffing Plan - Pre-construction				
Project Director	125	4	9	\$ 18,000
Ass't Director	125	15	9	\$ 67,500
Relocation Coordinator	32.7	40	9	\$ 47,088
Relocation Specialist	26.44	40	6	\$ 25,382
Staffing Plan - Construction				
Relocation Coordinator	32.7	40	3	\$ 15,696
Staffing Plan - Move back				
Relocation Coordinator	32.7	40	6	\$ 31,392
Relocation Specialist	26.44	40	6	\$ 25,382
<i>Subtotal Relocation Staffing</i>				\$ 230,441
Payroll Taxes and Benefits				\$ 80,654
Total Staffing				\$ 311,095
Reimbursables				
Insurance				\$ 9,900
Office Expenses				\$ 11,550
It and Hardware				\$ 12,950
Translation				\$ 3,000
Overhead @	15%			\$ 52,274
Total Reimbursables				\$ 89,674
Total HOU Budget				\$ 400,769
	Per Unit Cost	1-way moves	2-way moves	
Estimated Moving Expenses				
Moving Costs	903	15	45	\$94,815
Packing Supplies	125	15	45	\$13,125
Packing and Unpacking Assistance*	1,200	15	45	\$54,000
Utility Transfers	100	15	45	\$10,500
Security Deposit (based on 2021 1br BHA payment standard)**	2,100			\$63,000
Broker fees (1 mth rent)**	2,100			\$63,000
Credit checks and application fees***				\$5,400
Parking allowance for 15 hrs 30 months using \$250/mo based on market analysis				\$112,500
Total Moving Expenses				\$416,340
TOTAL RELOCATION BUDGET				\$817,109
*Moving, packing supplies and packing assistance assume 2021 rates				
**Assumes 50% of households relocate with Section 8 voucher and require security deposit and brokers fees				
*** Assumes \$30 credit check and \$150 application fees for 30 hrs				

APPENDIX D: DEFINITIONS

Definitions for Relocation subject to the Massachusetts Department of Housing and Community Development.

"Bureau", the Bureau of Relocation within the Department of Housing and Community Development

"Comparable replacement dwelling", one which is:

- (a) safe and sanitary, in conformance with the regulations of the department of public health entitled Article II of the state sanitary code, established pursuant to section one hundred and twenty-seven of chapter one hundred and eleven;
- (b) functionally equivalent and substantially the same as the acquired dwelling with respect to number of rooms, area of living space, type of construction, and state of repair, provided it is standard and adequate in size to accommodate the displaced person;
- (c) in an area not generally less desirable than the area in which the acquired dwelling is located and as similar as possible with regard to housing values, public utilities, and public and commercial facilities;
- (d) within the financial means of the displaced person, the gross cost of which is not greater than twenty-five percent of gross income;
- (e) reasonably accessible to the displaced person's present or potential place of employment;
- (f) available on the market to the displaced person;
- (g) open to all persons regardless of race, color, religion, sex or national origin and consistent with the requirements of Title VIII of the Civil Rights Act of 1968.

"Displaced person", any person who, on or after the effective date of this act, moves from real property, or moves his personal property from real property as a result of the acquisition of such property or the receipt of a written order to vacate real property, for a program or project undertaken by an agency or person required to provide relocation assistance under this act.

"Dwelling", a single-family building, single-family unit, including a non-housekeeping unit, in a two-family or multifamily building, a unit of a condominium or cooperative housing project, a manufactured home, or other residential unit."

"Initiation of negotiations", the date the acquiring agency makes the initial written offer to the owner of real property to be acquired for a project of an amount established by the agency as just compensation for the property. In instances where acquisition does not occur, initiation of negotiations shall mean the date of vacating."

"Relocation advisory agency" - a relocation agency as defined in M.G.L. c. 79A, § 2.

M.G.L. c. 79A Section 2. No acquisition, rehabilitation, demolition, or other improvement which shall involve the displacement of occupants of dwelling units or business units shall be made unless and until the bureau has qualified a relocation advisory agency to give relocation assistance to the occupants to be displaced. Any agency, public or private, may be qualified by the bureau to act as a relocation agency until such time as the bureau may, on stated grounds, withdraw qualifications; or the bureau may qualify any agency, public or private, proposed by a displacing agency to act as a relocation agency with respect to particular acquisitions. The bureau may qualify a displacing agency to act as the relocation agency with respect to particular acquisitions.

“Relocation payment”, for families and individuals, for moving and related expenses, for assistance in the purchase of a replacement housing unit, or for assistance in the rental of replacement housing unit.

“Relocation plan”, the plan submitted by a displacing agency to the bureau pursuant to 760 CMR 27.03.

APPENDIX E: HOU CORPORATE CAPABILITIES



Statement of Experience and Corporate Capabilities - 2021

Housing Opportunities Unlimited (HOU), a division of Housing In Transition, Inc. is a privately-held company. HOU will be a woman-owned business in the second quarter of 2021. Since 1982 HOU has provided relocation assistance and direct resident services in public and subsidized housing as well as consulting assistance to affordable housing owners, public housing authorities and resident groups. The company has worked in a diverse range of low and mixed-income communities located in rural, suburban and urban communities. We specialize in assisting residents, owners and managers navigate and comply with the regulatory complexities and the implementation of resident relocation for communities that are in transition due to redevelopment. The key to our success, and the success of our clients, is that we don't see relocation as just a regulatory framework. We recognize that moving, even for a short amount of time, is stressful for people and we approach all of our work prepared to support the challenges that can arise during a relocation process.

Our “resident first” approach gives us an opportunity to provide both long-term and short-term resident services when requested by property owners. Our in-depth resident assessments help support a smooth relocation process for the resident, the owner and their team. It can also identify service needs. Upon a property owner's request we can provide a summary report of service needs, and/or a survey of existing community based service providers, identifying underutilized or missing support services to meet resident needs. We also have long-term relationships with property owners and have on-site resident service teams that provide direct services, case management and connections with community based partners.

HOU's commitment to people starts with our staff. We have a strong Leadership Team of 6 individuals, each with 12 to 40+ years of relocation, affordable and public housing and social service experience. They are located in Boston, Washington D.C., Pittsburgh and Richmond, VA. Our Senior Management Team has 12 people, all with deep relocation implementation experience and many with property management or social service backgrounds. They are located across the country, providing support for our national portfolio of active projects and overseeing our site staff of over 60 people. Our HOU team, of close to 90 employees, is 85% people of color, speak and write over half-dozen languages (including Spanish, Haitian-Creole, Cantonese, Mandarin, Russian, Navajo, Portuguese and Cape Verdean Creole) and are supported and trained by senior staff and the decades of experience that is uniquely HOU's.

HOU's clients include public housing authorities, private developers, consultants, management firms, investors and resident organizations. We have written and implemented relocation plans, provided supportive services and consulting assistance for over 200 communities in twenty-three states and the District of Columbia. As the affordable housing finance landscape has become more complex, so has the regulatory and implementation of relocation. There are often three layers of regulation required; federal, state and local. We know and understand not only the relocation requirements, but the added complexities of financing and operating subsidies that can impact the timing of moves. HOU's experience is informed by past and current HUD funding programs, including sixteen HOPE VI-funded projects, CHOICE neighborhoods, Section 18 Demo/Dispo, and over a dozen RAD developments. We provide compliance with the requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (the URA), 42 U.S.C Section 4601 et seq. (URA) and its implementing

regulations at 49 C.F.R. Part 24; Section 104(d) of the Housing and Community Development Act of 1974 (Section 104(d), U.S. Code Chapter 69 (42 U.S.C. 5301 et seq) and its implementing regulations at 24 CFR Part 42 and with the applicable requirements under state and local regulations, including M.G.L. Chapter 79A and implementing regulations at 760 CMR 27.00 et seq. (collectively, Governing Laws), Section 18 Multifamily Accelerated Processing (MAP) updated relocation requirements (December 2020) for projects planning to use Federal Housing Administration (FHA) multifamily mortgage insurance. We also provide guidance on the use of Tenant Protection Vouchers (TPVs) and other operating subsidy programs often used to support the redevelopment and/or relocation of affordable housing residents.

HOU has a national reputation for its supportive service and community building programs, receiving many awards, including the Rudy Bruner Award for Excellence in the Urban Environment, the National Association of Housing and Redevelopment Officials (NAHRO) National Award for Merit, the HUD Community Development Award for National Excellence and 3 HUD Best Practice Awards.

HOU Leadership Team

Christopher Jones has been with Housing Opportunities Unlimited since 2010. Chris is responsible for the successful implementation of close to 50 relocation projects including large-scale, temporary and permanent relocation efforts, many funded through HUD's RAD program. Based in Richmond, VA he oversees a portfolio of projects in the Mid- and South-Atlantic and the West Coast and supports over a dozen HOU team members. Chris provides quality control for HOU sites including site-based operating standards, staff orientation, capacity building and ensuring contract deliverables are met. He is a certified Housing Quality Standards (HQS) inspector. Chris represents HOU with property owners throughout the country and drives new business opportunities. Chris holds a Bachelor of Arts degree in Business Management and Corporate Communications from Queens University of Charlotte. cjones@housingopportunities.com 804-690-8076

Lisa Mangum began working with Housing Opportunities Unlimited in 1995 and provides quality control and oversight to HOU relocation, case management, resident services, and elder services programs across New England. Lisa is well-versed in federal and state relocation regulations. She has written over 100 HUD and state approved relocation plans and provides relocation training to staff and clients alike. She is a NCHM-certified Senior Housing Specialist, providing consulting for all HOU contracts serving frail and elderly residents as well as relocation training to HOU staff. Lisa's expertise includes assisting in community center program planning and coordination, implementing federal and local grants, and providing technical assistance to resident councils. Lisa has been integral to the growth and performance of HOU. She has a Bachelor of Arts degree from the College of the Holy Cross and earned her Master of Science degree in Health Administration from Simmons College. lmangum@housingopportunities.com 781-964-5490

Cynthia Marbury joined Housing Opportunities Unlimited in 2014 as Director of Resident Services in Pittsburgh, PA where she is located. Cynthia oversees comprehensive resident service programs and relocation services in Pennsylvania, Georgia, and Colorado. She has over thirty years of experience in the human services field, with twenty years working in public and supportive housing. Prior to HOU, Cynthia was a Senior Contract & Grant Administrator for the Housing Authority of the City of Pittsburgh. There she received several awards for Team Leadership and Performance Excellence. Cynthia is a certified Housing Quality Standards (HQS) inspector, certified in Property Management, and Self Sufficiency Services Coordination. Cynthia was awarded HOU Employee of the Year in 2017. She completed a Master's Series Program at the University of Pittsburgh and is currently studying Leadership Development at Northwestern University. cmccleod@housingopportunities.com 412-812-6310

Jeray Wilson has been with Housing Opportunities Unlimited since 2007 and has extensive experience in relocation, case management, and resident services. Jeray is responsible for client relationships and the creation and implementation of relocation projects in the District of Columbia, where she lives, and the Mid-Atlantic region. She has implemented a wide range of different relocation; temporary, permanent, in-place and off-site. Jeray holds a Bachelor of Science degree in Human Services/Management and is also a certified Housing Quality Standards (HQS) inspector. jwilson@housingopportunities.com 202-907-7746

Susan Connelly joined Housing Opportunities Unlimited in May of 2020. Susan has over 35 years in the affordable and public housing fields, Susan oversaw the permitting, design, finance and construction of over 4,200 units of new and rehabilitated affordable housing in the greater Boston and Mid-Atlantic markets. She has worked with the multiple regulatory requirements of commercial, federal and state finance resources including HOPE VI, LIHTC, HOME, and PBV. Prior to joining HOU, Susan was the Director of Community Assistance at the Massachusetts Housing Partnership (MHP), a quasi-public agency. For 16 years Susan led and supported a team effort to seed affordable housing across the Commonwealth. She worked closely with the state’s Department of Housing and Community Development on a number of policy issues including the effort to create a public finance product to leverage private capital for the replacement of state public housing. Susan has supported community input processes as a representative of the state, as a developer and as an affordable housing manager. She was first introduced to relocation in 1986 when she was part of the HOU relocation team at Columbia Point, now Harbor Point, in Boston. She holds a degree in Economics from the University of Vermont. Susan is Treasurer of the Board of Commissioners for the Cambridge Housing Authority, the co-chair of the Real Estate Advisory Committee, Urban Land Institute/Boston and a founding member of the Women’s Development Collaborative based in San Francisco. sconnelly@housingopportunities.com 857-928-2827

David I Connelly founded Housing Opportunities Unlimited in 1982 after spending years providing residents services and community organizing in Boston, Baltimore and Washington DC. David’s goal has been to create a company where each and every person is respected for who they are and where they come from and that approach is echoed in all of HOU staff and interaction with residents. David grew up in Dorchester and his first professional job was working for ABCD in 1965 as a counselor in their job training program. He went on to run ABCD’s Job Training Centers in Codman Square and Uphams Corner. He then went and ran the juvenile probation program for the Dorchester District Court and the Justice Resource Program. David holds a degree in Counseling from Suffolk University and is currently reminding people that President Biden is only four years his junior. dconnelly@housingopportunities.com 617-436-4500

SELECTED CLIENT LIST

- Housing Authorities: Washington DC, Pittsburgh PA, Boston MA, Springfield, MA, Holyoke, MA, Cambridge, MA, Brookline, MA, Chelsea, MA, Somerville, MA, Hartford CT, West Hartford, CT, Stamford, CT, New Haven CT, Norwalk, CT, Hoboken, NJ, Newark NJ, Paterson NJ, Jacksonville, FL, Sacramento, CA, Richmond, CA, Pawtucket, RI, Seattle WA, Portland OR, Danville VA, Houston TX, Allegheny County, PA, St. John the Baptist, LA, Newport RI, Cook County, IL, Chicago, IL,
- Jonathan Rose Companies
- AHC, Inc.
- Mayor’s Office of the District of Columbia
- Winn Development
- The Community Builders, Inc.
- Preservation of Affordable Housing
- McCormack Baron Salazar
- Pinnacle Development Co.
- The NHP Foundation
- Trinity Financial
- Beacon Communities LLC
- TAG Associates
- Corcoran Jennison Companies
- Related Midwest
- Redwood Housing Partners
- Conifer Realty
- Just-A-Start Corporation
- 2Life Communities
- Penrose Development
- Struever Bros., Eccles & Rouse
- Equity Plus
- Retirement Housing Foundation
- Homeowner’s Rehab Inc.
- Alexandria Housing Development Corp.
- Pennsylvania Housing Finance Agency
- Connecticut Housing Finance Agency

HOU EXPERIENCE

Relocation Consultation and Implementation

HOU plans and carries out the relocation of residents who must move temporarily or permanently as a result of a change in ownership or the renovation of a property. It is our mission to ensure that residents are treated fairly and experience minimum physical and emotional stress during the relocation process. We have provided relocation services and all needed technical assistance as part of larger resident service programs as well as under independent contracts. HOU has permanently relocated over 16,000 households in connection with major revitalization efforts at the following developments:

● Wilmington, DE H.A. (Wilmington, DE)	(TBD)	2021-present
● Clippership Apartments (Boston, MA)	(20 units)	2021-present
● J. J. Carroll (Boston, MA)	(64 units)	2020-present
● Robinson Square (Fairfax, VA)	(46 units)	2020-present
● Hawkins Village (Rankin, PA)	(198 units)	2020-present
● St. John the Baptist (Parish, LA)	(240 units)	2020-present
● Charlestown Apartments (Boston, MA)	(1100 units)	2020-present
● The Waves (Jacksonville, FL) (●)		2020-present
● Clayton Homes (Houston, TX)	(163 units)	2020-present
● Shelbourne Apartments (Miami, FL)	(20 units)	2019-present
● Lawrence Avenue Apartments (Potsdam, NY)	(7 units)	2019-present
● Cambridge Housing Authority Scattered Sites	(30 units)	2019-present
● The Tannery (Peabody, MA)	(45 units)	2019-present
● Old Colony Phases III & IV (Boston, MA)	(455 units)	2017-present
● Whittier Street CNI (Boston, MA)	(200 units)	2016-present
● Orient Heights (Boston, MA)	(331 units)	2016-present
● Innes Apartments (Chelsea, MA)	(96 units)	2016-present
● Clarendon Hill (Somerville, MA) (●)	(216 units)	2019-2020
● Porter Road (Cambridge, MA)	(13 units)	2019-2020
● Chatham Apartments (Savannah, GA)	(170 units)	2019-2020
● Mercantile Wharf (Boston, MA)	(85 units)	2018-2019
● 220 Hamilton Street (Washington, DC) (●)	(34 units)	2018-2019
● 3848 South Capital St. SE (Washington, DC)	(30 units)	2018-2019
● Hale/Shiloh (Cincinnati, OH)	(25 units)	2016-2017
● Marble Street Apts. (Springfield, MA) (●)	(47 units)	2016-2017
● Sursum Corda (Washington, DC)	(199 units)	2015-2018
● Randolph Houses (Harlem, NY)	(115 units)	2015-2016
● Riverside Apartments, Ansonia, CT	(56 units)	2015-2016
● John Knox Homes, Neptune, NJ	(50 units)	2013-2016
● Park Holm, Newport, RI	(45 units)	2013
● Mass Place, Washington, DC	(160 units)	2013
● Sanderson Village, Gulfport, MS	(80 units)	2013
● Houston Housing Authority, Houston, TX	(authority-wide)	2012-2014
● Charlesview Apartments, Allston, MA	(213 units)	2012-2013
● Westbrook Village & Chester Bowles Park	(350 units)	2012-2013
● Horace Bushnell (Hartford, CT)	(35+ units)	2012-2013
● Neighborhood Ren., Inc. WPB, FL	(15 units)	2012
● Old Colony Phase Two, Boston, MA	(224 units)	2011-2016
● Old Colony Phase One, Boston, MA	(150 units)	2009-2012
● Washington Beech, Boston, MA***	(255 units)	2008-2012
● Rutland Housing Authority, Rutland, VT (●)	(citywide)	2010-2011
● William T. Rowe Apts, New Haven, CT	(50 units)	2010-2011
● CIH Properties, Washington, DC****		2010-2011
● Hoffman Pavilion, New Brunswick, NJ	(44 units)	2010-2011
● Oak Ridge, Tarpon Springs, FL	(14 units)	2010-2011
● Windham House, Willimantic, CT	(57 units)	2009-2011

● Baxter Terrace, Newark, NJ	(323 units)	2008-2010
● Felix Fuld, Newark, NJ	(206 units)	2008-2010
● Shoreline Apartments, Buffalo, NY(●)	(40 units)	2008-2010
● District Alliance for Safe Housing, DC	(51 units)	2008
● Alexander Hamilton, Paterson, NJ*	(314 units)	2007-2008
● Temple Courts, Washington, DC	(190 units)	2007-2008
● Langston Lane Apts., Washington, DC	(200 units)	2007-2008
● Knox St. Apartments, Albany, NY	(50 units)	2007
● SRO Housing, Easthampton, MA	(15 units)	2006-2008
● Franklin Hill, Boston, MA	(340 units)	2005-2010
● Golden Rule Center, Washington, DC	(27 units)	2005-2008
● Oak St. and Stadium, Washington, DC*	(44 units)	2005-2008
● Blanche Ely Estates, Pompano, FL	(90 units)	2005-2007
● Mon Valley Initiative, Mon Valley, PA	(regional)	2004-2007
● New Haven Housing Authority, CT	(40 units)	2004-2005
● Jasmine Courts, Clearwater, FL	(200 units)	2004-2005
● Dutch Point, Hartford, CT***	(150 units)	2004-2005
● Crystal Lake, Hollywood, FL	(200 units)	2005
● Salem Harbor CDC, Salem, MA(●)	(60 units)	2004
● Maclay Apartments, Harrisburg, PA	(137 units)	2003-2004
● Columbia Villa, Portland, OR(●)***	(400 units)	2003-2004
● SANA/NHAH, Hartford, CT	(337 units)	2003-2004
● Maverick Gardens, Boston, MA***	(382+ units)	2002-2006
● Easter Hill, Richmond, CA***	(189 units)	2002-2003
● Rainbow Terrace, Cleveland, OH	(265 units)	2001-2003
● Pequonnock Apartments, Bridgeport, CT**	(189 units)	2001-2002
● Rainier Vista, Seattle, WA***	(290 units)	2000-2002
● Washington, DC Relocation (DCHA)		1999-2010
➢ East Capitol Dwellings***	(725 units)*	
➢ Capitol View Senior Relocation	(218 units)	
➢ Capitol Gateway SR. re-ocup.	(151 units)	
➢ Capitol Gateway Family		
➢ Stanton Dwellings***	(352 units)*	
➢ Henson Ridge Re-Occupancy	(84 units)	
➢ Arthur Capper Carrollsburg***	(405 units)*	
➢ Arthur Capper Senior	(200 units)	
● Elm Haven, New Haven, CT***	(165 units)	1999-2002
● Morgan State University, Baltimore, MD	(168 units)	1999-2000
● Southfield Village, Stamford, CT***	(224 units)	1998-2006
● Allequippa Terrace, Pittsburgh, PA***	(800+ units)	1997-2002
● Villages at Marley Station, Glen Burnie, MD	(290 units)	1995-1996
● Orient Heights, East Boston, MA	(220 units)	1991-1993
● West Broadway, South Boston, MA	(50 units)	1989-1990
● Harbor Point, Boston, MA	(356 units)	1988-1990
● Villages at Montpelier, Laurel, MD	(100 units)	1982-1983
● Quaker Meadows, Lynn, MA	(90 units)	1981-1982

*Includes conducting Section 8 HQS inspections

**Includes the administration of 189 HCVP vouchers

***Hope VI Developments

****Relocation mobility counseling on as-needed basis

(●)Technical assistance only

Implementing Large, Short-Term Relocation and Occupied Rehab Programs under Strict Timeframes

For developments undertaking unit renovations, HOU has facilitated temporary on and off-site relocation, as well as “tenant-in-place” unit renovations. HOU has conducted relocation surveys with impacted households; undertaken

advance planning for households with special needs; worked closely with construction and management in developing and implementing a relocation schedule; identified off-site temporary relocation units and ensured uninterrupted social service provision to households while temporarily relocated. HOU has been involved in temporary relocation or occupied rehab at the following sites:

● St. Botolph Apartments (Boston, MA)	(132 units)	2021-present
● Coleman House 1 & 2 (Newton, MA)	(146 units)	2021-present
● Powdermill Village (Westfield, MA)	(248 units)	2020-present
● Snowden’s Ridge (Silver Spring, MD)	(87 units)	2020-present
● Simon C. Fireman Community (Randolph, MA)	(160 units)	2020-present
● Golda Meir Expansion (Newton, MA)	(12 units)	2020-present
● Hogan Creek (Jacksonville, FL)	(183 units)	2020-present
● Enterprise Abbott (Waterbury, CT)*	(187 units)	2020-present
● Culmer Place & Culmer Gardens (Miami, FL) (●)		2020-present
● 808-812 Memorial Drive (Cambridge, MA) (300 units)		2020-present
● Exchange Place (Waterbury, CT) (●)		2020-present
● Weinberg Place Apartments (Baltimore, MD)	(231 units)	2020-present
● Centennial Towers (Jacksonville, FL)	(208 units)	2020-present
● Simcoe and Moss Apartments (Lafayette, LA)	(106 units)	2020-present
● New Irvine Turner & New Center City (NYC) (●)		2020-present
● Paradise Moultrie (Moultrie, GA)	(100 units)	2020-present
● Paradise Savannah (Savannah, GA)	(56 units)	2020-present
● Paradise Carrollton (Carrollton, GA)	(50 units)	2020-present
● Carl Mackley House (Philadelphia, PA)	(184 units)	2020-present
● Argonaut and El Tovar (Denver, CO)	(109 units)	2020-present
● Drehmoor Apartments (Denver, CO)	(75 units)	2020-present
● Newcastle Saranac (Boston, MA)	(97 units)	2020-present
● Sacramento HRA (Sacramento, CA)	(124 units)	2020-present
● Hoboken Housing Authority (Hoboken, NJ)	(693 units)	2019-present
● Orleans Gardens (Charlestown, SC)	(100 units)	2019-present
● Parkview Apartments (Beaufort, SC)	(60 units)	2019-present
● The Faxon (West Hartford, CT)	(72 units)	2019-present
● Parkside Village I (Branford, CT)	(40 units)	2019-present
● Forest Ridge and the Vistas (Washington, DC)	(400 units)	2019-present
● Cocoa Housing Authority (Cocoa Beach, FL)	(consulting)	2019-present
● Anacostia Gardens (Washington, DC)	(80 units)	2019-present
● Jones Walker Palm Gardens (Ft. Myers, FL)	(80 units)	2019-present
● Greenspring Overlook* (Baltimore, MD)	(189 units)	2019-present
● Hanover Courts (Washington, DC)	(74 units)	2019-present
● Tivoli Gardens (Washington, DC)	(49 units)	2019-present
● Matheson Apartments (Worcester, MA)	(70 units)	2019-present
● Esperanza Trust/ Fort Hill Gardens*(Boston, MA)	(82 units)	2019-2020
● O’Shea House and Morse Apartments RAD (Brookline, MA)	(200 units)	2018-present
● Brookfield Commons (White Plains, NY)	(180 units)	2018-present
● Southeast Towers (Rochester, NY)	(376 units)	2018-present
● Amory Street (Boston, MA)	(200 units)	2018-present
● Takoma Place Apts. (Washington, DC)	(80 units)	2018-present
● Capitol Hill Housing Improvement Program (Seattle, WA)	(136 units)	2018-present
● 316 Park Terrace (Hartford, CT)		2018-present
● Park Terrace II (Hartford, CT)	(68 units)	2018-present
● Berkeley I & II (Arlington, VA)	(138 units)	2017-present
● Commodore Place Apts. (Cleveland, OH)	(198 units)	2016-present
● Hunters Woods* (Reston, VA)	(224 units)	2019-2020
● Broadway Homes* (Baltimore, MD)	(58 units)	2019-2020

● West Stoughton Village (Stoughton, MA)	(4 units)	2019-2020
● The Lewinsville (McClean, VA)	(143 units)	2019-2020
● Lock 7 (Washington, DC)	(13 units)	2019-2020
● Chestnut Park (Springfield, MA)	(489 units)	2018-2020
● Worthington Woods (Washington, DC)(●)	(394 units)	2018-2020
● The Carlin (Arlington, VA)	(162 units)	2018-2020
● Colonial Village West (Arlington VA)	(70 units)	2018-2020
● Mark Twain Hotel (Chicago, IL)	(128 units)	2018-2020
● Camden Apartments (Boston, MA)	(72 units)	2017-2020
● Crawford Square (Pittsburgh,PA)	(348 units)	2016-2020
(Cook County, IL)		
● Henrich House/Franklin Towers	(252 units)	2018-2019
● Westbrook Village (Hartford, CT)	(90 units)	2017-2019
● Wellington Community* (Worcester, MA)		2017-2019
● Lafayette Apartments (Alexandria, VA)	(77 units)	2017-2019
● York Street (Hartford, CT)	(9 units)	2017-2019
● Brookpark Place (Wheeling, WV)	(151 units)	2017-2019
● Village Center (Detroit, MI)	(254 units)	2017-2019
● Burton Place (Burton, MI)	(200 units)	2017-2019
● Coulter Court (Aurora, IL)	(38 units)	2017-2019
● Just-A-Start Scattered Sites (Cambridge, MA)	(96 units)	2017-2019
● Benning Heights (Washington, DC)	(148 units)	2017-2019
● Glen Arms (Washington, DC)	(64 units)	2017-2019
● Housing Authority of Cook County RAD Relocation (Chicago, IL)		2017-2019
➤ Turlington West	(150 units)	
➤ Edward Brown	(225 units)	
➤ Juniper Tower	(106 units)	
➤ Golden Towers I & II	(10 units)	
➤ Richard Flowers Home	(8 units)	
● Lenox Apartments (Boston, MA)	(285 units)	2017-2018
● Hedin House (Washington, DC)	(48 units)	2017-2018
● Prospect Heights I (Pawtucket, RI)	(101 units)	2017-2018
● Lyman Terrace II (Holyoke, MA) (●)	(72 units)	2017-2018
● Parkside & Temple Pines (North Haven, CT)	(70 units)	2017
● Millport Phase II (New Canaan, CT)	(21 units)	2016-2019
● Civic Towers (Miami, FL)	(196 units)	2016-2019
● TM Alexander (Miami, FL)	(151 units)	2016-2019
● Golda Meir House (Newton, MA)	(199 units)	2016-2019
● Jamaica Plain NDC Scattered Sites (Boston, MA)	(219 units)	2016-2019
● Genesis House (Boston, MA)	(209 units)	2016-2018
● Schoolhouse Apartments (Waterbury, CT)	(213 units)	2016-2018
● Belle Diamond (Norfolk, VA)	(128 units)	2016-2017
● Squire Village (Manchester, CT)	(374 units)	2016-2017
● Over the Rhine (Cincinnati, OH)	(39 units)	2016
● Clarendon Court (Arlington, VA)	(103 units)	2015-2018
● Cobbet Hills (Lynn, MA)	(125 units)	2015-2018
● Lyman Terrace I (Holyoke, MA)	(88 units)	2015-2018
● Cedars of Chili* (Rochester, NY)	(320 units)	2015-2017
● Atlantic Terrace/Atlantic Gardens (Washington, DC)	(303 units)	2015-2017
● 402 Rindge Avenue (Cambridge, MA)	(273 units)	2015-2017
● Bridge over Troubled Waters (Boston, MA)		2015-2016

● Indian Trails* (Malone, NY)	(128 units)	2015-2016
● Lincoln Woods (Lincoln, MA)	(125 units)	2015-2016
● Mill Valley (Amherst, MA)	(74 units)	2015-2016
● Kensington Square I* (New Haven, CT)	(120 units)	2015-2016
● Marshall Field Gardens* (Chicago, IL)	(628 units)	2015-2016
● King's Tower (Cincinnati, OH)	(34 units)	2015-2016
● Chauncy House* (Boston, MA)	(88 units)	2015-2016
● 1315 Clifton Street (Washington, DC)	(31 units)	2015
● Art Place at Fort Totten (Washington, DC)	(100 units)	2014-2019
● Warner/Davis Gardens I & II (Waterbury, CT)	(69 units)	2014-2017
● Leyden Woods (Greenfield, MA)	(200 units)	2014-2017
● Avondale Apartments (Cincinnati, OH)	(192 units)	2014-2016
● CommGlen* (Allston, MA)	(235 units)	2014-2016
● Smith Towers (Hartford, CT)	(36 units)	2014-2016
● Marlborough Apartments (Baltimore, MD)	(227 units)	2014-2016
● Cornerstone Apartments (Chicago, IL)	(45 units)	2014-2015
● Watertown Crossings (Waterbury, CT)	(108 units)	2014-2015
● MD Fox Manor (Hartford, CT)	(100 units)	2014-2015
● Breslyn House (Philadelphia, PA)	(60 units)	2013-2015
● New England Center for Homeless Veterans (Boston, MA) (●)	(317 units)	2013-2014
● Historic South End Apartments* (Boston, MA)	(146 units)	2013-2014
● Alexandria Housing Development Corp.	(119 units)	2013-2014
● St. Joseph's (New York City, NY) (●) (Alexandria, VA)	(54 units)	2013
● Dutton Heights (Bristol, CT)	(84 units)	2012-2014
● Bayview Towers (Stamford, CT)	(200 units)	2012-2013
● St. Stephens Terrace Apts. (Chicago, IL)	(261 units)	2011-2014
● Sigourney Mews, Hartford, CT (●)	(78 units)	2011-2012
● Huntington Woods* (Bristol, CT)	(280 units)	2011-2012
● Mary Ellen McCormack (Boston, MA)		
Phase I	(804 units)	2009-2012
Phase II	(152 units)	2010-2012
● Gibson Plaza (Washington, DC)	(240 units)	2010-2011
● Briarcliff (New London, CT)	(125 units)	2010-2011
● Bateswoods (New London, CT)	(106 units)	2010-2011
● Fairhills (Richmond, VA)	(209 units)	2010-2011
● Charlestown (Boston, MA)		
Phase I	(839 units)	2009-2011
Phase II	(201 units)	2010-2011
● Golden Rule Apartments (Washington, DC)	(164 units)	2006-2008
● Vesta (Eastern CT)	(600 units)	2003-2005

*All or partial in-place rehabilitation projects

HOU's wide-range of resident focused services includes:

- ❖ Large-scale Relocation Planning and Implementation, including Housing Choice Voucher Program Implementation
- ❖ CNI & HOPE VI CSS Planning, Implementation, and Evaluation
- ❖ On-site Case Management & Resident Service Coordination, including Elder Services
- ❖ Section 3 and M/WBE Participation Compliance Oversight
- ❖ Community Needs Assessment, Social Service Program Evaluation and Technical Assistance
- ❖ Resident Council Training and Resident Leadership Development
- ❖ Youth Development Services

❖ Family Self-Sufficiency Program Development

CNI & HOPE VI CSS Planning, Implementation, and Evaluation

HOU has provided CNI and HOPE VI CSS planning, implementation, and evaluation services from application-writing through project completion. HOU first provided HOPE VI-related planning assistance for the Indianapolis Housing Authority in 1994. Since then, HOU has developed HUD-approved CSS Workplans for 6 redevelopment efforts. HOU has also written the CSS portion of the successfully funded HOPE VI application for Southfield Village, collaborated on HOPE VI applications in Yonkers, NY and Chicago Heights, IL and served as the HOPE VI evaluator in Danville, VA. HOU has also provided customized training, capacity building and fundraising services for HOPE VI resident councils.

HOU has provided CSS implementation, including case management and family self-sufficiency support, Section 3 compliance programs; neighborhood economic development, fundraising and coordinating/monitoring service providers, at the following CNI/HOPE VI developments:

Ledbetter, Allandale and West Edge Shreveport CNI, Shreveport, LA	2016-present
Sparkman Homes CNI, Huntsville, AL	2016-present
Washington Village CNI, Norwalk, CT	2014-present
Ellen Wilson to Town Homes on Capitol Hill, Washington, DC	1999-present
Allequippa Terrace to Oak Hill Apartments, Pittsburgh, PA	1996-present
Chester Housing Authority, Chester, PA	2010
Washington Beech to Washington Beech Gardens, Boston, MA	2008-2013
Manchester, Manchester PA	2007-2008
Wheeler Creek, Washington, DC	2006-2011
Henson Ridge, Washington, DC	2006-2010
Maverick Gardens to Maverick Landing, Boston, MA	2005-2006
The Townes at the Terraces, Baltimore, MD	2004-2005
Liberty View to Fairview Hills, Danville, VA	2002-2008
Arthur Capper/Carrollsbury, Washington, DC	2002
Shore Park/Shore Terrace, Atlantic City, NJ	2002
Rockwell Gardens, Chicago, IL	2001-2002
East Capitol Dwellings, Washington, DC	2001-2002
Broadway Homes to Broadway Overlook, Baltimore, MD	2000-2005
Elm Haven to Monterey Apartments, New Haven, CT	1998-2003
Southfield Village to Southwood Square, Stamford, CT	1997-2009
Concord Village/Eagle Creek, Indianapolis, IN	1994

On-Site Case Management and Resident Services In Multifamily and Elderly Mixed-Income and Tax Credit Housing

HOU works in cooperation with management and residents to address community issues and lease violations in order to improve residents' quality of life and prevent unnecessary evictions. On-site resident service coordination encompasses the development, coordination and monitoring of educational and recreational programs for youth and/or the elderly, access to jobs and training programs, and systems for responding to management referrals.

● Charlestown Youth Outreach	(479 units)	2017-present
● Silver Spring Library Residential Program, Silver Spring, MD	(129 units)	2015-present
● Ranier Manor, Mt. Rainer, MD	(100 units)	2014-present
● Lime Kiln Manor, Mt. Pocono, PA	(40 units)	2010-present
● Park Morton, Washington, DC	(159 units)	2010-present

•	Temple Courts, Washington, DC	(190 units)	2007-present
•	Harbor Point, Boston, MA	(1,283 units)	1984-present
•	Corcoran Jennison Elderly Sites, Greater Boston, MA	(8 sites)	2012-2020
•	Villages at Marley Station, Glen Burnie, MD	(757 units)	1996-2014
•	Old Town Commons, Alexandria, VA	(150 units)	2012-2014
•	Healthy Section 8 and Affordable Housing Demonstration Project, Boston, MA	(75 units)	2010-2012
•	Pittsburgh Housing Authority Healthy Homes	(citywide)	2008-2009
•	National Temple III, Philadelphia, PA	(126 units)	2004-2006
•	Riverfront Townhomes, Baltimore, MD	(126 units)	2001-2007
•	Townes at the Terraces, Baltimore, MD	(220 units)	2004-2005
•	Residences at Governor's Square, Harrisburg, PA	(137 units)	2003-2012
•	Hilltop, Duquesne, PA	(152 units)	2003-2010
•	SANA Apartments, Hartford, CT	(269 units)	2003-2005
•	Southford Park, Waterbury, CT	(212 units)	2003-2004
•	Redstone Apartments, Bristol, CT	(132 units)	2003-2004
•	Greenspring Overlook, Baltimore, MD	(189 units)	2002-2004
•	Hilltop Village, Jacksonville, FL	(200 units)	2001-2006
•	Hillside Park Apartments, Baltimore, MD	(94 units)	2001-2004
•	Circle Terrace Apartments, Landsdowne, MD	(303 units)	2000-2010
•	Bay Ridge Gardens, Annapolis, MD	(198 units)	2000-2010
•	Kingsley Park Apartments, Baltimore County, MD	(312 units)	2000-2003
•	Autumn Woods Apartments, Bladensburg, MD	(366 units)	2000-2004
•	Mandela Homes, Boston, MA	(276 units)	1999-2001
•	Bridlepath Apartments, Randolph, MA	(104 units)	1993-1997
•	Queen Anne's Gate, Weymouth, MA	(590 units)	1985-2002
•	Ramblewood Apartments, Holbrook, MA	(308 units)	1987-2002
•	Quaker Meadows, Lynn, MA	(101 units)	1983-1984
•	Villages at Montpelier, Laurel, MD	(520 units)	1980-2000
•	King's Lynne, Lynn, MA	(441 units)	1976-1977

Section 3 and M/WBE Compliance Programs Oversight

HOU has a strong track record of hiring and training low-income residents and developing Section 3 and M/WBE compliance programs for developers and housing authorities. HOU has coordinated Section 3 employment programs at three HOPE VI sites and has been recognized with a 1999 HUD Best Practice Award for resident employment efforts at Allequippa Terrace in Pittsburgh, PA.

- Allequippa Terrace to Oak Hill Apartments, Pittsburgh, PA
1996-present
- Elm Haven to Monterey Apartments, New Haven, CT
1998-2003
- Southfield Village to Southwood Square, Stamford, CT
1997-2009

Housing Quality Standards (HQS) Certification

A number of HOU Relocation staff are certified to perform HQS inspections of Housing Choice Voucher Program (HCVP) and Moderate Rehabilitation Program units and perform HQS inspections for relocation contracts. HOU's ability to conduct HQS inspections has expedited the lease-up process, and the relocation of households from projects slated for redevelopment.

Social Service Needs Assessment and Program Evaluation

HOU has provided social service needs assessment and program evaluation at sites where it is the resident service provider as well as under independent contracts. HOU staff have assisted residents, ownership and developers in evaluating existing social service providers and creating a plan for community center

programming that best suits residents' needs. HOU has provided social service program evaluation and community center planning at the following sites:

- McNamara House (Boston, MA)
 - Chicago Housing Authority family and elderly developments--2,400 units (Chicago, IL)
 - Chester Towers (Chester, PA)*
 - Liberty View/Fairview Hills (Danville, VA)*
 - Harbor Point Apartments (Boston, MA)
 - Southfield Village/Southwood Square (Stamford, CT)*
 - Allequippa Terrace/Oak Hill (Pittsburgh, PA)*
 - Broadway Homes/Broadway Overlook (Baltimore, MD)*
 - Townhomes on Capitol Hill (Washington, DC)*
 - Bay Ridge Apartments (Annapolis, MD)
 - Villages at Marley Station (Glen Burnie, MD)
 - Circle Terrace (Baltimore County, MD)
 - Autumn Woods (Bladensburg, MD)
 - Hilltop Village (Jacksonville, FL)
- *HOPE VI developments

Elderly/Disabled Service Coordination

HOU has experience operating specialized human service programs designed to meet the needs of low-income elders, adults with mental and physical disabilities as well as substance abusing populations and the mentally ill. HOU coordinated with management at various sites to provide supportive services for the elderly and disabled including social service and health-related referrals, recreational activities, and assistance with lease compliance issues. In its work at these sites, HOU was actively involved in helping residents with “aging in place”, mental health, substance abuse and financial assistance issues. HOU’s existing staff includes individuals with extensive experience serving each of these populations.

● Ranier Manor, Mt. Rainer, MD	(100 units)	2014-present
● Harbor Point, Boston, MA	(1,283 units)	1998-present
● Keystone Apartments, Boston, MA	(228 units)	1994-2002
● Savin Hill Apartments, Boston, MA	(132 units)	1994-2002
● Cobble Hill Apartments, Somerville, MA	(224 units)	1994-2002
● Millbrook Square Apartments, Arlington, MA	(146 units)	1994-2002
● Salem Heights Apartments, Salem, MA	(284 units)	1994-2002
● Villages At Fawcett’s Pond, Hyannis, MA	(100 units)	1994-2002
● Westborough Country Village, Westborough, MA	(87 units)	1994-2002

Training and Consulting

HOU shares its expertise through training sessions and consulting assistance with a diverse client base that includes resident organizations, management companies, developers, housing authorities, foundations and other service coordinators. HOU staff has conducted Resident Service Coordinator/Case Manager training sessions, resident council capacity building and provided independent assessments of resident service needs and resources at subsidized housing developments. David Connelly and HOU staff have also given numerous industry lectures:

- | | |
|--------------------------------------|---|
| ● Carabetta Organization | ● National Housing and Rehabilitation Association |
| ● Westminster Management Company | ● New England Association of Assisted Housing Managers |
| ● Millennium Development Corporation | ● Maryland Office of Community Development |
| ● Gleichman & Company, Inc. | ● Shore Park/Shore Terrace HOPE VI Resident Consultative Group* |
| ● NHP Management Company | |
| ● Lake County Housing Authority (IL) | |
| ● The Enterprise Foundation | |
| ● The Housing in Society Trust | |

- Elm Haven Resident Council (Elm Haven Apartments/Monterey Place Apartments)*
 - Southfield Village Resident Council (Southfield Village/Southwood Square)*
 - Columbia Point Community Task Force (Columbia Point/Harbor Point)
 - Hope Village, Inc. (Broadway Homes/Broadway Overlook)*
 - District of Columbia Housing Enterprises at Henson Ridge* and Wheeler Creek*
 - Northeast Resident Service Coordinator Conference
 - The NHP Foundation
 - HUD HOPE VI Conference
 - *HOPE VI developments
- HUD HOPE VI Conference
 - Housing Development Law Institute Annual Conference
 - American Association of Service Coordinators
 - Pennsylvania Housing Finance Agency Conference
 - National Housing & Rehabilitation Agency Conference
 - Pennsylvania Housing Finance Agency Commonwealth Housing Forum
 - Philadelphia Housing Authority: internal relocation staff training re: RAD & Relocation
 - Wilmington, DE Housing Authority: re: RAD & Relocation