

Westlawn Relocation Plan

HOUSING AUTHORITY OF THE CITY OF MILWAUKEE

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Table of Contents

I. Introduction.....	4
II. Relocation Overview.....	7
III. Staffing and Contact Information.....	10
IV. The Relocation Plan.....	12
A. Resident Notification	
B. Establishment of Eligibility for Assistance	
C. Identification of Resident Needs and Preferences	
D. Types of Assistance Available	
Housing Options	
Payment Allowances	
Relocation Advisory Services	
Security Deposits	
Appliances	
Storage	
E. Identification of Comparable Housing	
Procurement of Suitable Housing	
Transferring of Security Deposits	
Establishment of Utility Services	
Dispersal of Payment Allowances	
F. Physical Moving of Property	
G. Relocation Budget	
V. Resident Return and Re-occupancy Policies.....	23
VI. Appeal Process.....	24
VII. Record Keeping	25
VIII. Certification.....	27

Glossary of Terms28

Appendices

- Appendix 1 Relocation Phases
- Appendix 2 Individual Relocation Agreement
- Appendix 3 General Information Notice
- Appendix 4 Tenants Displaced from Their Homes Brochure
- Appendix 5 Notice of Eligibility for Relocation (NOE)
- Appendix 6 Physical Move Options Form
- Appendix 7 Housing Authority City of Milwaukee (HACM) Grievance Procedure

I. Introduction

On September 28th, 2015 the City of Milwaukee and the Housing Authority of the City of Milwaukee (HACM) were awarded a \$30 million HUD Choice Neighborhoods grant to support a locally-driven, placed-based, comprehensive strategy that will transform the northwest side of Milwaukee into an inclusive community of opportunity with quality housing, schools, businesses, services, and amenities where people want to live, learn, work, shop and play. The CNI Transformation Plan brings together diverse resources to positively impact both the housing stock and the quality of life for the residents of the neighborhood.

The grant will enable the conversion of the CNI targeted neighborhood (from Sherman Blvd. to 76th St. and from Villard Ave. to Mill Rd.) into a vibrant, mixed-income community by stabilizing housing, improving access to existing retail establishments and creating new retail opportunity, improving transportation, improving parks, reducing the negative impacts of foreclosed properties, advancing public safety, and improving health, educational and other social outcomes.

Included in this broad initiative is the continued redevelopment of the western part of the Westlawn public housing development, the largest in the State of Wisconsin. Located in the Choice Neighborhood Implementation (CNI) target area on Silver Spring Dr. between 64th St. and 68th St, it is the centerpiece of the Westlawn Transformation plan.

The original Westlawn contained 726 units on approximately 75 acres on the northwest side of Milwaukee. The barracks-style buildings were constructed in 1952 and had been exhibiting a myriad of deficiencies from structural deterioration, water infiltration, and outdated utility systems to inadequate accessibility and design flaws. It was imperative to address the severely distressed buildings while continuing to provide low-income housing in the area.

In 2010 HACM applied for and received Low Income Housing Tax Credit (LIHTC) funding for Phase I of the Westlawn redevelopment. The existing buildings on the east side of the development were razed and replaced with high-quality mixed-income housing that would better serve the housing needs of the community. This phase of the redevelopment required the permanent relocation of 332 households. By 2013 the construction of single-family houses, townhouses and multi-family buildings was completed, and 250 families were relocated into the new “Westlawn Gardens”. Over \$82 million was invested into the award winning project that incorporated cutting-edge sustainable design, green building technology, public and retail

space, community gardens, and other amenities that make it an attractive and desirable place to live.

Phase II of the Westlawn redevelopment will leverage CNI grant funds to implement redevelopment of the balance of the site (the west side). There will be a total of 394 distressed units demolished and replaced with 706 on-site units and 2 units that are off-site but within the CNI target neighborhood. These will be a mix of single-family homes, town houses and multi-unit buildings which will mirror the design and functionality of the existing Westlawn Gardens. As on the east side of the development, their construction will promote economic diversity by the use of a combination of public housing units, LIHTC units, and market-rate rentals and homeownership units. Among the buildings planned is Victory Manor, a 60 unit multi-family building, of which 25%, or 15, of the units will have preferences for military veterans.

This redevelopment will necessitate the relocation of residents living in the 394-unit development (382 households at the time the grant was awarded). Because the new buildings won't be ready for re-occupancy for more than one year, the relocations will be considered permanent; however, the residents, who chose their right to return at the time of relocation, will be given first priority to return once the construction is completed. The relocation will occur in four phases, starting February 2016 and ending December 2017. (See Appendix 1)

Westlawn residents were involved in the planning of the relocation activities. Residents weighed in on the process at numerous Resident Organization and Resident Advisory Board meetings. Residents will have further input in their own relocation plan when meeting with the Relocation Advisors in individual sessions.

As successful relocations were executed in a number of previous HOPE VI and LIHTC projects, HACM has the experience, qualifications and confidence to undertake this critical relocation effort.

The Relocation Plan addresses how the needs of these residents will be met, from initial consultations to full re-occupancy of the new units. It describes specific steps HACM will take to minimize the adverse impacts of relocation for the residents who will be displaced, including policies for notification, relocation assistance, physical moves, staffing, re-occupancy, and the right to appeal.

All relocation activities provided will be in accordance with the Universal Relocation Act and Real Property Acquisition Policies Act of 1970, as amended (URA) (49 CFR Part 24) and are consistent with fair housing and civil rights laws, including, but not limited to, the Fair Housing Act, Title VI of the Civil Rights Act of 1964, and Section 504 of the Rehabilitation Act of 1973.

Advisory services were provided in the development of this relocation plan by Maureen Thurman from HUD's Community Planning and Development division.

II Relocation Overview

In order to implement the redevelopment of Westlawn, all displaced households will need to be relocated to comparable dwellings with rights and protections provided under the URA.

HACM's relocation efforts are guided by a principal that prioritizes the best achievable outcome for each resident household. HACM staff seek to minimize household disruptions and make the transition as seamless as possible.

HACM plans to use a combination of resources to provide comparable dwelling units, relocation advisory services, case management, and the physical move of belongings. The residents will be consulted regarding their housing requirements and preferences, and counseled to identify and address any special needs such as translation services or accommodations.

The comparable dwelling units include other public housing developments, HACM non-subsidized developments, HACM's LIHTC developments, the private rental market and non-HACM owned subsidized developments. Additionally, Tenant Protection Vouchers (TPV) will be offered to eligible residents; these vouchers are similar to, and will be administered like Housing Choice Vouchers. As part of the relocation plan, residents were surveyed about their moving preferences. Of the respondents in the survey done for all affected residents, 245 households responded (64%):

24% would prefer to use a TPV to remain in the Westlawn neighborhood

24% would prefer to use a TPV in a neighborhood other than Westlawn

15% prefer another public housing unit

37% need more information before deciding

Through individual meetings with a team of Relocation Advisors, residents will be given sufficient information to make decisions that take into account their needs, preferences, necessary accommodations, and best interests for them and their family. The Relocation Advisors will assist the resident in creating their own individual relocation plan, which will be enforced through a signed Individual Relocation Agreement (IRA) (See Appendix 2).

Provisions for resident supportive services are included in the CNI grant to minimize the impact of the relocations effort; six (6) HACM Case Managers will assist residents to ensure that they have access to daycare, early childhood education, schools, transportation to jobs, etc. These

case managers will continue to provide services throughout the entire grant activity period, including the re-occupancy phase of the project.

The process to relocate residents encompasses providing notices, relocation advisory meetings, identifying comparable housing, assistance in securing utility services, the physical moving of belongings, and re-occupation for those who wish to return to the new buildings.

A General Information Notice (GIN) was sent to all residents on January 26th, 2016. This notice informs them of the overall project, the need to relocate them at some future date, their rights and protections under the URA, and the services that will be made available to them. (See General Information Notice Appendix 3)

Relocation Advisors will meet with the heads of households to explain all of the relocation options and types of assistance available, including, but not limited to, physical moving options and what resources are available. During one-on-one consultations, the advisors will also identify the needs and preferences of the residents, obtain contact information and best times they can be reached, and identify any requested accommodations or special needs.

Once options have been fully explained to the residents, and individual relocation plans have been formulated, residents will be given a list of comparable units, based on their needs and preferences. Once units have been identified, resident security deposits will be transferred to the new property manager (any additional deposits required will be paid by HACM).

Residents can physically move their belongings on their own, per the options provided under the URA, and be reimbursed for actual expenses or given a flat payment based on the number of rooms in their current unit. They can also opt to have HACM undertake the physical move at no cost to them.

Those residents who opted to return to Westlawn will be notified by Relocation Phase of the opportunity to return when the new units are completed. The same physical moving options are made available to them, and HACM will continue any supportive services needed for the return move.

Actual household moving costs will vary depending upon the relocation options chosen. however. HACM has estimated the entire relocation budget to be \$953,860.

Non-Discrimination Policy

HACM shall comply fully with Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1974, and any legislation protecting the individual rights of residents, applicants or staff, which may subsequently be enacted.

The agency will reference Handbook 1378 that combines all statutory, regulatory and HUD guidance into a single reference source.

http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/library/relocation/policyandguidance/handbook1378

III. Staffing and Contact Information

A. Staffing

The Senior Asset Manager of HACM will serve as the Relocation Coordinator and oversee all operations under this Plan. The Relocation Coordinator will supervise the entire relocation process from the issuance of notices to re-occupancy at the project's completion. Along with the team of Relocation Advisors, the Coordinator will work closely with on-site management staff to provide notifications, housing search counseling, data tracking and other relocation services needed for the successful rehousing of residents. Relocation staff persons have participated in HUD relocation training to ensure adherence to and the proper execution of URA policies.

Relocation Advisors will conduct outreach and assessment of needs, and facilitate the creation of Individual Relocation Agreements (IRA). They will work with the residents throughout the entire relocation process to ensure access to eligible benefits and services, remove barriers to successful relocation, and coordinate physical moves. They, along with the Relocation Coordinator and on-site management staff, will ensure that proper records are kept on all relocation activities.

Housing Choice Voucher (HCV) program staff, including Certification Specialists, Lease and Contract Specialists and Inspectors, will be responsible for assessing eligibility and issuing the Tenant Protection Vouchers (TPV). They will provide outreach and training for new voucher holders and administer all related program requirements.

The Community Services division (COS) of HACM will coordinate the Case Managers who will provide supportive services to the residents in an effort to reduce or eliminate barriers to successful relocation.

Homeownership Program staff are available for homeownership advisory services and referrals for residents considering purchasing a home, either through HACM's Homeownership Program or on the private market.

The on-site management staff are available to explain the relocation processes and timelines, and to make internal referrals that will ensure resident needs are being addressed under this plan. Staff persons at the development office are available to residents for questions, referrals and packing materials.

As part of CNI and as part of HACM’s ongoing commitment to the provisions under Section 3 of the Housing and Urban Development Act of 1968, a Westlawn resident will be hired (to the greatest extent possible) as a Relocation Assistant to help with the relocation process. Tasks will include, but are not limited to, distribution of packing materials, assistance with packing and unpacking of personal belongings, and assistance with coordinating physical moves.

B. Contacts

Relocation Coordinator

James Eigenberger
Senior Asset Manager
(414) 286-5126
jeigen@hacm.org

Housing Choice Voucher Program (Section 8)
(414) 286-5650

Community Services (COS)
(414) 286-5678

Westlawn Management Office
(414) 286-8868

Homeownership Program
(414) 286-5043

Media Inquiries & Communication
Paul Williams
(414) 224-0528
paul.williams.@hacm.org

HACM Website & Online CNI Information
www.hacm.org

IV. The Relocation Plan

Relocating residents encompasses everything from notifying the affected households, counseling them for needs and eligibility of assistance, case managing for barriers, identifying comparable housing, and transferring security deposits and establishing utility services to physically moving personal belongings. How these components will be undertaken is detailed in this section.

A. Resident Notification

Notification Process

All affected residents will be provided written notices by personal delivery or via certified and registered first-class mail, return receipt requested. Each notice shall be written in plain, understandable language. Persons who are unable to read and understand the notice will receive appropriate assistance to ensure effective communication.

Types of Notices

1) The General Information Notice (GIN)

The GIN is an advisory notice sent to all affected residents explaining the project, activities that are planned, assistance that is available, and potential relocation payments that are available under the URA. Moreover, it advises the residents of the following:

- They should not move before receiving a notice indicating eligibility for relocation assistance.
- They will receive information about the relocation assistance they are eligible for and the procedures are for receiving assistance.
- They will not be required to relocate without receiving a 90-day Notice-to-Vacate.
- They will not be required to move unless at least one comparable dwelling unit has been made available.
- They will receive reasonable relocation advisory services, including relocation referrals and other necessary services.
- They must continue to pay rent and meet all other lease obligations in order to be eligible for relocation payments or assistance under the URA.
- They have a right to appeal HACM's determination of eligibility for URA assistance.

- They have a right to return to the project
- They are provided with contact information for assistance and with questions

The GIN notice includes a copy of the HUD brochure, *Tenants Displaced from Their Homes* that describes the resident's relocation benefits. (A copy of this brochure is attached as Appendix 4)

2) Notice of Eligibility for Relocation Assistance (NOE)

The NOE advises affected residents about their eligibility to receive relocation assistance. (See Appendix 5) It is specific to the household and outlines their particular options and benefits. The notice will advise the residents of the following:

- Their eligibility for relocation assistance and the effective date of their eligibility
- The relocation assistance services that are available, the estimated amount of assistance for which they may be eligible, and the procedures for obtaining the relocation assistance
- The resident's appeal rights and procedures
- Right to return when the project is complete
- Comparable available units

3) 90 Day Notice-to-Vacate

This notice will advise the residents of the specific date by which they must vacate the property.

4) Eviction Notice

An eviction notice will be given if substantial lease violations exist and after Case Managers have attempted to resolve the issues. HACM will not give eviction notices in order to circumvent the regulatory services and protections afforded to the residents.

If, after proper notification and after every reasonable attempt to assist the resident has been made, a household refuses to vacate the unit by the required date, HACM will seek legal redress per its eviction procedure and through the Milwaukee County court system. All evictions will comply with the URA.

5) Project Update Notice

If the project undergoes changes to its schedule, affected residents will receive modified relocation notices or development updates as they become available.

B. Eligibility for Relocation Assistance

Displaced persons are eligible for relocation assistance under the URA. Because the demolition of the buildings and subsequent new construction will take more than one year to complete, all of the residents will need to be “permanently relocated” per HUD definitions, and are thus entitled to relocation protections and assistance under the URA.

Undocumented immigrants and aliens not lawfully present in the United States are not eligible for relocation assistance, unless such ineligibility would result in exceptional hardship to a qualifying spouse, parent or child.

Relocation Advisors will explain eligibility status and types of assistance to each resident during the initial consultation process. Households may make a request to split into multiple households, but the decision to extend relocation assistance and rights to anyone other than the original head of household and others living with them will be made at the discretion of the Relocation Coordinator and only when remedies and resources are available. Only the original head of household has the right to return on priority basis to Westlawn upon completion.

C. Identification of resident needs and preferences

Relocation Advisors will meet with residents as soon as possible to establish resident needs and preferences. In addition to the number of bedrooms the family requires and the area of town they prefer, other factors are explored such as proximity to schools, building amenities (i.e. elevator, parking, pet policies) and access to public transportation. Clarifying needs and preferences helps the resident develop confidence in their choices and provides guidance when looking for comparable units.

D. Types of assistance available

All eligible residents who are relocated in the context of this funded project will receive the appropriate services and benefits required under the URA.

1. Housing options

Another PH Unit

HACM operates 18 other public housing developments (3,183 units) to which residents can be relocated. HACM currently has 1, 2, 3, and 4 bedroom vacancies available across these developments and available units will be offered as they become available. The average vacancy rate across all developments is 4%, which is about 127 vacancies per month.

By choosing another PH unit, the resident will have no additional applications or fees, and, unless in a scattered site unit, no establishment of utilities. Additionally, their rent calculations would remain the same. However, although the developments are scattered throughout the city of Milwaukee, the resident may have fewer choices regarding the neighborhood in which they wish to reside than if they went into the private rental market.

Any Westlawn resident, regardless of household income, is eligible for this option.

HACM Mixed-Finance Unit

Residents who meet income and occupancy standards can choose to lease a unit in one of HACM's ten (10) mixed-finance developments. These developments have designated units for low-income residents. Rents for these units are calculated at 30% of adjusted gross income.

Tenant Protection Voucher (TPV)

Residents who are determined income eligible for the Housing Choice Voucher (HCV) program may select to receive a TPV and rent any unit in the private market that participates in the program and adheres to its guidelines. Rent is calculated as 30% of adjusted gross income.

This voucher gives the resident greater relocation choices as over 1,500 property owners participate in the program (portability to another city which operates a HCV program is also

allowed). The voucher stays with the tenant as long as they remain income eligible and are compliant with program requirements.

Under this option the resident would need to complete an application process and establish a relationship with a new property manager. They also may be required to establish new utility services which can be done with the assistance of the Relocation Advisor.

Additionally, HACM owns and manages market-rate developments throughout the city. Residents choosing this option may be subject to re-screening to meet the requirements of the development.

Homeownership

Through partnerships with area counseling and financial literacy agencies, HACM has encouraged homeownership to its residents as part of its ongoing supportive services model. The availability of housing counseling agencies, first-time home-buyer grants and the potential use of Replacement Housing Payments (RHP) makes this option a possibility for higher-income residents. (See page 17 for explanation of RHP)

Private Market

Based on affordability and credit worthiness, residents are encouraged to consider transitioning from public housing to homeownership as a means to self-sufficiency. This option would most likely apply to households with income that exceeds the threshold for subsidy, but also have low debt and good credit. Homeownership staff are available to provide resources, referrals and support to residents exploring this option.

Section 8(y) Homeownership

Residents receiving a TPV may opt to use the subsidy to purchase a house under HACM's 8(y) program. Buyers must complete home-buying counseling and choose a property that meets the Housing Quality Standards (HQS) under the HCV program. The buyer pays their portion of the mortgage and HACM pays the subsidized portions to the lender. Buyers must have at least \$15,000 gross annual earned income and be employed an average of 30 hours per week (unless elderly or disabled).

Section 32 Homeownership Program

Affected residents under 80% of County Median Income (CMI) may be eligible to receive up to \$25,000, in the form of a forgivable second mortgage, to bridge the gap from their maximum affordability to the appraised price of a HACM-owned scattered sites house for sale. In addition to potential assistance with the purchase price, the buyer gets a fully rehabbed home with no major foreseen expenses over the next seven to ten years. They also pay no property tax for the year in which the house was purchased.

Residents work with local housing counseling agencies for home-buying classes and to prepare their credit for a home loan. In addition to any grants and first-time homebuyer programs through lenders, the lump sum RHP can be used for a down payment. (See below for explanation of RHP)

As part of HACM's mission to support residents in their effort to become self-sufficient, it encourages residents to explore the possibilities and opportunities available to them to become first-time home-buyers.

Other Affordable Housing

There are 137 project-based HUD subsidized developments in Milwaukee and the surrounding suburbs. A comprehensive list of affordable private rental units will be provided to residents along with the supportive services available under the URA and this Relocation Plan. This option might be best for affected residents who wish to leave public housing and are over-income for a voucher or other housing subsidy. The more desirable areas and complexes may have waiting lists, and residents may be subject to application processes, background and credit checks.

2. Replacement Housing Payment (RHP)

The RHP is intended to cover any increase in the resident's monthly housing costs (rent and utilities), at a comparable unit, that exceeds what they would pay if they had not been required to relocate and were still living in public housing at Westlawn. This is also known as a "gap" payment.

The monthly RHP is calculated by comparing the rent and utilities at the existing unit with a comparable unit. The amount of the RHP is the difference a tenant has to pay to meet the obligations at the new, comparable unit.

Payment of the RHP will be made to the resident in quarterly installments beginning with the first rent payment. The duration of benefits is 48 months of assistance.

A resident who receives a RHP may also use it as down payment assistance for the purchase of a single family house – through the private market or through HACM – in which case the allotment is dispersed in a one-time lump sum. Calculation of the lump sum is the difference of current rent and utility costs and that of a comparable unit (one month of RHP) times the maximum allotment of 48 months. This is dispersed at the time of closing.

3. Relocation Advisory Services

Residents will be contacted as soon as possible (per Relocation Phase) for a one-on-one meeting with a Relocation Advisor for initial assessment of their needs and preferences. Advisors will attempt to identify any barriers to relocation, or any Section 504 accessibility accommodations required. They will inform residents of their rights and protections under the URA and explain the housing options available to them.

The advantages and disadvantages of each housing option will be explained, and any questions answered. Residents will be asked to certify with their signature that they received and understood the options available to them, a copy of which will be given to the resident and the original retained in personal relocation records.

After initial consultation, and after all of the residents' concerns have been addressed, the residents will be asked to choose their relocation options, choose if they would like to return to Westlawn when the project is completed, and then to sign the Individual Relocation Agreement (IRA). The signed IRA will be the impetus for the residents housing search activities and be used by HACM in planning forthcoming relocation activities.

Additional services available throughout the relocation process include, but are not limited to:

- Language translation services
- Explanation of the dislocation allowance
- Calculations of benefits
- Identification of comparable units
- Provision of area maps and information about neighborhoods
- Site tours
- Transportation - provided through bus tickets, cabs, and mileage reimbursement

- Packing and unpacking of belongings will be provided by the contracted movers, if requested
- Assistance in the establishment and/or transferring of utilities
- Assistance registering children in school or day care
- Setting up appliances
- Scheduling movers

All affected residents are eligible for, and are encouraged to avail themselves of the services provided by the Relocation Advisors and the Case Managers to ensure successful transition to a comparable dwelling.

4. Security Deposits

HACM will provide security deposits as part of the relocation benefits. If the resident relocates to another HACM public housing unit, the deposit will simply transfer to that unit. For residents moving to the private housing market and/or using a TPV, HACM will forward the deposit plus any additional deposit required to the new property manager, with the contingency that the deposit be returned to HACM at the end of tenancy.

5. Appliances

Residents who choose to move into another HACM property will be provided with a stove and a refrigerator. If the new location does not have appliances, the residents can take their existing stove and refrigerator with them.

E. Identification of comparable housing

Every effort will be made to assist residents by explaining the housing options available to them and helping them to find permanent housing. Using the resident needs and preferences established during consultation as a guide, the Relocation Advisor will identify a minimum of one (1) comparable unit and provide a listing of addresses and contact information to each tenant in writing.

In addition to meeting the bedroom size required and the financial means of the resident, comparable units are defined as being functionally equivalent to the existing unit – not necessarily exactly matching the current unit. Additionally, comparable units are decent, safe and sanitary, are vacant and available to rent, are reasonably accessible to one's place of

employment, are generally well located in respect to public and commercial facilities, are free of serious health violations or adverse environmental conditions, and are in compliance with federal, state and local fair housing regulations.

If requested, the Relocation Advisors can arrange site visits and assist with transportation to view potential units. Accessibility features must be comparable to what the resident has currently; if necessary, and in its sole discretion, HACM may pay to install a feature or remove a barrier.

All units will be reviewed by staff prior to being offered to residents to ensure they are decent, safe and sanitary and meet the definition of “comparable”.

Once suitable housing has been selected, security deposits will be transferred and a move-out date established. Relocation Advisors remain available to assist with the establishment or transfer of utility services, scheduling the move, and other supportive services. Payment allotment dispersals are made after the resident has vacated the unit.

F. Physical Moving Assistance

Affected residents will be given three physical moving assistance options: HACM will undertake the move, the resident can move themselves and be reimbursed for their actual expenses, or the resident can move themselves and receive a fixed payment based on the number of bedrooms.

Regardless of the option chosen, HACM will provide moving boxes, tape, shrink-wrap and markers for packing belongings. Residents are expected to pack on their own unless they request an accommodation (i.e. elderly, disabled).

1. HACM Contracted Movers

HACM will undertake the physical move by contracting with professional movers at no cost to the resident. The Relocation Advisor works with the resident to coordinate and schedule the move. If a resident chooses this option, they are entitled to a one-time dislocation allowance of \$100, to be mailed to the resident at their new address after the completed move.

2. Reimbursement for Moving Expenses

Any displaced residential occupant is entitled under the URA to actual and reasonable moving and related expenses. These expenses may include:

- Transportation of the affected resident and personal property
- Transportation costs for a distance up to 50 miles
- The expenses of packing and unpacking of personal belongings
- Reconnection of utilities including gas, electric, phone, and cable services, if the resident had active services at the time of the scheduled move
- Mileage reimbursement at \$0.55 per mile.
- The advance loan payment for a moving vehicle if the resident presents a copy of a rental agreement that shows the deposit for a rental truck or trailer, HACM may advance a loan which will be deducted from the reimbursement
- Down payments to establish connection fees
- Storage of appliances if not available at the new unit
- Any other moving related expenses determined eligible by HACM

To receive reimbursement for actual and reasonable moving costs, residents must submit a claim within 18 months of the date of the move. The HUD 40054 form, “Residential Claim for Moving and Related Expenses” will be used. A resident may request assistance from relocation staff with filling out this form. Claim for reimbursement will be subject to review and approval by the Relocation Coordinator.

Affected residents may waive their rights to a relocation payment by refusing to file a claim for the payment and/or by signing a written waiver which describes the specific monetary assistance waived and the pertinent law and regulation under which it is available, and by indicating that the person understands that, absent the waiver, they cannot be displaced unless provided the prescribed assistance.

3. Fixed Moving Expenses Allowance

Residents may choose to make their own moving arrangements and are entitled to a fixed allowance based on the number of rooms of furniture. HACM will assist residents in determining the amount for which they are eligible. If requested, HACM will consider payments for an additional room if the resident has a special need, such as medical equipment or a piano, or an inordinate amount of storage.

I Room	2 Rooms	3 Rooms	4 Rooms	5 Rooms	6 Rooms	7 Rooms	8 Rooms
\$550	\$730	\$935	\$1,140	\$1,350	\$1,560	\$1,765	\$1,975

https://www.fhwa.dot.gov/real_estate/uniform_act/relocation/moving_cost_schedule.cfm

In order for HACM to sufficiently plan for and coordinate all the physical moves required under this Plan, residents will be asked to choose a moving option on the Physical Move Options form. They will retain a copy and the original will be kept in their relocation file. (Appendix 6)

G. Relocation Budget

The moving costs are based on contracting bids received and are per bedroom size. It is estimated that 72% of residents will be re-occupying the new building and will require a second physical move

Moving Costs	Out	Return
1 Bedroom	\$66,900	\$48,200
2 Bedroom	\$137,500	\$99,000
3 Bedroom	\$80,400	\$58,000
4 Bedroom	\$26,000	\$18,700
Total	\$310,800	\$223,900

Other associated costs with the execution of the Relocation Plan are estimated in the table below. HACM has allocated these funds from the CNI grant to ensure permanent housing for all of the affected residents.

Move outs	\$310,800
Returns	\$223,900
Contingency	\$25,000
Packing Material	\$22,200
Security Deposits	\$182,900
Utilities	\$7,300
Transportation	\$3,000
Staffing	\$103,760
RHP	\$75,000
Total	\$953,860

The Relocation Coordinator will ensure that relocation activities are conducted in compliance with the URA and regulations set forth at 49 CFR Part 24.

V. Resident Return and Re-occupancy Policies

At the time of project completion, all residents who have opted to return and are lease compliant may return to Westlawn as part of the Westlawn Transformation project. HACM maintains a “No Screening upon Return” policy with existing residents.

The onset of notifications to return will be receipt of the Occupancy Permit by the City of Milwaukee. Notices will be sent via certified mail to the last known address of each resident who has elected to return to the new site. The priority to return will be given to residents per Phase, per the order they moved out and per bedroom size available.

It is important to note that market rate and affordable units will be constructed alongside the replacement housing units, and that the residents’ priority rights to return apply only to the replacement housing units.

Once all the original residents return, HACM will begin to accept families who are on the waitlist to fill any remaining units.

VI. Appeals Process

Residents who are subject to relocation are entitled to request a review of any HACM determination concerning eligibility for relocation benefits, the amount of a relocation payment, and/or the adequacy of the housing to which the resident was referred.

At the time that the relocation assistance is offered, staff will inform the resident of the relocation appeal procedure. A resident will have 60 days after the receipt of a written offer of relocation benefits to file an appeal. The resident can request assistance from the agency in writing the appeal. The appeal must be delivered to the Westlawn Management Office within 60 days.

Upon receipt of the written appeal, a relocation dispute meeting between the resident, the Relocation Coordinator, and the Westlawn property manager will be scheduled within 10 business days. Residents may be represented at the meeting by a person of their choice and at their own expense. Interpreters will be provided upon request. A written decision will be issued by the Relocation Coordinator within ten (10) business days.

If the matter cannot be resolved at the relocation dispute meeting, the resident has five (5) days from the receipt of the written decision by the Relocation Coordinator to file an appeal with the Public Housing Review Board consistent with the Resident Grievance Procedures. (See HACM Grievance Procedures Appendix 7)

If the tenant is dissatisfied with HACM's determination on the appeal, further redress can be sought through the courts.

Appeals regarding relocation can only be based on a dispute about the level of relocation assistance and not on the requirement to vacate the unit. If a resident is uncooperative and refusing to vacate by the end of their time allotted, HACM will pursue eviction action per its standard eviction policy.

VII. Record Keeping

HACM will maintain records on the affected tenants as a part of the relocation plan as required by the URA. Files shall include, but not be limited to:

- All persons occupying existing Westlawn units before relocation activities begin
- Resident information that includes name, sex, age, race/ethnicity, disability (if applicable), relationship to head of household, estimated income, certification of legal residence/citizenship
- Description of the current unit
- Documentation of income
- Rent and utility costs for the displacement unit, comparable unit and replacement unit.
- Copy of all required notices: General Information Notice (GIN), Notice of Eligibility/90-day Notice-to-Vacate, and copies of return receipt and/or a certification of hand delivery
- Identification of resident needs and preferences
- Dates of all contact with the residents and advisory services provided
- Unit referral data that includes: when and where residents were referred to comparable units, dates of referrals, date of unit availability, reason a unit was declined by resident, unit inspection reports to include approval of unit as decent, safe and sanitary
- Moving cost estimate
- Copies of all relocation claim forms and supporting documents
- Evidence of payment and evidence of subsidy if applicable
- Security deposits made on behalf of relocated residents
- Amount of deposits returned to HACM upon completion of relocation tenancies in the private market
- Actual costs of contracted moving companies
- Actual payments made to residents for moving expenses, including transportation
- Documentation of why a claim was not made (i.e., resident moved prior to notice, failed to provide information necessary to complete relocation benefit claim)
- For tenants who move to homeownership: proof of down payment assistance, purchase agreement, closing statement/escrow agreement, copy of recorded deed
- Documentation of all hardship claims, if any, and the agency's determination (persons not lawfully present in the US)

- If a tenant is evicted, all documents that show eviction for cause
- If a tenant was not a legal occupant, the documentation that supports the determination that they were not a legal resident/occupant of the property or unit
- A copy of any appeals or complaints that are filed with the agency, and the agency's response

As required by HUD relocation policies, resident file folders will be kept confidential and stored in a centralized, accessible location for a period of three years, but no less than, the later of:

- 1) Three years from the date by which all payments have been received by persons displaced for the project
- 2) The date the project was completed (the DOFA, or Date of Full Availability of the last unit completed)
- 3) The date by which all issues resulting in litigation, negotiation, audit, or other action were resolved.

VIII Certification

The URA (42 U.S.C. 4601-4655) and implementing regulations at 49 CFR part 24 apply to acquisition of real property and displacement of persons from real property occurring as a direct result of acquisition, rehabilitation or demolition of real property, for a project that receives federal financial assistance, including Section 8 PBV assistance or PBRA. For purposes of the URA, the term “project” is defined at 49 CFR 24.2(a)(22).

By submission of this plan, HACM hereby certifies that URA requirements will be implemented in compliance with all applicable fair housing and civil rights laws, including but not limited to, Title VI of the Civil Rights Act of 1964 Section 504 of the Rehabilitation Act of 1973, and the obligation to affirmatively further fair housing.

Pursuant to Title VI, HACM will take reasonable steps that ensure meaningful access to programs and activities by persons who, as a result of national origin, have limited English proficiency (LEP).

No resident will be subject to a permanent involuntary displacement. Any family temporarily relocated due to rehabilitation or construction shall have a right to return to the project.

No households will be displaced or made to permanently relocate as part of the conversion, nor will they be subject to a rent increase as a result of the conversion.



Tony Pérez

Executive Director, HACM

3/30/16
Date

Glossary of Terms

Choice Neighborhood (CN) - A plan that transforms distressed HUD housing and addresses the challenges in the surrounding neighborhood. The program is designed to catalyze critical improvements in neighborhood assets, including vacant property, housing, services and schools.

Choice Neighborhood Implementation (CNI) - Choice Neighborhoods Implementation Grants support those communities that have undergone a comprehensive local planning process and are ready to implement their “Transformation Plan” to redevelop the neighborhood

Comparable Dwelling - Housing that is offered to a relocating family that is comparable in size and amenities to the unit being demolished.

Gap Payment – Another term for the Replacement Housing Payment (RHP). It is the “gap” between what the tenant is currently paying and what they will need to pay at a new location (not to exceed the maximum payment standard).

HOPE VI – A HUD program to revitalize severely distressed public housing.

HUD - US Department of Housing and Urban Development – The federal agency that provides funding and administration of government-subsidized housing and development activities such as public housing and the CNI grant.

Low Income Housing Tax Credit (LIHTC) - Gives incentives for the utilization of private equity in the development of affordable housing. Units or properties developed with LIHTC are income restricted. Tenants must not have income over 60% of CMI in order to be able to reside in them.

Mixed-Finance Development – Units developed with the mix of public, private, and non-profit funds. These developments have a mix of designated units based on income and are designed to promote economic diversity.

Replacement Housing Payment (RHP) – The Replacement Housing Payment makes up the difference in housing costs between the dwelling unit the resident is being displaced from and the housing cost for the actual unit a displaced household moves to, or the unit the agency identifies as the comparable unit (whichever is lower). Housing cost is the monthly rent and estimated average utility costs of the dwelling. For public housing residents, the housing cost is the calculated rent and utility allowance based on the current rent policies in place, generally

30% of the tenant's average adjusted monthly income. The RHP is calculated to cover the cost differential for 48 months in the State of Wisconsin.

Tenant Protection Voucher (TPV) - A rental subsidy for standard-quality units that are chosen by the tenant in the private market. To the voucher holder, they are indistinguishable from Housing Choice Vouchers.

Uniform Relocation Act (URA) – The federal legislation that governs rights and benefits of households forced to move due to activities utilizing federal funding.

Appendices

Westlawn Relocation Plan

Appendix 1

Relocation Phases

Milwaukee's Choice Neighborhood

HOUSING

ANTICIPATED RELOCATION and DEMOLITION SCHEDULE

Residents will receive one-one-one relocation case management



Block 1 Relocation: Jan 2016 to Aug 2016
Block 1 Demolition: Sep 2016 to Mar 2017
60 units

Block 2 Relocation: Jun 2016 to Aug 2017
Block 2 Demolition: Sep 2017 to Mar 2018
58 units

Block 3 Relocation: Jun 2016 to Aug 2017
Block 3 Demolition: Sep 2017 to Mar 2018
68 units

Block 4 Relocation: Jun 2016 to Dec 2017
Block 4 Demolition: Jan 2018 to Mar 2019
208 units

Westlawn Relocation Plan

Appendix 2

Individual Relocation Agreement

Westlawn

Individual Relocation Agreement

This relocation agreement is made between the Housing Authority of the City of Milwaukee (HACM)

and _____ . Address _____

Daytime phone#: _____ Nighttime phone#: _____

Email Address: _____

RELOCATION OPTIONS (unit size will be appropriate for family size):

Please mark in order of preference

_____ Receive a Rent Assistance/Housing Choice Voucher

_____ Move to another available HACM Public Housing/Mixed Finance unit

_____ Move to another available HACM Market Rate unit (Northlawn, Southlawn, Berryland)

_____ Leave Public Housing and move to private unsubsidized housing

Homeownership may be an option for you.

_____ I would like to be contacted regarding the Homeownership Option.

My preferred month to move is: March April May June July Aug No Preference

RIGHT TO RETURN

You have a right to return to Westlawn. Your eligibility will be reviewed at the time the units are ready to be re-occupied. If you are evicted or terminated from the Housing Choice Voucher Program or from the Public Housing program you will not be eligible to return. Also, your rent may not be the same as it is now; your rent may be higher than it is now.

_____ I want to return to Westlawn

_____ I waive my right to return to Westlawn

Signed: _____

Resident

Date: _____

Signed: _____

HACM Representative

Date: _____

This signed form must be received by the Westlawn Management office by March 7, 2016

White Copy to Office

Yellow Copy to Resident

Pink Copy to Relocation Coordinator

Westlawn Relocation Plan

Appendix 3

General Information Notice



HOUSING AUTHORITY OF THE
CITY OF MILWAUKEE

Tom Barrett
Mayor

Antonio M. Perez
Secretary-Executive Director

Board of Commissioners

January 25, 2016

Dear Westlawn Resident:

Recently, the Housing Authority of the City of Milwaukee (HACM) was awarded a Choice Neighborhood Implementation grant from the U.S. Department of Housing and Urban Development (HUD) to transform the Westlawn neighborhood, which includes the Westlawn housing development.

Part of this grant will be used to build new housing, which will require the demolition of all of the existing housing units at Westlawn. Because you live in housing that will eventually be demolished, we want to let you know that once the Housing Authority is ready to begin your section of the development, we will contact you regarding the need for you to move temporarily.

However, please note that:

- You do **not** need to move right now.
- This is **not** a notice to vacate the premises.
- This is **not** a notice of relocation eligibility

Due to the size of Westlawn, relocation will happen in four different phases that are currently estimated to occur during 2016 and 2017. We have attached a map of Westlawn with estimated dates of relocation for each of the identified phases. These dates are only estimated at this time and are subject to change.

This notice also serves to inform you of your potential rights as a displaced person under a federal law known as the Uniform Relocation Assistance and Real Property Acquisition Policies Act (URA).

The Housing Authority will contact you in writing at least 90 days before you will be required to move into temporary housing. At or before that time, you will have a meeting with our Relocation staff including Jim Eigenberger, Senior Asset Manager, to review options for your relocation. At the time you will be asked to move, you will be eligible for:

1. Relocation advisory services including help for you to find another place to live;
2. Payment for your moving expenses and other related expenses;
3. Replacement housing payments to enable you to rent, or if you prefer to purchase, a comparable replacement home;

Housing Management
809 N. Broadway, 3rd Floor
Milwaukee, WI 53202
(414) 286-5824 Voice
(414) 286-0833 Fax

Community Services
650 W. Reservoir Ave.
Milwaukee, WI 53212
(414) 286-5100 Voice
(414) 286-3169 Fax
(414) 286-3504 TDD

Housing Operations
5125 W. Lisbon Ave.
Milwaukee, WI 53210
(414) 286-2192 Voice
(414) 286-8742 Fax

Maintenance Operations
2411 N. 51st St.
Milwaukee, WI 53210
(414) 286-2931 Voice
(414) 286-0208 Fax

Modernization & Development
5125 W. Lisbon Ave.
Milwaukee, WI 53210
(414) 286-2951 Voice
(414) 286-8742 Fax

Rent Assistance
5011 W. Lisbon Ave.
Milwaukee, WI 53210
(414) 286-5650 Voice
(414) 286-5094 Fax
(414) 286-5645 TDD



809 N. Broadway, 3rd Floor, Milwaukee, WI 53202
Mailing Address: P.O. Box 324, Milwaukee, WI 53201-0324

You will also have the right to appeal decisions that are made by HACM, if you feel that decisions regarding your relocation were not properly made.

The enclosed HUD brochure, "Relocation Assistance To Tenants Displaced From Their Homes" provides an explanation of this assistance and other helpful information.

Once the new housing units are completed, you will also have a right to return to Westlawn. After completion, if you want to return to Westlawn, you may return if: (1) you were compliant with the terms of the lease at the time you were temporarily relocated; and (2) if you continued to remain lease-compliant during the time prior to return.

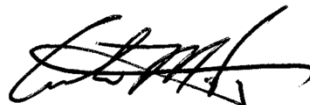
You must continue to pay your rent and meet all other obligations as specified in your lease agreement. Failure to do so may be cause for eviction. If you choose to move or if you are evicted prior to receiving a formal notice of relocation eligibility, you will not be eligible to receive relocation assistance. It is important for you to contact us before you make any moving plans.

Again, YOU DO NOT NEED TO MOVE RIGHT NOW and this is not a notice to vacate the premises. Relocation will happen in four phases during 2016 and 2017. Once it is your time to relocate, HACM will contact you in writing at least 90 days before you will be required to move and you will have a meeting with our Relocation team to review options for your relocation.

We also want to invite you to one of two upcoming meetings to discuss relocation in general. **The meetings are on February 2, 2016 at 6:00 PM or February 4, 2016 at 10:30 AM. Both meetings are at the Silver Spring Neighborhood Center at 5440 N. 64th Street with the first meeting in the cafeteria and the second meeting in the north conference room.** Attending one of the meetings is optional (not required) but is highly recommended if you have questions.

If you have any questions, you can also call Jim Eigenberger at (414) 286-5681 or the Westlawn Manager, Debra Patterson, at (414) 286-8868. Para más información en Español, por favor llamar al teléfono (414) 286-2968.

Sincerely,



Antonio M. Pérez
Secretary-Executive Director
Housing Authority of the City of Milwaukee

Westlawn Relocation Plan

Appendix 4

Tenants Displaced From Their Homes brochure

**RELOCATION ASSISTANCE
TO TENANTS DISPLACED
FROM THEIR HOMES**

**U.S. Department of Housing
and Urban Development**
Office of Community Planning
and Development

www.hud.gov/relocation

Introduction

This booklet describes the relocation payments and other relocation assistance provided under the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (URA) to tenants displaced from their homes. This includes any family or individual that must move as a direct result of rehabilitation, demolition or acquisition for a project in which Federal funds are used.

If you are notified that you will be displaced, it is important that you **do not move** before you learn what you must do to receive the relocation payments and other assistance to which you are entitled.

Pursuant to Public Law 105-117, aliens not lawfully present in the United States are not eligible for relocation assistance, unless such ineligibility would result in exceptional hardship to a qualifying spouse, parent, or child. All persons seeking relocation assistance will be required to certify that they are a United States citizen or national, or an alien lawfully present in the United States.

This booklet may not answer all of your questions. If you have more questions about your relocation, contact the Agency responsible for the project. (Check the back of this booklet for the name of the person to contact at the Agency.) Ask your questions before you move. Afterwards, it may be too late.

Summary of Relocation Assistance

As an eligible tenant displaced from your home, you will be offered the following advisory and financial assistance:

- **Advisory Services.** This includes referrals to comparable and suitable replacement homes, the inspection of replacement housing to ensure that it meets established standards, help in preparing claim forms for relocation payments and other assistance to minimize the impact of the move.
- **Payment for Moving Expenses.** You may choose either a:
 - * **Payment for Your Actual Reasonable Moving and Related Expenses,** or
 - * **Fixed Moving Expense and Dislocation Allowance,** or
 - * **A combination of both, based on circumstances.**
- **Replacement Housing Assistance.** To enable you to rent, or if you prefer, buy a comparable or suitable replacement home, you may choose either:

- * **Rental Assistance**, or
- * **Purchase Assistance**.

If you disagree with the Agency's decision as to the relocation assistance for which you are eligible, you may appeal that decision.

General Questions

How Will I Know I Am Eligible For Relocation Assistance?

You should receive a written notice explaining your eligibility for relocation assistance. You should not move before receiving that notice. If you do, you may not receive relocation assistance.

How Will The Agency Know How Much Help I Need?

You will be contacted at an early date and personally interviewed by a representative of the Agency to determine your relocation needs and preferences for replacement housing and advisory services. The interviewer will ask certain questions about you and other members of your household, including questions about your income. It is to your advantage to provide the information so that the Agency can assist you in moving with a minimum of hardship. The information you give will be kept in confidence.

How Soon Will I Have To Move?

If possible, a mutually agreeable date for the move will be worked out. You will be given enough time to make plans for moving. Unless there is a health or safety emergency, you will not be required to move without at least 90 days advance written notice of (1) at least one "comparable replacement home" that is available to you and (2) the earliest date by which you must move.

What Is A Comparable Replacement Home?

A comparable replacement home is:

- Decent, safe, and sanitary.
- Functionally equivalent to (and equal or better than) your present home.
- Actually available for you to rent.
- Affordable.
- Reasonably accessible to your place of employment.
- Generally as well located with respect to public and commercial facilities, such as schools and shopping, as your present home.
- Not subject to unreasonable adverse environmental conditions.
- Available to all persons regardless of race, color, religion, sex, or national origin.

What is Decent, Safe, and Sanitary Housing?

Decent, safe, and sanitary housing is housing that:

- Meets applicable housing and occupancy requirements.
- Is structurally sound, weathertight, and in good repair.
- Contains a safe, adequate electrical wiring system.
- Has adequate living space for the occupants.
- Has a kitchen with a sink, hot and cold running water, and connections for a stove and refrigerator (if you were displaced from a housekeeping unit).
- Has a separate, complete bathroom with hot and cold running water.
- Has heating as required by climatic conditions.
- Has an unobstructed exit to safe, open space at ground level.
- Meets standards protecting occupants from lead-based paint hazards.
- If you are person with a physical disability, is free of any barriers which would preclude your reasonable use of the unit.

Will The Agency Help Me Find A Replacement Home?

Yes. You will be provided with referrals to housing that has been inspected to ensure that it meets established standards. If possible, you will be referred to at least three comparable replacement homes. The maximum financial assistance for which you may qualify will be based on the cost of the most representative comparable replacement home that is available to you. Promptly after you become eligible for relocation assistance, the Agency will inform you of such unit and the maximum payment available.

Once the Agency representative has a clear understanding of your needs and preferences, he or she will work with you to assure that you are given the best possible choice of housing. The Agency will offer you appropriate transportation to inspect these units.

If you would like to move to government-owned housing or obtain a Housing Choice Voucher (HCV) let the Agency representative know of your interest. Generally, an eligible displaced person receives preference for such long term housing assistance. You will be given assistance in completing any required application forms.

What If I Find My Own Replacement Housing?

You have every right to find your own replacement housing. However, before you rent or buy, ask the Agency to inspect the unit to make sure that it is decent, safe, and sanitary. If the housing unit is not decent, safe, and sanitary, you will not receive a replacement housing payment.

What If I Encounter A Problem In Obtaining Housing Of My Choice?

If you encounter a problem in buying or renting housing of your choice, notify the Agency immediately. The Agency will look into the matter and try to resolve it. You will receive this help whether you were referred to the housing unit or found it yourself.

If you are unable to buy or rent a housing unit because of discriminatory practices on the part of a real estate broker, rental agent, lender, or a property owner, the Agency will help you file a formal housing discrimination complaint with the U.S. Department of Housing and Urban Development or the appropriate State or local fair housing agency.

What Other Services Will I Receive?

In addition to help in obtaining a comparable replacement home, other assistance, as necessary, will be provided in order to minimize the impact of your move. This assistance may include referral to appropriate public and private agencies that provide services concerning housing financing, employment, health, welfare, or legal assistance. The range of services depends on the needs of the person being displaced. You should ask the Agency representative to tell you about the specific services that will be available to help you and your family.

What Is a Payment For Actual Reasonable Moving and Related Expenses?

You may choose to receive a relocation payment to cover the reasonable cost of your move. If you choose a Payment For Actual Reasonable Moving And Related Expenses, you may include in your claim the reasonable and necessary costs for:

- Transportation for you and your family.
- Packing, moving and unpacking your household goods.
- Disconnecting and reconnecting household appliances and other personal property (e.g., telephone and cable TV).
- Storage of household goods, as may be necessary.
- Insurance for the replacement value of your property during the move and necessary storage.
- The replacement value of property lost, stolen or damaged in the move (but not through your neglect) if insurance is not reasonably available.

The Agency will explain all eligible moving costs, as well as those which are not eligible. You must be able to account for any costs that you incur, so keep all your receipts. Select your mover with care. The Agency can help you select a reliable and reputable mover.

You may elect to pay your moving costs yourself and be repaid by the Agency or, if you prefer, you may have the Agency pay the mover. In either case, let the Agency know before you move.

What Is A Fixed Moving Expense And Dislocation Allowance?

If you choose a Fixed Moving Expense and Dislocation Allowance, you will receive an allowance which is based on the number of rooms in your home or the number of rooms

of furniture you will be moving, as shown on a schedule. The Agency has a copy of the schedule and will help you decide whether choosing this allowance is in your best interest.

If you do not have a large amount of personal property to move, this payment should be more advantageous. No special documentation is required to support your claim. You need only move your personal property and complete the appropriate claim form in order to receive your payment.

How Much Rental Assistance Will I Receive?

You may be eligible to receive Rental Assistance for a 42-month period. The assistance is computed in the following manner:

The assistance needed for one month is determined by subtracting the "base monthly rent" for your present home from the cost of rent and utilities for your new home (or a comparable replacement home, if that cost is lower). That monthly need, if any, is multiplied by 42, to determine the total amount that you will receive. This amount will be paid directly to you. The Agency must provide the assistance in monthly installments or other periodic payments. Generally, the base monthly rent for your present home is the lesser of: (1) the monthly rent and average monthly cost for utilities, or (2) thirty (30) percent of your average monthly gross household income, if you are low-income based on HUD income limits.

Examples: Let's say that the monthly rent and average cost for utilities for your present home are \$250; the monthly rent and estimated average utility costs for a comparable replacement home are \$350; and your monthly gross income is \$700. In this case your "base monthly rent" would be \$210 because you are low-income and that amount (30 percent of your income) is less than the monthly cost of rent and utilities at your present home (\$250).

- If you rent a replacement home for \$360 per month, including estimated average monthly utility charges, you will receive \$5,880. That amount is 42 times \$140 (the difference between the "base monthly rent" for your present home (\$210) and the cost for a comparable replacement home (\$350)).
- If you rent a replacement home for \$310, including estimated average monthly utility charges, you will receive \$4,200. That amount is 42 times \$100 (the difference between the "base monthly rent" for your present home (\$210) and the actual cost of your new home (\$310)).

To qualify for rental assistance, you must rent and occupy a decent, safe, and sanitary home within one year after the date you move. However, the Agency will extend this period for good cause.

If I Decide to Buy, Rather Than Rent, How Much Assistance Will I Receive?

If you buy a replacement home, you may be eligible for assistance to make a down

payment equal to the amount you would receive if you rented a comparable replacement home (i.e., 42 times the amount obtained by subtracting the "base monthly rent" for your present home from the monthly rent and estimated average monthly utility costs for a comparable replacement home). A down payment assistance payment will be paid in a lump sum.

Example: Assuming the information in the prior examples, the downpayment assistance payment would be \$5,880. That amount is 42 times \$140 (the difference between the "base monthly rent" for your present home (\$210) and the monthly rent and estimated average monthly utilities cost for a comparable replacement home (\$350). The full amount of the payment must be applied to the purchase of the replacement dwelling.

Must I File A Claim To Obtain A Relocation Payment?

Yes. You must file a claim for each relocation payment. The Agency will, however, provide you with the required claim form, help you to complete it, and explain the type of documentation, if any, that you must submit in order to receive the payment.

If you must pay any relocation expenses before you move (e.g., a security deposit when you sign a lease for your new home), discuss your financial needs with the Agency. While refundable deposits are not covered by URA payments, you may be able to obtain an advance payment to meet these costs. An advance payment may be placed in "escrow" or paid directly to a contractor to ensure that the move will be completed on a timely basis.

You must file your claim within 18 months after the date you move. However, it is to your advantage to file as soon as possible after you move. The sooner you submit your claim, the sooner it can be processed and paid. If you are unable to file your claim within 18 months, ask the Agency to extend this period.

Be careful not to confuse this 18-month period with the 12-month period within which you must rent (or buy) and occupy a replacement dwelling in order to be eligible for a replacement housing payment.

You will be paid promptly after you file an acceptable claim. If there is any question regarding your right to a relocation payment or the amount of the payment, you will be notified, in writing, of the problem and the action you may take to resolve the matter.

Will I Have To Pay Rent To The Agency Before I Move?

If the Agency acquires the property in which you live, you may be required to pay a fair rent to the Agency for the period between the acquisition of the property and the date that you move. Such rent will not exceed the market rent for comparable properties in the area.

Do I Have To Pay Federal Income Taxes On My Relocation Payments?

No. Section 216 of the URA states that you need not report relocation payments as part of your gross income for Federal tax purposes. For information on State or local income taxes, you should check with the State or local income tax office in your area or with your personal

tax advisor.

What If I Don't Receive The Required Assistance. Can I Appeal?

If you disagree with the Agency's decision as to your right to relocation assistance or the amount of a payment, or the adequacy of the housing to which you have been referred, you may appeal the decision to the Agency.

The Agency will inform you of its appeal procedures. At a minimum, you will have 60 days to file your appeal with the Agency after you receive written notification of the Agency's determination on your claim. Your appeal must be in writing. However, if you need help, the Agency will assist you in preparing your appeal.

If you are a low- or moderate-income person and are dissatisfied with the Agency's determination on your appeal, you may have an additional right to request administrative review of that decision (e.g., by HUD or the State).

You can expect a fair decision on any appeal. However, if you are not satisfied with the final administrative decision on your appeal, you may seek review of the matter by the courts.

I Have More Questions. Who Will Answer Them?

If you have further questions after reading this booklet, contact the Agency and discuss your concerns with an Agency representative.

Agency :

Address:

Office Hours:

Telephone No.:

Person to Contact:

Westlawn Relocation Plan

Appendix 5

Notice of Eligibility for Relocation (NOE)



Mary Tenant
1234 W Main St.
Milwaukee, WI 53218

03/14/16

Dear: Ms. Tenant,

In January of 2016, you were notified by HACM of its plans to demolish the buildings at Westlawn in order to build new housing, funded in part by the U.S. Department of Housing and Urban Development (HUD) under the CNI program.

It has been determined that you will be displaced by the project. Since you are being displaced in connection with this federally funded project, you will be eligible for relocation assistance and payments under the Uniform Relocation Assistance and Real Property Acquisition Policies Act (URA.)

- This is your Notice of Eligibility for relocation assistance
- The effective date of your eligibility is September 28, 2015

(NOTE: Pursuant to Public Law 105-117, aliens not lawfully present in the United States are not eligible for relocation assistance, unless such ineligibility would result in exceptional hardship to a qualifying spouse, parent, or child. All persons seeking relocation assistance will be required to certify that they are a United States citizen or national, or an alien lawfully present in the United States.)

To carry out the project, it will be necessary for you to move. However, you do not need to move now, but you will be required to be out of the unit by August 30, 2016. If you haven't already been relocated by June 1, 2016, you will be receiving a "90-day Notice to Vacate" on or before June 1, 2016.

The relocation assistance to which you are entitled includes:

- Relocation Advisory Services. Including counseling and other assistance to help you find another home and prepare to move.
- Moving Expenses. HACM will undertake the moving of your belongings for you. However, if you decide to move yourself, you may choose: (1) a payment for your actual reasonable moving and related expenses, or (2) a fixed moving payment in the amount of \$1,140 based on the URA Fixed Residential Moving Cost Schedule.

Additionally, you *may* be eligible for a replacement housing payment to rent or buy a replacement home. The payment is based on several factors including: (1) the monthly rent and cost of utility services for a comparable replacement dwelling, (2) the monthly rent and cost of utility services for your present home, and (3) for low-income persons, 30 percent of your average monthly gross household income. This payment is calculated on the *difference in the old and new housing costs* for a one-month period and multiplied by 48.

Listed below is a comparable 1 bedroom unit that you may wish to consider for your replacement home. If you need assistance, we can arrange transportation for you to inspect these and other replacement dwellings.

<u>Address</u>	<u>Estimated Rent & Utility Costs</u>	<u>Manager Contact Info</u>
4321 E. Elm St.	<i>Estimated \$511</i>	(414) 286-8865

We believe that the dwelling located at 4321 E Elm St. is the most representative of your present home. The *estimated* monthly rent and of utilities for this dwelling is \$511. Please contact us immediately if you believe this dwelling is not comparable to your current home.

These units are currently vacant, but may not be vacant for long. It is imperative that you contact the managers as soon as possible if you are interested in them.

Let them know you are a WESTLAWN RESIDENT looking to move.

Once the new housing units are completed, you will have a right to return to Westlawn. After completion, if you want to return to Westlawn, you may return if: (1) you were compliant with the lease terms at the time you were initially relocated; and (2) if you continued to remain lease-compliant during the time prior to your return.

If you have any questions about this letter and your eligibility for relocation assistance, please contact us before you make any moving plans. We will assist you with your move to a new home.

If you disagree with HACM's decisions regarding your eligibility for relocation assistance, you may appeal that decision. You will have 60 days after the receipt of the letter to file an appeal. Appeals must be in writing and delivered to the Westlawn Management Office within 60 days. You can request assistance from HACM to write the appeal.

Sincerely,

James P. Eigenberger
Senior Asset Manager - Relocation Coordinator
Housing Authority of the City of Milwaukee
(414) 286-5126
Jeigen@hacm.org

Westlawn Relocation Plan

Appendix 6

Physical Move Options form

Westlawn Relocation

Physical Moving Options

Because you are being relocated from Westlawn HACM will pay to have your belongings moved to the new locations.

Please choose one of the following options:

I choose to have HACM move my belongings using a contracted and bonded moving company. I understand that I am eligible for a one-time dislocation allowance of \$100 to be sent to me at my new address after the completed move.

I want to move my belongings myself, and receive a fixed-payment based on the number of rooms in my current unit.

1 Bedroom Unit	2 Bedroom Unit	3 Bedroom Unit	4 Bedroom Unit
\$1,140	\$1,350	\$1,560	\$1,765

https://www.fhwa.dot.gov/real_estate/uniform_act/relocation/moving_cost_schedule.cfm

I want to move myself and receive reimbursement for the reasonable costs such as the cost of renting a moving vehicle, transportation and mileage.
See Westlawn Relocation Plan for complete policy. <http://www.hacm.org/>

I waive my right to assistance in moving my belongings

RIGHT TO RETURN

You have a right to return to Westlawn. Your eligibility will be reviewed at the time the units are ready to be re-occupied. If you are evicted or terminated from the Housing Choice Voucher Program or from the Public Housing program you will not be eligible to return.

You will be contacted when it is time to move back and given the same options to have your belongings moved to your new Westlawn unit.

Resident Name

Address

Resident Signature

Date

White Copy to Office

Yellow Copy to Resident

Pink Copy to Relocation Coordinator

Westlawn Relocation Plan

Appendix 7

HACM Grievance Procedure

HOUSING AUTHORITY OF THE CITY OF MILWAUKEE
RESIDENT GRIEVANCE PROCEDURES
FOR FEDERALLY-ASSISTED LOW RENT PUBLIC HOUSING

REVISED 10/05

ARTICLE I -GENERAL PROVISIONS

A. PURPOSE AND SCOPE :

This Grievance Procedure is provided to assure that any Housing Authority (hereinafter "HACM") resident has the opportunity for a hearing if that resident disputes within a reasonable time any HACM action or failure to act which involves that resident's lease with the HACM or any HACM regulations which adversely affect that individual resident's rights, duties, welfare, or status. This procedure does not apply to disputes between residents which do not involve the HACM or to class grievances and shall not be used by residents to initiate or negotiate policy changes with the HACM, but is intended to ensure just and equal enforcement of rules and regulations to the benefit of both the HACM and its residents. The issues to which these grievance procedures apply include but are not limited to resident disputes of charges in excess of dwelling unit rent for, inter alia, sales, service, repairs, maintenance and retroactive rental amounts and eviction actions.

B. APPLICABILITY:

In accordance with HUD regulations 24 CFR Part 966.51:

1. The grievance procedure shall be applicable to all individual grievances as defined in section D, below, however;
2. HUD has determined that the eviction laws in the state of Wisconsin require that a resident must be given the opportunity for a hearing in court that provides the basic elements of due process before eviction from the dwelling unit. As such, HACM may exclude from this grievance procedure any evictions that involve:
 - a. Criminal activity which threatens the health, safety or right to peaceful enjoyment of the premises by other residents or employees of the HACM;
 - b. Any violent or drug-related criminal activity on or off such premises.

C. TIME REQUIREMENTS FOR FILING OF A GRIEVANCE :

1. Termination of Tenancy: All grievances involving a termination of tenancy must be filed within five (5) business days of receipt of the termination notice.

2. 30-Day Notice of Termination: In cases involving a 30-day notice of lease termination, the vacate notice required by the State of Wisconsin may be combined with or run concurrently with a notice of lease termination. Such notice shall inform the resident that resident must file a grievance within five (5) business days from the date of service or posting/ mailing of said notice.
3. All other grievances resulting from HACM actions or failure to act adversely affecting the resident shall be filed within five (5) business days from the time of notification of the HACM action or from the date of the occurrence of the inaction.

D. **DEFINITIONS:**

For the purpose of the following sections, definitions listed below are applicable:

1. Resident: Is defined as the adult person (or persons) (other than a live-in aide) who;
 - a. Reside(s) in the unit and who executed the lease as head(s) of the household or;
 - b. Reside(s) in the unit and is/are the remaining adult member(s) of the household.
2. Grievance: Shall mean any dispute which a resident may have with respect to HACM action or failure to act in accordance with the individual resident's lease or HACM regulations which adversely affect the individual resident's rights, duties, welfare or status.

ARTICLE II -FUNCTION OF BOARD

It is the function of the Public Housing Review Board (also referred to herein as "Review Board") to hear appeals of residents of the HACM's low rent public housing upon written request of the resident and after a pre-hearing conference between the resident and the manager in which an effort was made to solve the problem without the need of a hearing.

ARTICLE III -PUBLIC HOUSING REVIEW BOARD

A. PROCEDURE FOR SELECTION AND COMPOSITION:

HACM shall provide for the appointment of a Review Board panel by the following method:

1. In those disputes involving termination of residency, the selection and composition of the Public Housing Review Board shall be as follows:

An Attorney who shall not have any personal interest in the case being heard. The attorney will be selected by the Secretary-Executive Director of the HACM. This person shall act as Chairperson of the Public Housing Review Board.

Two public housing residents of the HACM. These board members shall be selected from a pool of adult residents who have volunteered to serve on the Board. The members must meet the following requirements:

- a. Account not in arrears;
 - b. Not themselves under eviction action or appeal;
 - c. Not related to resident complainant;
 - d. Has no personal interest in the matter being heard;
 - e. Shall not be a current or past resident of the same development as the complainant.
2. In those disputes not involving the termination of residency, including but not limited to disputes involving charges for repairs, sales, service or maintenance, retroactive rent, transfer requests, and rent increases, HACM will eliminate the attorney member of the Public Housing Review Board. In such cases, a staff member shall act as Chairperson and shall be responsible for issuing a valid and binding written decision.

B. CHALLENGE TO PANEL MEMBER:

A resident appearing before the Public Housing Review Board shall have the right to challenge any member of the panel for good and just cause as defined above. If the remaining members of the Board sustain the challenge, an alternate shall be selected to replace the challenged member.

ARTICLE IV- PROCEDURES BEFORE THE HEARING

A. SALES AND SERVICE CHARGES, RETROACTIVE RENT CHARGES AND OTHER ADVERSE ACTIONS -NOTICE:

After any repairs or maintenance (sales and service) are performed for which HACM intends to charge the resident, HACM shall provide a notice to the resident. The notice shall state the date of the repair, maintenance, sale or service, the nature of said work, the amount charged therefore, the specific and factual reasons underlying HACM's decision that the resident is liable therefore and notice of the resident's right to dispute the charge by meeting with the Manager and, if the dispute is not resolved at that meeting, the right to request a formal grievance hearing in accordance with these procedures. A similar notice shall be given in all other adverse actions that the HACM proposes to take against a resident. All notices of adverse action shall state the time limit for presenting a grievance to HACM.

B. INFORMAL DISCUSSION TO SETTLE THE GRIEVANCE:

All reasonable efforts will be made to settle disputes directly between the resident and the HACM. Any grievance shall be personally presented orally or in writing to the Development Office, within five (5) business days from the date of notification of HACM's action, so that the grievance may be discussed informally and resolved without a hearing.

Within a reasonable time after the informal discussion, the housing manager shall prepare a brief written summary of the discussion on the Summary of the Pre-Hearing Conference/Hearing Status Declaration form. The Summary shall specify the names of the participants, date of meeting and the nature of the proposed disposition of the complaint and the specific reasons for the disposition. One copy of the form shall be given to the resident and a copy shall be retained in the resident's file. The resident shall also be informed of his/her right to request a hearing if the resident is not satisfied with the results of the informal discussion.

C. TERMINATION OF LEASE

When the actions of a resident are such that in the judgment of the Management, the only relief is to seek termination of the resident's lease, Management shall prepare a 30-day or 14-day vacate notice and a Notice of Lease Termination. These "Notices" shall be combined pursuant to 24 CFR Part 966.4 (l) (3) (iii) and personally served upon the resident, or after exercising due diligence, posted and mailed in accordance with Wisconsin Statutes. The Notice of Lease Termination shall also inform resident of resident's right to request a hearing before the Public Housing Review Board. However, residency may not be terminated (even if the notice to vacate under state law has expired) until the time for the resident to request a hearing has expired, or, if a hearing was requested in a timely manner, until the completion of the grievance process.

Within five (5) days of notification of HACM's intent to terminate resident's lease, the resident shall, if he or she wishes a hearing on the matter, arrange a pre-hearing conference with the Housing Manager as stated in said "Notice". The Housing Manager shall discuss the matter with the resident and an effort shall be made to resolve the problem. A written notation of such contacts, with simple explanation of what transpired, shall be placed in the resident's file. Within two (2) working days of the pre-hearing conference, the resident must fill out and return the "Summary of Pre-Hearing Conference/Hearing Status Declaration" form to the Development Office.

D. GRIEVANCES INVOLVING RENTAL PAYMENTS:

Before a hearing is scheduled in any grievance involving the amount of rent due as stated in the resident's dwelling lease, Notice of Rent Adjustment, (or a 14-day Notice Terminating Tenancy for non-payment of rent) the resident shall pay the HACM an amount equal to the amount of rent due and payable as of the first of the month preceding the month in which the Notice of Rent Adjustment, or the 14-day Notice, was issued. The resident shall, thereafter, deposit the same amount of monthly rent in an escrow account established by the HACM until the complaint is resolved by the decision of the Public Housing Review Board. These requirements may be waived by the HACM in extenuating circumstances. Unless so waived, the failure to make such payments shall result in a termination of the grievance procedure, provided that failure to make payment shall not constitute a waiver of any right the resident may have to contest the HACM disposition of his/her grievance in any appropriate judicial proceeding.

This paragraph may not be construed to require the escrow of any amounts due for sales, service, repairs or maintenance or retroactive rents as a condition of being provided a grievance hearing. The sole intent of this section is to require the resident to continue to pay the prior and undisputed rent (including any late fees) during the pendency of a dispute on an increase of regular prospective monthly rent.

E. PROCEDURE TO OBTAIN A HEARING:

The resident must submit a written request for a hearing to the housing manager. The written request shall specify:

1. The reason for the grievance; and
2. The action or relief sought.

F. SCHEDULING OF HEARING:

Within a reasonable amount of time after receipt of the request for a hearing, the Secretary-Executive Director of the HACM or designee shall schedule a hearing and shall notify the parties in writing of the time and place for the hearing.

Such "Notice of Hearing Date" shall substantially inform the resident of his/her rights prior to and at the hearing.

G. HEARING PREREQUISITE:

All grievances shall be personally presented in the manner set out at (B) above before a hearing can be granted. If the resident can show good cause to the Public Housing Review Board why he or she failed to proceed in the above manner, the requirements for the informal discussion or other requirements may be waived by the Public Housing Review Board.

H. SELECTION OF THE HEARING PANEL:

Once a request for a hearing has been presented by the resident, a Public Housing Review Board panel shall be selected as soon as possible. The HACM shall provide such space, funds, supplies, and clerical assistance as are necessary for the discharge of the Review Board's duties under this grievance procedure which may include reimbursement for reasonable actual expenses incurred by the Review Board members necessary to attend the hearings at which they are to preside.

ARTICLE V -PROCEDURES AT THE HEARING

- A. In accordance with 24 CFR Part 966.56 (a) through (h), the hearing will be held before the Public Housing Review Board selected in accordance with this procedure. All members of the Public Housing Review Board must be present for a hearing. Substitute board members, selected at the same time and under the same procedures as the regular board members may be used.
- B. The resident has the right to a private hearing unless the resident requests a public hearing.
- C. The resident has the right to examine and copy, at his/her own expense, before the hearing, all HACM documents, records and regulations that are relevant to the hearing. Any documents not made available by the HACM to the resident may not be used by the HACM at the hearing.
- D. The resident has the right to be represented by counsel or other person chosen by resident to present evidence and arguments to support his/her case.
- E. At the hearing, the resident must first show his/her entitlement to the relief being sought, and thereafter the HACM must justify that action or failure to act against which the complaint is directed. In cases in which the HACM is seeking eviction, the HACM shall first show entitlement to such relief.

- F. The resident has the right to present evidence and arguments in support of his or her complaint, to controvert evidence relied upon by the HACM, and to confront and cross-examine all witnesses upon whose testimony or information HACM relies.
- G. The hearing shall be conducted informally by the Public Housing Review Board. Oral and documentary evidence pertinent to the facts and issues raised by the complainant may be received as evidence without regard to admissibility under the rules of evidence which apply to judicial proceedings. The decision of the Public Housing Review Board may not, however, rest solely on uncorroborated hearsay evidence. Whether or not testimony shall be given under oath is at the discretion of the Review Board for each hearing; except when the Review Board requires the taking of an oath, then all testimony at that hearing shall be received under oath. The oath shall be administered in accordance with Chapter 887, Wisconsin Statutes, as amended from time to time.
- H. The members of the Review Board shall hear all the testimony and accept the records, reports, documents and materials into evidence as submitted by the resident and HACM, and shall evaluate and give weight to the evidence to the extent of its relevance to the matter of the hearing. The Review Board shall have the right to examine any and all persons testifying and any and all records, reports, documents and materials referred to in the hearing including depositions of persons unable to attend the hearing. In the event there is a refusal to answer or comply with a request by the Review Board for the opportunity to examine the evidence, the Review Board may disregard the testimony of that person or that evidence.
- I. The hearing may be tape-recorded and either the HACM or the resident may arrange to have a transcript of the proceedings made. The party demanding the transcript shall pay the expense of such transcription. Where appropriate, the HACM and resident may agree to share the cost of transcription and reproduction. Any interested party may purchase a copy of such transcript.
- J. The Review Board shall require all parties to conduct themselves in an orderly manner. Failure to comply with the direction of the Review Board may result in the disorderly party being excluded from the hearing.
- K. If the resident requests a postponement of the hearing less than 24 hours prior to the hearing, the resident must provide written documentation to the housing manager within two (2) working days after the scheduled hearing date as to the reason(s) for the postponement. If the Board determines that said reason(s) is/are not deemed to be of good or sufficient cause, or the resident fails to provide written documentation, he/she shall be deemed to have waived the right to a hearing on that matter. However, the resident's right to appropriate judicial proceedings is still available.
- L. Failure of the resident to appear at the hearing will result in a forfeiture of the right to a hearing on the same matter. This shall not preclude any right that the resident may have to challenge the action in an appropriate judicial proceeding.

- M. The parties to the grievance may decide to stipulate to any or all factual allegations. Where the factual allegations are agreed to before hearing, the Review Board may make a decision without holding a hearing.
- N. The Review Board may make a decision without holding a hearing if the Board determines that the issue has been decided in a previous grievance hearing.
- O. The HACM shall provide reasonable accommodation for residents with disabilities to participate in the hearing. Reasonable accommodation may include qualified sign language interpreters, readers, accessible locations or attendance. If the resident is visually impaired, any notice that is required under this procedure will be in an accessible format.

ARTICLE VI -THE DECISION

- A. The decision shall be in writing and rendered promptly after the hearing, and it shall state the reasons for the determination and indicate the evidence relied on. In reaching a decision, only the testimony and evidence presented at the hearing shall be considered. The written decision shall be dated and signed by the Chairperson acknowledging the decision in accordance with the majority vote. A file shall be made for each hearing, identified only with the assigned case number and containing a copy of the evidence relied upon, testimony, a copy of the decision and other pertinent information to be retained by the HACM. An index to the file will identify the resident and case number and enhance the confidentiality of the files.
- B. A copy of the decision shall be transmitted within ten (10) working days of its signing to the resident and his/her representatives. The HACM shall retain a copy in the resident's file.
- C. The decision of the Public Housing Review Board shall be binding on the HACM and the HACM shall take all actions, or refrain from actions, necessary to carry out that decision, unless the Housing Authority Board of Commissioners determines at the meeting following receipt of the decision and promptly notifies the resident that:
 - 1. The complaint did not constitute a grievance as defined in this procedure; OR
 - 2. The decision is contrary to applicable, federal, state or local law, HUD regulations, or the Housing Authority's Annual Contributions Contract with HUD.
- D. A decision by the Public Housing Review Board or HACM Board of Commissioners in favor of the HACM or one which denies the relief requested by the resident in whole or any part shall not constitute a waiver of, nor affect in any manner whatever, any rights the resident may have to a trial de novo or judicial proceedings which may thereafter be brought in that manner.

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