

**PUTNAM SCHOOL APARTMENTS
RESIDENT RELOCATION &
UNIT ASSIGNMENT
POLICIES AND PROCEDURES
AGREEMENT**

Table of Contents

1: Why Are Relocation Policies and Procedures Needed?	2
2: Who is Responsible for Relocation?	4
3: Who is Eligible for Relocation Benefits and Assistance?	6
4: Will Anyone Be Permanently Displaced from Putnam School?	7
5: Can Residents Return to the Same Apartment?	7
6: What Relocation Options Will be Available?	8
7: How Will Households Select Their Relocation Housing Option?.....	12
8: How Will Relocation Apartments be Assigned?	13
9: How and When Will the Move Happen and Who Will Pay for it?	14
10: What Happens When Construction at Putnam School is Finished? What Rules Apply? ..	20
11: What Information Will Tenants Receive?	23
12: What Happens If There Is a Problem or a Complaint?	24

Attachments

- A: Funding Sources
- B: [Intentionally Omitted]
- C: The Moving Process — Know Your Rights and Responsibilities D:
Putnam School Notices
- E: Assurance of Permanent Housing and Benefits F:
Claim Forms

1: Why Are Relocation Policies and Procedures Needed?

The purpose of this Relocation Plan is to establish policies and procedures for vacating and reoccupying Putnam School Apartments (Putnam School) in connection with the Cambridge Housing Authority's (CHA) substantial renovation of Putnam School. The intent of this plan is to facilitate the construction work while, to the greatest extent possible, minimizing the impact relocation will have on residents.

The CHA, utilizing funding provided by the Commonwealth of Massachusetts' Department of Housing and Community Development (DHCD), MassDevelopment, Low-Income Housing Tax Credits (LIHTC), and other sources, is planning the renovation of the existing units at Putnam School. The CHA estimates that the construction and soft costs for Putnam School will be roughly \$20 million. All households currently living at Putnam School will be required to relocate to allow the CHA to complete the work.

The construction work will consist of one phase. The households living at Putnam School will be required to temporarily relocate elsewhere during the renovation. The CHA anticipates that relocation will start immediately after the CHA's Board of Commissioners approves this Plan¹. The renovation is expected to take 16 months, starting in January 2021. The stated duration of the renovation work and the anticipated start date represent the CHA's best estimate as of the date of signing this Relocation Agreement. If there are any significant changes to the schedule, or if the final design last presented to Putnam School tenants varies significantly from what CHA and the architects finalize during the design process, then CHA shall provide written notification to all Putnam School residents, wherever they are currently living, and to CASLS, ACT, and CEOC, within two weeks of when the CHA becomes aware the significant change².

Every Putnam School resident who is temporarily relocated will be guaranteed the option to return to a unit at Putnam School. No household will be permanently displaced from CHA housing as a result of the renovation of Putnam School.

After construction, Putnam School is estimated to consist of thirty three (33) apartments, as described more fully in the chart below:

¹ CHA is accommodating some residents with earlier moves in March 2020 as existing vacancies need to be immediately occupied. Residents moving in March 2020 will have the same right to return to Putnam School as residents moving after adoption of this plan.

² For time, "significant" means a month or more anticipated delay or acceleration of the project's construction start date and substantial completion date. For design, "significant" means a reduction in the number of units or the repurposing of units from what was last presented to tenants. For such design changes, the CHA shall hold a meeting of all Putnam School tenants (including those who have relocated) to discuss and seek feedback regarding such changes.

Unit Type	Current Unit Mix	Estimated Unit Mix after Construction ³
Congregate Unit	9	0
Studio	0	7
1 Bedroom	21	23
1 Bedroom (ADA ⁴)	3	3
TOTAL	33	33

If an apartment reduction does occur, the CHA shall promptly notify any tenant affected by such elimination of his/her right to return to another Putnam School apartment not claimed by a returning Putnam School tenant.

The CHA and its affiliates shall use various federal, state, and private funds for this redevelopment project to cover the anticipated cost of relocation. During and after construction, Putnam School Apartments shall be owned by a Limited Liability Company (LLC) but the LLC shall be managed by a non-profit affiliate of CHA. After the construction is complete, all apartments at Putnam School will continue to be subject to a Section 8 Project-Based Rental Assistance (PBRA) contract that will be administered by MassHousing. It is anticipated that all units will also be qualified to be occupied by income-eligible households in accordance with the Low-Income Housing Tax Credit (LIHTC) program unless there is an existing Putnam School resident who does not meet the income and program requirements of the LIHTC program. In that instance, the CHA will forego LIHTC for the unit occupied by such a resident so they can return to Putnam School.

The CHA and its affiliate(s) will continue to operate all the housing units at Putnam School as elderly/disabled housing using PBRAs in accordance with the requirements set forth the CHA's Admission and Continuing Occupancy Policy ("ACOP"). Furthermore, CHA will keep existing tenant protections in place for current and future residents, except for future residents where the federal LIHTC program imposes different requirements (such as income limits on initial eligibility and continued occupancy and relating to student status). See Section 10 of this document for additional information.

All units will be subject to a Section 8 PBRA contract provided to the property by the U.S. Department of Housing and Urban Development, and administrated by MassHousing. The units will be subject to the rules and regulations governing the Section 8 PBRA program except where the federal low income housing tax credit program imposes different requirements (such as income limits on initial eligibility and continued occupancy and relating to student status). Additionally, if and when a Putnam School Tenant Council is formed, the CHA shall consider the adults of all households as members of the Putnam School Tenant Council. In the event that no such Putnam School Tenant Council is formed prior to the start of construction, the CHA will invite all Putnam School residents to participate in the development of the Relocation Plan with the final Relocation Plan being adopted by majority vote at a resident meeting.

³ The exact unit mix will be identified during the planning phase of the construction.

⁴ An "ADA" unit means a unit that is wheelchair accessible.

This Resident Relocation and Unit Assignment Policies and Procedures Agreement (“Agreement”) details the policies and procedures the CHA will use in relocating each household at Putnam School. It will ensure that all households are provided with the same information and afforded the same opportunities in choosing a relocation option. This Agreement is not meant to supersede or limit any rights of tenants, as displaced persons, under state law (e.g. M.G.L. c. 79A, DHCD Regulations at 760 CMR 27.00 Relocation Assistance, and the Bureau of Relocation "Guideline for the Temporary Relocation of Person(s) from Residential Dwelling Unit(s)," dated May 2019) and federal law (e.g. 42 USC 4601 et seq., federal regulations at 49 CFR Part 24 and at 24 CFR Part 42, and HUD Handbook No. 1378).

2: Who is Responsible for Relocation?

The following agencies and individuals have responsibility for the Putnam School relocation program:

Massachusetts Department of Housing and Community Development (DHCD) — serves as the state oversight agency for the Project.

U.S. Department of Housing and Urban Development (HUD) — serves as the federal funding agency for the Project.

Massachusetts Housing Finance Agency (MassHousing) — serves as the administrator of the Section 8 Vouchers that are connected to the project.

Cambridge Housing Authority (CHA) — provides the day-to-day management of Putnam School and will act as the Relocation Advisory Agency providing overall coordination of the relocations during construction. Through the use of CHA staff or consultants, CHA will manage the details of the tenant relocations and construction. CHA will secure the necessary contracts to achieve the relocations, will pay for the tenant relocations, and assist the tenants during the moves.

Relocation Coordinator (RC) — for the purpose of the Putnam School Relocation Plan, CHA will identify RCs who will serve as the primary points of contact for coordinating the tenant relocations including moves off site and moves back to Putnam School after the construction is complete. Each resident will be assigned one RC, who will serve as their primary point of contact. The RC will be responsible for the following:

- Issue a notice of displacement
- Serve as the day-to-day contact person with the individual tenants during the relocation
- Maintain the overall schedule for the relocations. As part of this effort, the RC will coordinate with CHA’s Planning and Development Department to monitor the construction

schedule and provide timely notice to the tenants of changes in the proposed relocation schedule (see footnote 2 above)

- Oversee meetings to be conducted to brief the tenants on the relocation plans. At the tenant meeting(s), CHA staff will explain the relocation process, outline the schedule and discuss the logistics of the relocation
- Meet privately with individual tenants (on a one-to-one basis) to discuss the particular relocation schedule, process, and logistics
- Prepare a “relocation package” for the tenants to include the following:
 - A brief description of the relocation process (mover, utilities, etc.) ○
Contact persons and telephone numbers to use during the relocation
 - US Mail change of address package
 - Notification form with dates for the relocation (Note: This form is to be signed by the tenant.)
 - Description of the Tenants’ “rights” as they pertain to this Plan ○
Claim Forms (see Attachment F)
- Solicit bids and secure contracts with several moving companies and a cleaning company to ensure a fully coordinated and smooth relocation of the tenants
- Notify each tenant in writing at least 90 calendar days (3 months) before the relocation
- Establish the schedule for activities and coordinate the logistics to accomplish the tenant relocations
- Notify the tenant of the claim forms and procedure for reimbursement of any damage to the resident’s belongings during any move
- Notify the tenant of the availability of advocacy resources including CEOC, ACT, and CASLS
- Forward a follow-up letter to the tenant 30 calendar days after each move advising the tenant to contact the RC if there are any outstanding issues as a result of the relocation
- Meet with Putnam School residents, and tenant advocacy groups, if available, on a regular basis to insure smooth implementation of this Agreement
- Schedule the mover and provide information and/or assistance with the transfer of the utilities

- Notify the tenant in writing 30 calendar days prior to the actual relocation
- Prior to the move, schedule a time with the tenant to visit the new unit and obtain a signature that the walk-through occurred
- For newly renovated Putnam School units, provide the Statement of Conditions for action, if necessary, by the architect and/or contractor
- Notify residents if there will be disruptive construction and/or relocation in a building where a unit is being offered
- Serve as the "helping hands" and "friendly face" to the tenants during the relocation

The RC are part of the CHA's Operations Department. Their contact information is below. All Putnam School residents will be assigned one RC from the following list once the Relocation Plan is finalized:

Jennifer Jones, 617-520-6392, jjones@cambridge-housing.org
Alex Zuluaga, 617-405-5553, azuluaga@cambridge-housing.org
Patrick Brekka, 617-520-6263, pbrekka@cambridge-housing.org

All Putnam School tenants have the right to have any other person(s) attend any meeting with the RC.

Relocation Committee — Putnam School residents may establish a relocation committee to provide additional feedback on the relocation process on their behalf

3: Who is Eligible for Relocation Benefits and Assistance?

All current Putnam School tenants including those who relocated early (see footnote 1) are eligible for relocation benefits and assistance unless they are (1) evicted as described below; (2) not listed on the household's most recent lease addendum or otherwise not approved as an occupant by the CHA; or (3) left Putnam School by their own choice before February 13, 2020.

Eviction: If (1) the household received a notice to quit prior to February 13, 2020 and as a result of that notice, is later evicted; or (2) the household received a notice to quit on or after February 13, 2020 for serious or repeated violation of material terms of the lease and as a result of that notice, is later evicted; and (3) in either case, the eviction is not undertaken for the purpose of evading the obligation to make available the benefits and assistance set forth in this Agreement and the applicable state and federal relocation laws, then the head of household (and household members) are not eligible for relocation benefits and assistance after the date they are evicted. "Evicted" means physically removed from a dwelling unit by order of a court.

However, if CHA relocates a tenant who receives or has received a notice to quit alleging serious or repeated violations of material terms of his/her CHA lease, the CHA is not waiving its rights to proceed with the eviction based on that notice to quit or for other reasons.

Relocation benefits and assistance (including temporary and permanent housing; moving, storage and related expenses; replacement housing expenses; and the right to return to Putnam School after construction) will be provided in accordance with this Agreement and the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended.

All references to Putnam School tenants, residents, and households in this Agreement mean those Putnam School tenants eligible as identified above.

4: Will Anyone Be Permanently Displaced from Putnam School?

No residents will be permanently displaced from Putnam School in order to complete the renovations. However, all residents must temporarily move from Putnam School for approximately one year to allow the renovations to be complete. Since the move could be between 17 and 26 months (roughly 16 months for construction plus additional time on each side for moves), the head of each Putnam School household will receive a written Notice of Displacement that he/she and all approved household members and occupants (such as personal care attendants or other persons with explicit written permission to occupy the unit) will be displaced as part of the Putnam School renovation project. The notices explicitly state that Putnam School residents are protected by the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, and applicable state relocation regulations and requirements.

In addition, the head of each Putnam School household will receive a written guarantee from the CHA that he/she and all approved household members and occupants (such as personal care attendants or other persons with explicit written permission to occupy the unit) will be able to return to Putnam School after renovations provided that there is no pending eviction process for repeated or serious violations of material terms of their lease that has not been resolved by an agreement, and the resident continues to reside in CHA-assisted housing or with approved family members (if a household has selected that relocation option). See Attachment E. In the event that a household has been precluded from returning to Putnam School due to a pending eviction process which is later adjudicated or resolved in favor of the resident and/or is later resolved by an agreement under which the resident may remain in CHA housing under specified conditions (e.g. probationary agreement), unless the agreement specifically waives the resident's right to return to Putnam School, the affected family will be placed at the top of the list for a transfer to Putnam School (provided that they are LIHTC eligible).

5: Can Residents Return to the Same Apartment?

Residents can move back to their original apartment upon their return to Putnam School at the end of construction, provided that their household still needs the same size apartment (e.g. 1 BR).

However, there are two circumstances when this is not possible. These circumstances are:

- Their original apartment is converted to an ADA apartment as part of the renovation, unless there is no resident that is in need of the features of the unit and the returning resident is willing to sign a rider agreeing to move in the event there becomes someone who needs the features of the unit.
- Their original apartment is re-purposed for another use (e.g. a new common space or apartment)

As outlined in Section 6 below, Putnam School residents will have the opportunity to decide whether to remain off-site on a permanent basis or move back to Putnam School once the construction is finished. All residents have the right to return to Putnam School once the construction is finished.

6: What Relocation Options Will be Available?

As part of the renovations at Putnam School, every household will need to move at least once and, if they want to return to Putnam School, then will need to move twice. All members of a household will need to vacate the Putnam School apartment at the same time in order to comply with the terms of the lease agreement with the CHA and to accommodate the renovation.

The CHA has identified the following housing options that will be available for all Putnam School residents during the construction at Putnam School. These are the following:

1. Move to another CHA or CHA affiliate:
 - a. Temporarily relocate to another CHA or CHA affiliate development during construction, and return to Putnam School after the construction is complete
 - b. Permanently relocate to another CHA or CHA affiliate development during construction, and remain at that development after Putnam School construction is complete
2. Move using a CHA-issued federal mobile or project-based Section 8 voucher:
 - a. Temporarily relocate off site using a CHA-issued federal mobile or project-based Section 8 voucher during construction, and return to Putnam School after the construction is complete
 - b. Permanently relocate using a CHA-issued federal mobile or project-based Section 8 voucher during construction, and remain within that program after Putnam School construction is complete
3. Move to a friend or family's home during construction, and return to Putnam School after construction is complete.

Options 1a & 1b: Temporarily or permanently relocate to another CHA or CHA affiliate development during construction, with the option of returning to Putnam School after the construction is complete:

Some households may choose to temporarily relocate off-site for the duration of the construction work to another CHA or CHA affiliate development, or permanently if households so desire. To the greatest extent feasible, CHA will make units available at other CHA or CHA affiliate developments for temporary relocation. Households will be able to list a preference for specific developments. Prior to making preference choices the CHA shall inform tenants of, among other things, any plan it has for relocating tenants at other developments pursuant to its on-going Public Housing Preservation plans so that a tenant will not unknowingly make a choice that will subject him/her to multiple relocations.

The CHA shall attempt to offer all Putnam School tenants three (3) or more Comparable Replacement Dwellings, defined below, and shall try to offer such units simultaneously in order to provide a meaningful choice. It is the CHA's experience, however, that the ability to offer three (3) or more Comparable Replacement Dwellings simultaneously is rare. **No Putnam School tenant shall be required to move unless the CHA has offered him/her at least one (1) Comparable Replacement Dwelling.**

Unit assignments will be made based on initial preferences unless preferences change subsequently for medical reasons or other good cause. CHA will seek to accommodate initial and subsequent preferences to the greatest extent possible and feasible subject to unit availability at particular locations.

Since the CHA cannot be sure of the location of available off-site units, it cannot guarantee that all households interested in moving to a specific CHA or CHA affiliate development can be accommodated.

Once construction is complete, households will have the choice to decide whether to remain in the apartment on a permanent basis or move back to Putnam School. All residents that exercise their right to return to Putnam School can return to their original unit, excluding the exceptions referenced in Section 5 above. If any returning residents wish to move to a different unit in Putnam School, this request will be accommodated only as other units are available and aren't already claimed by returning residents.

The CHA shall consider all Putnam School households as administrative transfers to any of its federally-assisted housing and housing owned by its affiliates notwithstanding any provisions of the Administrative Plans, Admissions & Continued Occupancy Plan and Tenant Selection Plans to the contrary. The household will need to complete a CHA transfer application. The CHA will not re-screen applications for transfer other than for any eligibility requirements that apply to the affiliate site, such as tax credits or Section 8, but not resident selection criteria and may only deny an application for transfer based on (a) where applying for affiliate housing and they do not meet the eligibility requirements for the programs that apply to that site (exclusive of the resident selection criteria); and (b) where there is a pending eviction for a serious or repeated violation of a

material term of the lease that has not been resolved by an agreement. The CHA shall approve all applications for administrative transfer except as set forth in this paragraph. Where the CHA denies an application for transfer, it will still provide the tenant with a Comparable Replacement Dwelling if the household is displaced including but not limited to when a tenant is required to move from his/her unit prior to the conclusion of a pending eviction.

Options 2a & 2b: Temporarily or permanently relocate off site using a CHA-issued federal mobile or project-based Section 8 voucher during construction, with the option of returning to Putnam School after the construction is complete:

Some households may choose to temporarily relocate off-site for the duration of the construction work with a Section 8 voucher or permanently if households so desire. Residents will be responsible to find their own apartments that qualify and will accept a Section 8 voucher. However the CHA will provide professional housing search assistance for interested Putnam School households at no cost to residents and will also pay for a realtor's fee up to one month's contract rent. The CHA shall assist tenants with mobile vouchers to negotiate lease terms that coincide with the anticipated length of the relocation and construction period, which is anticipated to be between 17 and 26 months.

The CHA will expeditiously provide mobile Section 8 vouchers to residents who find housing on the City of Cambridge's Inclusionary Housing list for their relocation option, as well.

Those households who temporarily relocate off site with a CHA voucher (mobile or project-based) will later need to decide whether to remain in that program on a permanent basis or move back to Putnam School once the construction is finished. All residents that exercise their right to return to Putnam School can return to their original unit, excluding the exceptions referenced in Section 5 above. If any returning residents wish to move to a different unit in Putnam School, this request will be accommodated only as other units are available and aren't already claimed by returning residents.

The CHA shall promptly make available mobile Section 8 housing choice vouchers to Putnam School tenants who request a voucher. The CHA shall require a completed application from each tenant requesting a mobile Section 8 voucher, but shall not deny the application except for the federally mandated reasons set forth in 24 CFR §982.552(b) and §982.553 or unless the household does not meet the income (at or below 80% of area median income) for the Section 8 housing choice voucher program.

Putnam School residents will be solely responsible for paying any tenant-supplied utilities that may be required by a landlord of a Section 8 apartment or the Section 8 lease terms.

Any mobile Section 8 voucher issued under this paragraph shall be subject to a 120-day search period, and any extensions as applicable under Part 1 of CHA's Administration Plan for the Federal Housing Choice Voucher Program.

If a tenant was issued a mobile voucher but was then unable to lease up a Comparable Replacement Dwelling under that voucher program, then the CHA shall offer that tenant at least one (1) Comparable Replacement Dwelling from the CHA's housing portfolio.

If, during the Putnam School construction period, a tenant (who selected Option 2a or 2b above) receives a notice to quit from a landlord of a Section 8 apartment (for any reason other than serious or repeated violation of material terms of the lease as determined by a court) and provides the CHA's Relocation Coordinator with a copy of this notice, then the CHA shall issue a new Section 8 voucher (and provide professional housing search assistance) and if requested shall also immediately place the tenant on the waitlists for CHA public housing and CHA affiliate housing, as an administrative transfer, as of the date of the CHA's receipt of the notice to quit. The CHA shall offer the tenant the next available apartment (of the appropriate size) consistent with his/her position on the wait lists as an administrative transfer

The CHA shall explain in detail the operation of the Section 8 program as modified by this Relocation Agreement to any tenant who chooses a mobile or project-based voucher.

Option 3: Temporarily relocate to a friend or family's home during construction, and return to Putnam School after construction is complete

Some households will choose to stay with a friend or family during construction. During construction residents must leave their units and take all of their belongings either with them or allow CHA to place them into storage. The CHA will, in either event, pay for the move and any necessary storage. Offsite storage will not be accessible to residents during the relocation period.

All residents that exercise their right to return to Putnam School can return to their original unit, excluding the exceptions referenced in Section 5 above. If any returning residents wish to move to a different unit in Putnam School, this request will be accommodated only as other units are available and aren't already claimed by returning residents.

Comparable Replacement Dwelling

The CHA shall attempt to offer all Putnam School tenants three (3) or more Comparable Replacement Dwellings. No Putnam School tenant shall be required to move unless the CHA has offered him/her at least one (1) Comparable Replacement Dwelling. A Comparable Replacement Dwelling means a dwelling which is available to the tenant, located in Cambridge, and:

- a) is decent, safe, and sanitary;
- b) functionally equivalent to the tenant's current Putnam School apartment;
- c) is adequate in size to accommodate the tenant and his/her household;
- d) is in a geographic area not subject to unreasonable adverse environmental conditions;

- e) is in a location generally not less desirable than the location of the tenant's current Putnam School apartment and in a location similar to the tenant's current Putnam School apartment with respect to public utilities, commercial and public facilities (including but not limited to grocery stores, health care providers, place of worship, and public transportation) and reasonably accessible to the schools and places of employment of the tenant and all household members;
- f) is within the financial means of the tenant;
- g) is appropriate in light of any medical needs of the tenant and household member, including having the accessibility features of the tenant's current apartment if such features are necessary for the tenant's use of the unit due to a disability;
- h) whose landlord will allow the tenant to have, in the dwelling, those cats, dogs, or other pets that the CHA has approved in writing;
- i) where free parking for the tenant's current motor vehicles is reasonably available and near the dwelling unit.

However, at the tenant's election, a unit will not be considered a Comparable Replacement Dwelling if it is located in a building where disruptive renovations and/or displacement is anticipated during the Putnam School construction period at the time of relocation.

7: How Will Households Select Their Relocation Housing Option?

The CHA will develop an information package to be given to all Putnam School households to provide the information necessary to make a fully informed decision.

Households are strongly advised to fully utilize the information provided and to carefully and thoroughly consider all relocation housing options before making a selection. The Relocation Coordinator (RC) will be available to meet with residents and their families individually to assist in making choices. Residents may have anyone else attend their meetings, including friends, relatives, and/or a member of Cambridge Economic Opportunity Committee (CEOC) at 617-868-2900 or Alliance of Cambridge Tenants (ACT) at 617-499-7031. Residents may also request that such meetings are held in their homes upon request. A description of the process for selecting a preference for relocation housing is described below.

7.1 Relocation Information Package

The CHA will prepare an information package to distribute to all Putnam School households to provide written information about the various relocation options available, as well as planned meetings to keep tenants updated on relocation.

7.2 Selecting a Relocation Option

Each household will meet privately with the RC in their apartment or an on-site office to make a relocation housing selection. The RC will outline the entire relocation process, and review with

the household the resources and choices available for relocation. At this meeting, the household will sign a worksheet that will document:

- Each resident's tentative decisions in order of preference to relocate to another CHA or CHA affiliate development, relocate with a voucher, or temporarily stay with family or friends; and, if known, may indicate whether off site relocation is temporary, permanent, or unknown at this time. (Until the Putnam School construction is completed, the resident will not have to make a final decision as to whether his/her relocation is temporary or permanent).
- Any preferences for specific development or unit assignments and timing of the moves.
- Any special health, public transportation, neighborhood, or similar considerations for relocation housing.
- Information regarding need for packing assistance and any large, unusual, or difficult items to be moved. The CHA will provide packing services as necessary, but requires some general information regarding level of need to adequately schedule the services.
- The need for temporary storage during the construction period, including but not limited to freezers, large sofas, and pianos.
- The number and type of pets which each tenant currently has.
- The tenant's primary language spoken at home (if other than English) and the language in which the tenant prefers to receive written communication.

Two copies of the completed worksheet will be provided to each household, and the original will be filed in the household's relocation file.

CHA will take care to respect the privacy rights of each household. Any personal data which is necessary for the relocation will be kept confidential and not shared with anyone unless required by law, with the tenant's written permission, or among CHA staff where necessary to perform the staff persons' job.

7.3 Changing a Relocation Option

Households are strongly advised to carefully and thoroughly consider all relocation options before making a selection. While it may be possible to later change the selection, households may not be eligible for the same benefits as initially available, such as specifying a certain off-site location.

8: How Will Relocation Apartments be Assigned?

8.1 Declaring Initial Relocation Preference

Starting in March 2020, the CHA's Relocation Coordinator (RC) will meet with each household to:

- Discuss the upcoming construction project and schedule.
- Discuss the relocation options.

Putnam School households must declare their initial relocation preference no later than Friday, March 20, 2020. Residents will be asked to indicate whether they will temporarily relocate to CHA housing and if so, what their specific preferences are during the relocation period. Residents will also be asked to indicate whether they plan to return to Putnam School after construction is over and if so, whether they would like to return to their original unit. There will be a second opportunity, closer to the construction completion date, for residents to revisit the decision of whether they want to return to Putnam School and if so, their specific unit preference.

8.2 Unit/Building Selection and Preference

Moves to other CHA and CHA affiliate housing developments will be based on specific resident need and interest. The CHA will develop a unit assignment plan based upon the following criteria:

- Appropriate unit size
- Households having any pertinent medical need
- Tenant preference
- Lottery number

This information will be gathered at the one-on-one resident meetings with the RC mentioned above.

The CHA will use a lottery to develop a unit assignment plan for those tenants who meet the same criteria. Because Putnam School and Truman Apartments are on the same relocation timeline and have similar relocation needs, lotteries may combine residents from Putnam School and Truman Apartments. Combined lotteries will not impact a Putnam School resident's right to return to Putnam

School after construction. Putnam School residents, for example, will have a priority to return to Putnam School over Truman Apartments residents. All Putnam School tenants (as well as CEOC and ACT) shall be notified in advance of the date and time of the lottery (or lotteries). Lotteries shall be conducted at Putnam School, unless they are combined lotteries, in which case they may be held at Truman Apartments community room or Millers River community room. All lotteries are open to any interested person. After the lottery, the CHA will prepare a ranked list taking into consideration any priorities a resident may have (e.g. pertinent medical need, construction phasing) and post the list in the management office within two business days of the lottery. Once the list is posted, the CHA shall share the lottery results with CEOC and ACT (with a particular tenant's name listed if the tenant so authorizes the CHA to release the name or otherwise, by a control number).

8.3 Prior to Initial Move or Return from Another CHA Unit, Section 8 Unit, or other Off-Site Unit

Approximately forty (40) days before a household's move, the CHA's RC will meet with each household to:

- Discuss the upcoming move.
- Confirm unit preference, and assigned relocation apartment when applicable.
- Confirm if there is a need for moving or packing assistance.
- Identify potential moving dates.

The CHA will also provide the household with another copy of the handout “The Moving Process — Know Your Rights and Responsibilities” (See Attachment C). The CHA will also notify the resident of the estimated completion date of renovations at Putnam School Apartments.

9: How and When Will the Move Happen and Who Will Pay for it?

All households must move all of their belongings from their apartments regardless of whether the move is a temporary or permanent one.

Each household shall have two options for the move and shall notify the Relocation Coordinator of the option selected.

Option 1 — CHA arranged move: Each household will be responsible for packing all belongings and preparing furniture for moving. The CHA will make arrangements for the moving company as well as provide assistance in packing and unpacking as necessary. While in general residents will notify the CHA of their needs for packing services at the 40-day meeting with the Relocation Coordinator (RC) as described in Section 8 above, the tenant may revise his/her decision regarding the need for packing assistance provided he/she notifies the RC at least 10 days prior to the scheduled move. When the CHA is providing the packing, unpacking and moving assistance, the resident must cooperate with such efforts.

The CHA will provide new boxes and other moving supplies including but not limited to packing tape, markers, bubble wrap, and upon request garment boxes to all households approximately one month in advance of a household’s moving date. Households are encouraged to return boxes that are in good condition to the CHA so that they may be recycled by the mover.

Option 2 — Self-move: The household may elect to hire or arrange for their own movers and packing with the CHA paying the tenant in advance the amount listed in the most recent “Fixed Residential Moving Cost Schedule” for Massachusetts (which, as of July 24, 2015, is \$1,000 for one bedroom/three room apartments. This \$1,000 is per move (e.g. \$1,000 for the move to the relocation unit and any storage, and then \$1,000 for the move from the relocation unit and any storage back to Putnam School). If the tenant performs a self-move at zero cost to the tenant, the tenant shall receive a \$100 dislocation allowance in lieu of the Fixed Residential Moving Cost. It is advisable that any household electing a self-move still coordinate the date and time with the relocation coordinator, especially if access to the elevator, the street in front of the building, and/or the parking area are needed for the move.

In all instances, a household will not be required to move during the fourth week of November, and the last two weeks of December, or during times when a household is otherwise celebrating a culturally or religiously significant event. As set forth elsewhere in this agreement CHA shall be responsible for moving all residents.

9.1 Notification Requirements for Moves from Each Tenant's Current Putnam School Apartment

The CHA will provide all Putnam School households with at least 90 days (3 months) written notice of the earliest date by which he/she may be required to move from his/her current Putnam School apartment. Either a minimum of one Comparable Replacement Dwelling shall be identified in this notice, or the notice must state clearly that the tenant will not have to move earlier than ninety (90) days after such a dwelling is made available to him/her. The tenant may agree, in writing, to a shorter period of notice to facilitate a transfer to a specific unit of the tenant’s choice.

As each household's individual move date from his/her Putnam School apartment approaches, the CHA will notify the household approximately thirty (30) days before a potential date that packing boxes and materials are available and to discuss the choices in apartments, movers, and moving dates. Furthermore, the CHA shall provide each tenant with a minimum of thirty (30) days written advance notification of the specific date on which he/she must move from his/her current Putnam School apartment, unless the tenant agrees, in writing, to a shorter period of notice to a specific Comparable Replacement Dwelling of the tenant's choice.

The CHA will also provide households with update notices periodically throughout the construction period to note any changes to the project schedule. For this purpose, the CHA shall maintain and update a list of all Putnam School residents and relocation addresses, including all off-site addresses.

All notices to residents will be sent by personal delivery service or certified mail, return receipt requested. All notices will be in the language read by the person(s) to be relocated.

SUMMARY OF STEPS FOR MOVE FROM CURRENT PUTNAM SCHOOL APARTMENT

STEP 1	March 2020	The CHA sends a General Information Notice and Notice of Relocation Eligibility.
STEP 2	March 16-20, 2020	Individual meeting with Relocation Coordinator to review and select relocation option.
STEP 3	March-September 2020 About 90 days before the move	Residents interested in relocating, temporarily or permanently, to another CHA or CHA affiliate property will need to complete the paperwork and income verification required for the LIHTC program. Residents will also need to have their apartments inspected and exterminated when necessary.

STEP 4	March-September 2020 90-Day Notice*	The CHA sends a 90-Day Notice to household of the earliest date they will be required to move from their current apartment. The notice will include an offer of at least one specific Comparable Replacement Dwelling.
STEP 5	March-November 2020 About 40 days before the move	CHA meets with each household to discuss moving logistics.
STEP 6	March-November 2020 About 30 days before the move	CHA sends notice that packing boxes and materials are available and discusses with each household choices regarding movers and moving dates and, if applicable, choices about apartments.
STEP 7	March-November 2020 30-Day Notice*	CHA sends notice to household of the specific date on which they must move.

* The tenant may agree, in writing, to a shorter period of notice to facilitate a transfer to a specific apartment of his/her choice.

9.2 Being Ready for the Move — From Current Apartment and Back to New Apartment

Households must be fully packed and ready to move on their assigned move day. If a household is not ready to move on its specified day, the moving date will then be rescheduled to occur within 48 hours of the original move date. If the household is still not ready on the rescheduled date, the movers will be instructed to assist the household in packing so the move can take place that day. The cost of this packing assistance will be charged to the household, unless the household was unable to pack due to good cause such as serious illness or family emergency.

Households must notify the CHA in advance if there are any special needs or requirements for their individual move, such as relocating an air conditioner, carpeting, or unusual furnishings. Additionally, households are expected to prepare all furnishings, including window treatments, for their move, except that the movers will take apart beds (and then set up the beds). Households requiring any assistance must notify the CHA in advance. CHA will provide assistance as needed at no cost to the household, however, proper notification is required.

All belongings must be packed or properly disposed of, and units completely emptied upon completion of the move from the tenant's current Putnam School apartment. Residents disposing of furnishings or other belongings should contact the Putnam School Management Office for assistance, and upon timely notification of the resident (i.e. before the move occurs) the CHA will have its movers remove any furnishings or other belongings the resident no longer wants from their unit to the dumpster.

The parties acknowledge that during the relocation process, residents' apartments may be in disarray due to packing, unpacking and moving preparations, and that the resident shall not be penalized for such conditions during a contemporaneous apartment inspection. However, in all instances, residents must maintain access to windows and doors.

Households must notify the U.S. Post Office, Social Security Office, and other agencies, individuals, companies, etc. of their change of address. Households also must notify the telephone, cable, electric, and other utility companies of the need for a transfer of service prior to their move date. The CHA will provide assistance with the notification process as required, and will reimburse any fees charged to complete the transfer of service.

9.3 Moving Related Costs and Payment of Costs — From Current Apartment and Back to the New Apartment

The costs and payment of costs described below apply to moving from current apartment and back to the new apartment at the end of construction.

Moving and Storage Costs: Putnam School households will not incur any costs associated with moving their belongings to their permanent or temporary replacement apartment, and to and from storage. However, for moves more than 50 miles from Putnam School, the CHA will pay the amount listed in the most recent “Fixed Residential Moving Cost Schedule” for Massachusetts (which, as of July 24, 2015, is \$1,000 for one bedroom/three room apartments) or, on a case by case basis, may approve more than the amount listed on the schedule. The CHA will also cover the cost of temporarily storing personal property of households until that household is offered a new unit at Putnam School and either the tenant moves back to Putnam School or the tenant forfeits the right to move back, whichever comes first. This includes a CHA-arranged storage company (to which the tenant will not have access to during the relocation period) or at a resident-arranged storage company (to which the tenant may have access during the relocation period). If a tenant arranges for their own storage, the CHA will reimburse the tenant for the cost of storage. Any tenant with a claim for compensation should contact their Relocation Coordinator and provide receipts. Payment for a claim shall be made within 20 business days following receipt of documentation that establishes claimant's entitlement. See Section 9.5 below.

The CHA will contract with professional movers to provide moving services, and will contract with a storage center as needed to provide secured space for storing belongings. The moving companies and storage center will bill the CHA directly for services and/or costs. Under the terms of its contract, the movers and/or storage center will be liable for the 100% replacement value of lost and damaged goods for each move. Additionally, the movers will be required to carry general public liability insurance on an occurrence basis of at least \$500,000. CHA will maintain copies of the certificate of insurance for all such contractors at its offices. The CHA shall provide residents with information about various moving companies that meet these requirements and, if the resident chooses, he or she can choose among such companies (or elect a self-move as described above).

CHA will also provide assistance with packing and unpacking as required, and will cover all packing costs. Under no circumstances should residents move themselves. All moves are to be conducted by professional movers. This does not prohibit tenants from moving perishable, fragile, or other small items themselves if they so choose but at their own risk.

Residents who require assistance packing or unpacking, or have any special moving needs, must contact CHA at least 10 calendar days prior to their scheduled move to ensure sufficient time to schedule the appropriate assistance.

Moving Materials: The CHA will provide all boxes including wardrobe boxes, tape, bubble wrap, and similar supplies needed to complete each move from their current Putnam School apartment and back to the new Putnam School apartment. Materials will be made available on site (or at a place convenient for tenants living off site) on an as needed basis. Residents should contact CHA in advance if additional supplies are required.

Utility Reconnection Expenses: The CHA will reimburse all Putnam School tenants for the actual costs associated with transferring existing telephone, internet, and cable television services related to the moves from their current Putnam School apartment and the moves back to Putnam School. However, the CHA will not cover the cost of telephone, cable, electricity or other utility bill arrearages (i.e. outstanding balances). The CHA will provide payment to residents for the actual transfer cost upon presentation of an itemized bill from the utility company. In the unusual circumstances that the resident is unable to pay utility reconnection expenses up front, the CHA shall pay such charges directly to the service providers.

Car Registration Expenses: The CHA will reimburse residents for the actual transfer cost of their car registration or re-permitting resulting from the relocation upon presentation of an itemized bill from the MA Registry of Motor Vehicles and/or City or Town.

Security Deposits: If the landlord of the Comparable Replacement Dwelling requires a security deposit from the tenant, then the CHA shall pay the landlord such amount, which shall not be refunded to the tenant.

Early Termination Costs: The CHA shall permit early terminations of leases and shall pay any expenses that the tenant may incur as a result of early termination of a voucher or other lease where such early termination is necessary to enable the tenant to return to Putnam School after construction is completed.

Other Moving Related Costs: CHA will pay directly or reimburse households for other reasonable moving related costs provided the household receives prior written approval from CHA for any such expense. This applies to moves from a tenant's current Putnam School apartment and moves back to Putnam School. CHA will not be responsible for replacing a carpet or other flooring that a household may have installed in his/her apartment.

9.4 Replacement Housing Costs

Rental Assistance: In principle, during the relocation period, tenants should not have to pay more rent than they were paying at Putnam School Apartments (as adjusted for tenant-paid utilities). Note, however, that rent increases and decreases will be implemented pursuant to CHA rent policies when the household income and/or deductions change. The CHA shall pay each tenant who rents a replacement dwelling forty-two (42) times the difference between (1) his/her rent at Putnam School (for the month of the move) and (2) the estimated rent and tenant-paid utilities at the Comparable Replacement Dwelling, up to a maximum of \$7,200.

Where the Comparable Replacement Dwelling is government assisted housing (e.g. public housing, mobile Section 8, project-based Section 8), then the CHA shall pay forty-two (42) times the difference between (1) his/her rent at Putnam School (for the month of the move) and (2) the Total Tenant Rent at the Comparable Replacement Dwelling as determined at the time of displacement.

Where the tenant resides in another CHA owned public housing apartment or CHA affiliate owned housing, the CHA shall distribute these rental relocation payments in monthly installments directly to the CHA or CHA affiliate (as the landlord). In all other cases, unless the tenant designates otherwise, the CHA shall distribute these payments in monthly installments directly to the tenant.

Where a tenant is intending to move to a property that is not CHA owned, the tenant should obtain the CHA's advance approval to insure that the apartment meets all requirements of the Section 8 Housing Choice Voucher Program and qualifies as a Comparable Replacement Dwelling. Failure to get such permission could result in the CHA not being able to pay a subsidy for the apartment.

These payments shall start as of the first date of the tenant's tenancy at the replacement dwelling and shall continue until (a) forty-two (42) months have elapsed; (b) the tenant returns to Putnam School Apartments; or (c) the CHA has paid the \$7,200 maximum, whichever comes first.

Down Payment Assistance: The CHA shall pay each tenant who purchases a replacement dwelling \$7,200, in a lump sum to be used as down payment assistance.

9.5 Relocation Claims

Following receipt of a claim for Moving Related Costs or Replacement Housing Costs, the CHA agrees to conduct an expeditious review and shall promptly notify the claimant about the need for any additional information in order for the CHA to determine the claim. Payment for a claim shall be made as soon as possible and within no more than 20 business days following receipt of documentation that establishes claimant's entitlement. Before denying any claim, the CHA shall offer the tenant a face to face meeting to discuss the claim. If the CHA denies the claim, the CHA shall provide written notice to the tenant of the detailed reasons for the denial and a description of the process for filing an appeal.

9.6 Statement of Assurance

As part of the information packet prepared and distributed by CHA, all households will receive a statement of assurance signed by the head of the CHA stating that relocation assistance payments

will be provided to temporary or permanently displaced residents in accordance with this Agreement and applicable laws. See Attachment E.

10: What Happens When Putnam School Construction is Finished? What Rules Apply?

All Putnam School tenants shall have the right to return to the Putnam School after construction in accordance with this Agreement and as evidenced by the attached Assurance of Permanent Housing and Benefits (Attachment E).

10.1 Low-Income Housing Tax Credit (LIHTC) Program

The CHA and the new owner of Putnam School shall operate all apartments as LIHTC rental housing which shall be governed by the laws and regulations of the Section 8 Project-Based Rental Assistance (PBRA) Program as administered by MassHousing, except when the federal LIHTC program imposes different requirements (such as income limits on initial eligibility and relating to student status). The CHA will operate the PBRA apartments at Putnam School Apartments as elderly/disabled public housing in accordance with the requirements set forth in CHA's ACOP.

10.2 Return from Off-Site Moves After Construction

All Putnam School tenants who moved off-site to another CHA development, CHA affiliate development, Section 8 unit, or family/friends' homes under the terms of this Agreement shall have the right to return to the new Putnam School upon its completion in accordance with this Agreement and as evidenced by the Assurance of Permanent Housing and Benefits (Attachment E). CHA will provide such Putnam School residents with as much notice as possible for returning residents, but at least one hundred (100) days before the estimated date that the newly renovated Putnam School apartments will be available for occupancy. Any tenant electing to return to the new Putnam School shall notify the CHA that he/she elects to return within the time limits specified in the chart and sections below.

Prior to the household's move back to Putnam School, CHA's Relocation Coordinator (RC) will meet with each household to:

- Discuss the upcoming move.
- Confirm unit preference to return to original unit or alternate options.
- Confirm if there is a need for moving or packing assistance.
- Discuss any changes in medical needs.
- Identify potential moving dates.

The CHA will allow all residents to return to their original unit at Putnam School. If any residents wish to return to Putnam School, but to a different unit in the building, a lottery system will be applied to any available unclaimed Putnam School units. If such a lottery is needed, it shall be conducted at Putnam School and open to any interested person. After the lottery, the CHA will prepare a ranked list taking into consideration any priorities a resident may have (e.g. pertinent

medical need) and post the list in the management office within two business days of the lottery. Once the list is posted, the CHA shall share the lottery results with Cambridge Economic Opportunity Committee and the Alliance of Cambridge Tenants (with a particular tenant's name listed if the tenant so authorizes the CHA to release the name and otherwise, by a control number).

The CHA shall provide at least thirty (30) days written notice of the actual date that Putnam School will be available for occupancy after construction. The CHA shall contact each tenant by phone or in person to confirm receipt of the notice and to make arrangements to view the renovated Putnam School.

SUMMARY OF STEPS FOR MOVE BACK TO THE NEW PUTNAM SCHOOL APARTMENTS

STEP 1	About 100 days before the move	CHA shall notify all Putnam School tenants at least 100 days before the estimated date that the new Putnam School apartments will be ready for occupancy.
STEP 2	Within 45 days of Step 1	Putnam School residents interested in returning to newly renovated Putnam School will need to complete the paperwork and income verification required for the LIHTC program. This process will begin upon the 100-Day Notice specified in Step 1 above. Residents must complete this process before they will be eligible to submit their decision to return as specified in Step 4. Failure to complete this process within 45 days of the Step 1 notice will negate a resident’s ability to return to a new Putnam School apartment. The Relocation Coordinator or building management staff shall be available to residents to assist in completing paperwork where such assistance is needed.
STEP 3	About 90 days before construction is completed	The CHA at approximately 90 days before completion shall hold open houses for tenants to view a sample of units (with layout plans for all units available). At least some of the open houses will be at times convenient for working tenants. The CHA shall provide as much advance written notice as possible of the dates and times of the open houses and of the tenant’s deadline to elect to return to Putnam School. The CHA shall send a preference form to tenants with the announcement of the open houses and also make the form available at the open houses.
STEP 4	2 business days after Step 3	Each tenant shall notify the CHA within two (2) business days of the date of the last open house that he/she (a) elects to return to Putnam School (and any preferences for units) or (b) does not elect to return to Putnam School. The deadline may be extended for medical reasons or other good cause. See Section 10.3 below.

STEP 5		The CHA shall offer tenants in writing a specific unit. Any tenants that don't want to return to their original unit will submit a lottery for unclaimed available units (see above). If there are residents that want the same unit, then the CHA shall conduct a lottery to determine which off-site tenant will receive which unit. Residents shall be notified in advance of the date, time, and place of the lottery and be allowed to observe. See Section 10.2 above.
STEP 6	2 business days after Step 5	Each tenant offered a unit at Putnam School shall notify the CHA, within two (2) business days of receipt of the offer, of his/her decision to accept or not accept the offer unless there is a medical reason or other good cause exists for extending this deadline. If a tenant does not accept the offer, then the CHA shall offer the apartment to the tenant next in line as established by the lottery described in Step 5 above.
STEP 7	About 45 days before the move	The CHA shall meet with each tenant to discuss the moving logistics.
STEP 8	30 days before the move	The CHA shall provide each tenant with no less than 30 days advance written notice of the expected move date to return to the specific Putnam School apartment. See Section 10.3 below for good cause exceptions.

10.3 Extensions

The CHA will hold a newly renovated Putnam School unit for 30 days if a tenant has good cause (e.g. medical reason) for not being able to return on the scheduled re-occupancy date. However, if a tenant does not elect to return to the new Putnam School as provided in Section 10.2 above, or within such further time as allowed by CHA for good cause, then the tenant forfeits (gives up) the right to return to the newly renovated Putnam School.

If a tenant elects to return to the new Putnam School as set forth in Step 4 above but cannot move within the time limits set by CHA, for good cause shown, the CHA shall place the person on the wait list for Putnam School ahead of applicants from the CHA waiting list.

10.4 ADA Apartments

After construction, Putnam School will have 2 apartments which are wheelchair accessible (“ADA units”). The priority for occupancy of these ADA units is as follows:

- First priority: Existing Putnam School tenants who occupied an ADA unit at the start of construction and who need the features of the ADA unit.
- Second priority: Emergencies who need the ADA unit (applicants granted emergency status by the CHA).
- Third priority: Putnam School tenants who need the features of the ADA unit.

- Fourth priority: Households on the CHA’s reasonable accommodation waiting list.
- Fifth priority: Applicants on the CHA waitlist for public housing who need such a unit.
- Sixth priority: Putnam School tenants who do not need such a unit (provided that the tenant must sign a lease amendment providing that he/she will transfer to another Putnam School unit if an applicant or tenant needs such a unit and meets one of the priorities described above).

The CHA will use a lottery to develop a unit assignment plan for those tenants who meet the same criteria. Because Putnam School and Truman Apartments are on the same relocation timeline and have similar relocation needs, lotteries may combine residents from Putnam School and Truman Apartments. Combined lotteries will not impact a Putnam School resident’s right to return to Putnam

School after construction. Putnam School residents, for example, will have a priority to return to Putnam School over Truman Apartments residents. All Putnam School tenants shall be notified in advance of the date and time of the lottery (or lotteries). Lotteries shall be conducted at Putnam School, unless they are combined lotteries, in which case they may be held at Truman Apartments community room or Millers River community room. All lotteries are open to any interested person. After the lottery, the CHA will prepare a ranked list taking into consideration any priorities a resident may have (e.g. pertinent medical need, Truman versus Putnam School) and post the list in the management office within two business days of the lottery. Once the list is posted, the CHA shall share the lottery results with Cambridge Economic Opportunity Committee (CEOC) (with a particular tenant’s name listed if the tenant so authorizes the CHA to release the name or otherwise, by a control number).

11: What Information Will Tenants Receive?

11.1 Language Requirements

After this Agreement is signed, the CHA shall send a copy to each tenant. If the tenant reads Portuguese, Haitian Creole, or Chinese Mandarin (as his/her primary language), then the CHA shall translate and provide this Agreement to the tenant in Portuguese, Haitian Creole, or Chinese Mandarin as applicable. If a tenant cannot read English, Portuguese, Haitian Creole, or Chinese Mandarin, then the CHA shall provide an oral interpretation of this Agreement if requested by the tenant. In the transmittal of the executed Agreement to residents, the CHA will include a notice to ensure that households with Limited English Proficiency (LEP) are aware of the language services available to them. LEP speakers will receive this notice in their primary language.

11.2 Information Meetings

The CHA will also conduct informational meetings to update Putnam School tenants of the status of the relocation and construction. The CHA shall also provide all Putnam School tenants and the Cambridge Economic Opportunity Committee (CEOC), Alliance of Cambridge Tenants (ACT), and CASLS with newsletters or other written information containing any significant updates in the relocation and construction process.

12: What Happens If There Is a Problem or a Complaint?

Any Putnam School household who has an individual complaint with respect to the implementation of these relocation policies and procedures may file a written grievance stating the grounds of his/her complaint.

This complaint should be filed with the Relocation Coordinator and can be made individually or with the assistance of a member of the Cambridge Economic Opportunity Committee (CEOC), or anyone else. CEOC can be reached at 617-868-2900. Within five days of receipt of the complaint (or such further time as the tenant agrees), the RC shall meet with the tenant (and any tenant representative) to fully review the complaint and seek to resolve it. Within seven business days of this meeting, the RC will provide the tenant with a written response to the complaint detailing his/her findings, any proposed resolution, and notice of the tenant's appeal rights.

If the complaint relates to the RC's actions or inactions under this Agreement, then the complaint may be filed with the CHA's Director of Operations. Within five days of receipt of the complaint (or such further time as the tenant agrees), said Director (or Director's designee) shall meet with the tenant (and any tenant representative) to fully review the complaint and seek to resolve it. Within seven business days of this meeting, the Director (or Director's designee) will provide the tenant with a written response to the complaint detailing his/her findings, any proposed resolution, and notice of the tenant's appeal rights.

If the tenant is not satisfied with the resolution, he/she may submit the claim to the CHA Grievance Panel (attention: Legal Department). A copy of the grievance procedure is attached to the CHA public housing lease and will be made available by the RC upon request. The CHA Grievance Panel shall hear and decide the matter in an expeditious manner.

13. Miscellaneous

If any current Putnam School tenant is or becomes subject to other CHA relocation agreement, then the resident has rights under all such agreements. If there is a conflict in any provision, the tenant may elect whatever provision is more advantageous to the tenant.

Signatures

Signed in duplicate this on the dates indicated below:

CAMBRIDGE HOUSING AUTHORITY,

**RESIDENTS OF PUTNAM SCHOOL
APARTMENTS BY VOTE OF RESIDENTS,**

21 Putnam School households cast ballots in the vote to

approve/reject the relocation agreement: 17 voted in favor, 2

_____ voted against, and 2 abstained from

the vote

Michael Johnston, Executive Director

See signatures on next page

Date:

_____ Marc

Date: _____ 06/04/2020 _____

_____ h 9, 2020

ATTACHMENT A FUNDING SOURCES

As of February 17, 2020

Low Income Housing Tax Credit (LIHTC) Equity:	\$ 6.37 million
Historic Tax Credit Equity:	\$ 2.88 million
CHA Acquisition Loan:	\$ 2.10 million
CHA Program Loan:	\$ 1.88 million
Permenant Debt:	\$ 6.50 million
Total for construction and “soft costs*”:	\$19.73 million

*“Soft costs” are non-construction costs related to the project. Examples of soft costs include: architect and engineering fees, financing fees, permitting fees, hiring interpreters for resident meetings, etc.

ATTACHMENT B

PHASING SCHEDULE

[INTENTIONNALLY OMITTED]

ATTACHMENT C

Dear Putnam School Resident:

The upcoming construction at Putnam School Apartments requires that you and your neighbors must move out of your apartment. You will have many important choices and opportunities resulting from the construction project. You should carefully and thoroughly consider all of your relocation options before making a selection. Once you are notified of your move date, you must pack all your belongings, and be ready to move on your specified date. Professional packing services will be made available as necessary. It is important that you know your rights and responsibilities.

Your Rights

1. To have the Cambridge Housing Authority (CHA) provide you with a choice of relocation options which will provide you with decent, safe and affordable housing as you move from Putnam School Apartments.
2. To provide you with an apartment at another CHA development, or a Section 8 when you are relocated for modernization purposes in accordance with the terms and conditions of the Putnam School Resident Relocation and Unit Assignment Policies and Procedures Agreement.
3. To guarantee permanent housing at 86 Otis Street upon completion of its revitalization program as specified in the Assurance of Permanent Housing and Benefits you have received.
4. To have the CHA cover all eligible moving-related expenses associated with the relocation including actual moving cost and utility reconnections, and to provide moving assistance to those in need.
5. To offer you, to the degree possible, a limited choice among moving dates.
6. To have the CHA or its agent provide moving boxes and related packing materials as needed.
7. To have the CHA provide at least 30 days notice of your actual move date and to establish a no-move policy during all Thanksgiving and Christmas holiday periods.

8. To have the CHA conduct a fair and open process in full accordance with the policies and procedures detailed in the Putnam School Resident Relocation and Unit Assignment Policies and Procedures Agreement.
9. To have an avenue within CHA to grieve any individual complaints.

Your Responsibilities

1. To specify preference as to the relocation option you wish to use during the upcoming Putnam School construction project.
2. To move upon notice during the specific time period irrespective of any pending grievance related to relocation or continuing occupancy. However, your right to file a grievance will not be waived by such a move provided notice is filed before the move.
3. To pack all your belongings and prepare furniture for moving with the exception of items which the residents may wish to move on their own, such as fragile items, plants, and electronic equipment. Everything but furniture must be packed in boxes. Curtains and/or drapes must be packed. Any items mounted on the walls or modifications in the resident's unit that was not installed by management are to be removed by the resident. Items in the refrigerator, bathroom and kitchen cabinets must be packed in boxes and/or removed by residents. Residents must notify the CHA if their need assistance with any packing 10 working days prior to their scheduled move.
4. To arrange with utility companies to have your services transferred to your new apartment, and to cover all associated arrearage.
5. To notify the post office, Social Security, and other agencies, individuals, companies, etc. of your change in address.
6. To be ready to move all your belongings on the specified date, and to be home and ready when the movers arrive.
7. To return usable moving boxes to CHA staff for potential reuse or recycling by the movers.

ATTACHMENT D

Notice #1: General Information Notice & Notice of Relocation Eligibility

Notice #2: 90-Day Notice of Displacement

Notice #3: 30-Day Notice of Displacement



GENERAL INFORMATION NOTICE
NOTICE OF ELIBILITY FOR RELOCATION ASSISTANCE
NOTICE OF DISPLACEMENT

March 3, 2020

Dear _____:

The property you currently occupy, Putnam School Apartments (86 Otis Street, Cambridge, MA), is planned for renovation. This letter is to notify you that the planned rehabilitation will require you to be relocated temporarily from your unit no later than December 1, 2020. We will continue to provide further details on the planned renovations as the design develops.

As you know, on December 16, 2019, the Cambridge Housing Authority (CHA) notified residents of Putnam School Apartments of plans to renovate the building. The CHA has since received an allocation of Tax-Exempt Private Activity Bonds from MassDevelopment to fund renovations at Putnam School. These funds are tied to the calendar year and must be used by the end of 2020. As a result, CHA is fast-tracking the design process for renovations at the property and will start construction in January 2021. Construction at the building is expected to last up to 18 months.

In order for the CHA to complete the renovation work at Putnam School, you will need to be relocated temporarily. **Residents are considered “displaced” because construction is anticipated to last longer than 12 months. However, all residents have the right to return to Putnam School after construction is complete.**

This notice does not mean that you need to leave the property at this time. This is your Notice of Eligibility for relocation assistance under the Uniform Relocation Assistance and Real Property Acquisition Policies Act (the “Uniform Act” or “URA”).

According to URA, you are eligible for the following relocation assistance and payments:

- 1) Relocation advisory services that include referrals to replacement properties, help in filing payment claims and other necessary assistance to help you successfully relocate;
- 2) At least 90 days' advance written notice of the date you will be required to move;
- 3) Payment for moving expenses; and

4) Payments to enable you to rent a similar replacement home.

Your Date of eligibility for relocation assistance and payments is February 13, 2020.

Aliens not lawfully present in the United States are not eligible for URA relocation assistance, unless such ineligibility would result in exceptional and extremely unusual hardship to a qualifying spouse, parent, or child as defined at 49 CFR 24.208(h). All persons seeking relocation assistance will be required to certify that they are a United States citizen or national, or an immigrant lawfully present in the United States.

You have the right to return to the project after the project is complete. You will be able to lease and occupy a unit in the renovated building when rehabilitation is complete.

You will not be required to move until you are given at least 90-day advance written notice of any required move and at least one comparable replacement dwelling has been made available to you.

When you are required to relocate from the property in the future, you will be informed in writing. The CHA will inform you of what assistance and payments you are eligible for and how you will receive these payments. You will be provided reasonable assistance necessary to complete and file any required claim to receive a relocation payment. If you feel that your eligibility for assistance is not properly considered, you will also have the right to appeal a determination on your eligibility for relocation assistance.

You should continue to pay your rent and meet any other requirements specified in your lease. If you fail to do so, the CHA may have cause for your eviction. If you are evicted, you may become ineligible to receive relocation assistance.

It is very important for you to contact us before making any moving plans. You will be contacted soon so that we can provide you with more information about the proposed project. We will make every effort to accommodate your needs. In the meantime, if you have any questions about our plans, please contact your Relocation Coordinator.

Jennifer Jones, Relocation Coordinator: 617-520-6392, jjones@cambridge-housing.org
Patrick Brekka, Relocation Coordinator: 617-520-6263, pbrekka@cambridge-housing.org
Alex Zuluaga, Relocation Coordinator: 617-405-5553, azuluaga@cambridge-housing.org

This letter is important to you and should be retained.

Sincerely,

Michael J. Johnston, Executive Director



30-DAY NOTICE OF RELOCATION

[Insert Date]

Dear [Insert Resident's Name],

On December 16, 2019 the Cambridge Housing Authority (CHA) notified you of proposed plans to rehabilitate Putnam School Apartments. On March 3, 2020, the CHA issued a General Information Notice/Notice of Eligibility for Relocation Assistance/Notice of Displacement to every resident indicating that all residents must relocate temporarily from Putnam School no later than December 1, 2020 in order to allow construction to commence. **However, all residents have the right to return to Putnam School after construction is complete.** Construction is anticipated to start in January 2021 and is expected to last up to 18 months.

As a resident of Putnam School, this notice informs you that a decent, safe, and sanitary dwelling unit will be made available to you and you will be required to move by: [Insert Date].

Please note that this is not your move date. This date reflects the earliest date by which you will be required to move, unless you have chosen a shorter period of notice in order to facilitate a transfer to a preferred apartment and/or property. In either case, your Relocation Coordinator will be in touch with you to schedule your move.

Packing supplies are now available to you to assist you in preparing for your move.

If you have any questions about this notice and your eligibility for relocation assistance and payments, please contact your Relocation Coordinator before you make any moving plans. The CHA Relocation Coordinator will assist you with your move to a temporary unit and help ensure that you preserve your eligibility for all relocation payments to which you may be entitled.

Jennifer Jones, Relocation Coordinator: 617-520-6392, jjones@cambridge-housing.org

Patrick Brekka, Relocation Coordinator: 617-520-6263, pbrekka@cambridge-housing.org

Alex Zuluaga, Relocation Coordinator: 617-405-5553 azuluaga@cambridge-housing.org

Sincerely,

Jennifer Jones, Patrick Brekka, Alex Zuluaga
Relocation Coordinators



90-DAY NOTICE OF RELOCATION

[Insert Date]

Dear [Insert Resident's Name],

On December 16, 2019 the Cambridge Housing Authority (CHA) notified you of proposed plans to rehabilitate Putnam School Apartments. On March 3, 2020, the CHA issued a General Information Notice/Notice of Eligibility for Relocation Assistance/Notice of Displacement to every resident indicating that all residents must relocate temporarily from Putnam School no later than December 1, 2020 in order to allow construction to commence. **However, all residents have the right to return to Putnam School after construction is complete.** Construction is anticipated to start in January 2021 and is expected to last up to 18 months.

You do not need to move now. This notice also informs you that and a decent, safe, and sanitary dwelling unit will be made available to you at least 90 days before you are required to move, unless you have chosen a shorter period of notice in order to facilitate a transfer to a preferred apartment and/or property. In either case, your Relocation Coordinator will be in touch with you to discuss relocation options.

Since your temporary relocation will exceed one year, you qualify as a “displaced person” under the Uniform Relocation Assistance and Real Property Acquisition Policies Act (URA), and will be entitled to relocation assistance and payments under URA.

The relocation assistance to which you are entitled includes:

- **Payment for Moving Expenses.** You are entitled to be reimbursed for all reasonable out-of-pocket expenses incurred in connection with any temporary move. CHA will provide a mover and will cover the expenses relating to disconnection and reconnection of existing utilities, including telephone, cable service or internet access.
- **Relocation Advisory Services.** Includes counseling and other assistance to help you find another home and prepare to move.
- **Replacement Housing Payment.** 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 unit, (2) the monthly rent and cost of utility services for your present unit, and (3) 30% of your average monthly gross household income. This payment is calculated on the difference between the old and new housing costs for a one-month period and multiplied by 42.

Listed below are buildings that may have comparable replacement dwellings that you may wish to consider for your replacement home. If you would like, we can arrange transportation for you to inspect these and other replacement dwellings:

- Millers River Apartments (15 Lambert Street, East Cambridge)
- Manning Apartments (237 Franklin Street, Central Square)
- LBJ Apartments (15 Erie Street, Cambridgeport)

We believe the dwelling unit located at one of the above locations is representative of your present apartment at Putnam School. In principle, during the relocation period, tenants should not have to pay more rent than they were paying at Putnam School (as adjusted for tenant-paid utilities). Please contact us immediately if you believe this dwelling may not be comparable to your current home. We can explain our basis for selecting this dwelling as most representative of your current home and discuss your concerns.

Replacement Housing Payments are available (see above). Please refer to the Putnam School Apartments Resident Relocation & Unit Assignment Policies and Procedures Agreement for a complete list of relocation options. Please note that all replacement housing must be inspected in order to ensure it is decent, safe and sanitary before any Replacement Housing Payments are made. If you disagree with this determination, you may file a written appeal to the CHA.

If you have any questions about this notice and your eligibility for relocation assistance and payments, please contact your Relocation Coordinator before you make any moving plans. The CHA Relocation Coordinator will assist you with your move to a temporary unit and help ensure that you preserve your eligibility for all relocation payments to which you may be entitled. Please find contact information for CHA's Relocation Coordinator's below:

Jennifer Jones, Relocation Coordinator: 617-520-6392, jjones@cambridge-housing.org

Patrick Brekka, Relocation Coordinator: 617-520-6263, pbrekka@cambridge-housing.org

Alex Zuluaga, Relocation Coordinator: 617-405-5553 azuluaga@cambridge-housing.org

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

This letter is important to you and should be retained.

Sincerely,

Jennifer Jones, Patrick Brekka, Alex Zuluaga

Relocation Coordinators

ATTACHMENT E

**PUTNAM SCHOOL APARTMENTS
ASSURANCE OF PERMANENT HOUSING AND BENEFITS**

The Cambridge Housing Authority guarantees to _____ who resides or resided at 86 Otis Street, Apartment #_____, Cambridge MA, 02141 on or after _____, the right to permanent housing at 86 Otis Street upon completion of its revitalization program subject to the terms and conditions of the Resident Relocation and Unit Assignment Policies and Procedures (“Agreement”) between the Cambridge Housing Authority and the Residents of Putnam School Apartments dated _____, 2020 and the right to all other benefits, assistance, and procedures as provided for that Agreement, the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended.

Executed in duplicated on the dates listed below:

RESIDENT

Date

CAMBRIDGE HOUSING AUTHORITY

Date

Michael J. Johnston, Executive Director

Date

Kevin Braga, Director of Operations

ATTACHMENT F

Relocation Claims Form: Moving Related Costs Relocation: Reporting Damage Claims

Relocation Claims Form: Moving Related Costs

Please complete this form if you are requesting reimbursement for Moving Related Costs

Resident Information	
Resident Name:	
Current Address:	
Original Address:	
Contact Information (phone/email):	
Please check off which claim you are submitting billing/receipts for:	
<input type="checkbox"/> Moving Materials Boxes, bubble wrap, packing supplies purchased out of pocket. **Please note: CHA will provide moving material for your relocation**	<input type="checkbox"/> Car Registration Transfer cost of their car registration or repermitting resulting from the relocation upon receipt of itemize bill from RMV and/or City or Town.
<input type="checkbox"/> Storage Costs ** [redacted] s do p [redacted] If you choose to use a storage facility different from CHA's provided moving companies, please speak with your assigned relocation coordinator first.	<input type="checkbox"/> Moving Expenses if opting for Section 8 voucher/lease-up Security Deposit, Last Month's Rent & Early Termination Costs
<input type="checkbox"/> Utility Reconnection Expenses Fees associated with transferring <i>existing</i> telephone, internet and cable services due to moves to/from your original relocation site.	
Other Moving Related Costs	
**Households need to receive prior written approval from CHA for other <u>reasonable</u> moving related costs incurred due to relocation.	
<input type="checkbox"/> Other (please specify):	

- Alexandra Zuluaga, 617-405-5553, azuluaga@cambridge-housing.org
- Patrick Brekka, 617-520-6263, pbrekka@cambridge-housing.org
- Jennifer Jones, 617-520-6392, jjones@cambridge-housing.org

Resident Signature: _____

Date of submission: _____

Please note: Once required information from this form is received by your Relocation Coordinator, it will be reviewed for approval. If approved, please allow up to 20 business days for reimbursement to be issued. If claim is denied, you have the right to appeal the decision to Kevin Braga, Director of Operations: 617-520-6336 or kbraga@cambridge-housing.org

Relocation- Reporting Damage Claims

Process:

1. **Before completing this form, it is important that you contact your Relocation Coordinator immediately after your move to report claims of damage(s) to your property.**
2. Please complete this form in its entirety. Incomplete forms/information may delay review of damage claim.
3. You have up to 30 days after your move date to return this form to your Relocation Coordinator for review.
4. Upon review, if the moving company used for your move is confirmed to have caused damage to your property, CHA will contact you for a proposed resolution. This may be, but not limited to:
 - a. Restoration or repair service provided by the moving company
 - b. Reimbursement for replacement value of damaged item(s), which can be identified from the following:
 - i. Receipt
 - ii. Upon research/review of comparable item.
5. If we cannot prove the damage was caused by the moving company used for your move, your claim may be denied. If denied, you have the right to appeal decision to Kevin Braga, Director of Operations: 617-520-6336 or kbraga@cambridge-housing.org

Additional Information:

- If a CHA tenant coordinator was present for your move while any alleged damages took place, please let the tenant coordinator at the time of damage.
- If you can, please take pictures of the damage and submit to your assigned relocation coordinator. If you cannot take pictures of the damage, please reach out to your relocation coordinator to coordinate a home visit to assess property. *Pictures can be submitted to your relocation coordinator's email or printed and attached to this form.*

Resident Information	
Date of Submission:	
Resident Name:	
Current Address:	
Original Address:	
Contact Information (phone/email):	

Information about your move			
Date of Move:			
Moving Company Responsible for your move:		Was a tenant Coordinator present for your move?:	<input type="checkbox"/> YES <input type="checkbox"/> NO

Damage Chart				
Item Description	Did you pack the item yourself? (Yes or No- If no, who packed this item?)	What was the damage? (Break, scratch, missing piece, etc.)	Condition of item prior to move (missing pieces, worn, pre-existing scratches/marks, wobbly/shaky, etc)	Upon completion of the move, did you assess items condition?

Please provide any additional information necessary in the space below that supports claim of damage(s), if you need more space, please use the back of this page.

Please check off submission form and supplemental documents to your assigned Relocation Coordinator:

- Alexandra Zuluaga, 617-405-5553, azuluaga@cambridge-housing.org
- Patrick Brekka, 617-520-6263, pbrekka@cambridge-housing.org
- Jennifer Jones, 617-520-6392, jjones@cambridge-housing.org

Resident Signature: _____

Date of submission: _____