Tenant Assistance/Relocation Process
(Private-Owner Rental Rehabilitation
Under HUD-Assisted Program)

1. GRANTEE DEVELOPS PROGRAM
   - Prepare program description, including policies for minimizing displacement.
   - Hold public hearings if applicable.
   - Prepare memorandum of understanding with Housing Agency if applicable.
   - Submit information to HUD State if applicable.
   - Notify property owners of fund availability and distribute application forms.
   - Establish organization and staff.
   - Establish management control system and procedures for coordinating temporary and permanent relocation with rehab work.
   - Establish record-keeping procedures (Chapter 8). **

2. OWNER PROPOSES PROJECT
   - Owner estimates project costs, including relocation costs. (Consults with grantee as necessary.)
   - Owner prepares application.
   - Grantee or owner sends General Information Notice to tenants cautioning tenants not to move (Para. 2-3a).
   - Owner submits application (including list of occupants in property) to grantee.
   - Owner informs future tenants about project proposal and its impact on them (e.g., displacement without assistance).

3. GRANTEE REVIEWS APPLICATION
   - Determine tenant needs and preferences. Complete site occupancy records (Para. 2-5b).
   - Identify available resources (e.g., comparable replacement dwellings, Section 8 assistance and HOME TBRA).
   - Determine project costs, including relocation costs.
   - Prepare contract agreement between grantee and owner.
   - Prepare notices to be issued to tenants upon execution of agreement.

4. GRANTEE INFORMS AND WORKS WITH TENANTS NOT TO BE DISPLACED
   (See Para. 2-4a)
   - Issue Notices of Non-displacement at time of execution of agreement between grantee and owner (Para. 2-3b(1)).
   - Explain assistance to be provided (e.g., Section 8 or HOME TBRA) (Para. 2-4a).
   - Explain temporary relocation policies if applicable (Para. 2-4b).

5. GRANTEE INFORMS AND WORKS WITH TENANTS TO BE DISPLACED
   (See Para. 2-4)
   - Issue Notices of Eligibility for Relocation Assistance at time of execution of agreement between grantee and owner (Para. 2-3b(2)). Include cost and location of comparable replacement dwelling that establishes maximum replacement housing payment (Para. 2-5d).
   - Update information on tenant needs and preferences. Explain available payments and services, eligibility requirements, filing procedures, basis for maximum replacement housing payment (Para. 2-5 and 2-6).
   - Make referral to replacement housing. If feasible, inspect housing before referral. Provide counseling, technical aid, and referrals to social service agencies (Para 2-5).
   - Make referral to replacement business locations. Provide counseling and technical aid (Para 2-5). Inform business person to provide advance notice of move to grantee (Para. 4-2b).
   - Issue 90-day notice, if necessary. (Para. 2-3c).

6. TENANT CHOOSE REPLACEMENT PROPERTY AND MOVES
   - Inspect replacement housing before move to ensure its decent, safe and sanitary (Para. 3-7a).
   - Upon notification of business move, inspect personal property at displacement site. Inspect personal property at replacement site to ensure it was moved (Para. 4-2b).
   - Issue advance payment when needed (Para. 2-7c).
   - Assist tenant in preparing claims (Para. 2-7a).

7. GRANTEE FOLLOW-UP
   - Deal with complaints quickly and equitably. Assist in preparation of appeal, as appropriate (Para. 1-33).
   - Evaluate program success (includes follow-up contacts with affected persons).
   - Improve procedures for future.
   - Maintain records to demonstrate compliance with regulations (Chapter 6).

** Term "grantee" includes CDBG Entitlement Communities, State CDBG recipients, HOME Participating Jurisdictions and recipients of State HOME funds.

** References are to HUD Handbook 1378