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RELOCATION ASSISTANCE PROGRAM PROCEDURE MANUAL

The City of Hartford will provide relocation assistance to individuals, families and businesses that are displaced as a result of a project, program or code enforcement activity undertaken by the City of Hartford or its agents in accordance with the Uniform Relocation Assistance Act (Chapter 135 of the Connecticut General Statutes). The purpose of this Act is to establish a uniform policy for the fair and equitable treatment of all persons and businesses displaced by state and local real property acquisition projects and code enforcement activities.

Relocation assistance will be provided to any City resident in ways consistent with the city's commitment to Fair Housing. Participants will not be discriminated against on the basis of race, color, religion, age, ancestry, national origin, sex, familial status, or handicap. The city will provide relocation assistance to each individual, household or business 1) displaced by the demolition or rehabilitation of a unit as a direct result of assisted activities; 2) temporarily relocated as a direct result of CDBG assisted activities; and 3) displaced due to municipal code enforcement activities.

Assistance in the form of financial compensation will be provided to residents who are displaced as a result of the above actions only. This policy covers only those individuals who are listed in the existing lease of the housing unit. Should a resident be displaced by fire, other means of assistance, through agencies such as the Red Cross, shall be available.

WHEN A RESIDENT IS DISPLACED

When the code enforcement official who has deemed the dwelling unit is unfit for human occupancy, a vacate letter will be issued to the tenant(s), a copy will be sent to the Department of Health & Human Services(HHS) and a referral will be made to the City's Relocation Program. If appropriate, a Relocation Counselor will be dispatched to the resident's location. The worker will complete an intake form (Form A), which will determine the resident's immediate needs, and will issue a letter to the City attorney to attach a lien to the property. In the event that the displacement is a result of tenant-initiated action (failure to pay utility bills, illegal use of utilities, etc.), relocation assistance will not be provided.

If the resident receives State assistance, s/he will be directed to contact his/her State worker for assistance. If the resident **does not** receive State assistance, using the information provided in Form A, eligibility to receive relocation assistance will be determined and information and contacts will be provided as to any other agencies that can be of immediate assistance (Form A-1). The resident will also receive the Relocation Brochure (attached), which will provide information on relocation assistance eligibility and procedures.

Following initial contact, the Relocation Counselor will send the resident a form letter (Form B), outlining the procedures for determining eligibility and requesting certain documentation from them. A letter (Form B-1) will also be sent to the property owner, when necessary, informing them of the resident's relocation and the property owner's responsibility to reimburse the City for relocation costs.

Upon receipt of all of the required documentation, a determination of eligibility will be made through the completion of the Eligibility Form (Form C). At that time, computation of moving expenses and relocation assistance will be made. The form of the payment and to whom it will be made is to be determined as follows:

- Payment for moving expenses will be made directly to the moving company, unless a lump sum payment is requested.
- Payment for emergency hotel stays will be made directly to the hotel.
- Gap payment for increase in rental cost will be made directly to the new property owner, except where the resident provides proof that payment to the new property owner has been made.

Residents who require immediate shelter may be given security, rent, and moving vouchers (attached), in accordance with the Uniform Relocation Act and as approved by the Director of Health and Human Services. The relocation worker will provide (on city letterhead) notice along with the voucher outlining the process in which the vouchers are to be redeemed. Residents, who chose not to accept the vouchers and have been deemed eligible, may receive reimbursement for approved expenses by submitting valid receipts for monies spent. Reimbursement checks will be available 30-45 business days after receipts have been accepted.

If a resident is unable to identify comparable housing on their own, the relocation worker will assist the displaced tenants with housing options with the City's designated housing contractors. If the resident refuses to accept the unit, they will acknowledge such through acceptance and signature of a release form (Form D), which will free the City from future obligation. These tenants may still be eligible for relocation assistance payments, required they identify a unit within 21 days of the date of the release letter.

Residents who request lump sum payments for moving expenses or any other allowable costs will be receive said payments according to the fixed schedule of payments outlined

by State Statutes (Sec. 8-273-3); and sign a release (Form E), holding harmless the City from any further monetary responsibility for those costs.

HHS - RELOCATION WORKER'S RESPONSIBILITY

1. Provide assessment of eligibility services.
2. Make referrals to appropriate agencies and programs.
3. Obtain proper documentation as required by the Uniform Relocation Act.
4. Submit paperwork to Supervisor for payment eligibility.
5. Connect displaced residents with emergency shelters.
6. Provide housing relocation assistance and other services as needed.

TENANT'S RESPONSIBILITY

1. Provide necessary documentation.
2. Complete and sign requested paperwork.
3. Identify another apartment.
4. Comply with scheduled appointments.
5. Make phone calls or visit other agencies as requested. Provide written documentation as necessary.

L&I - CODE ENFORCER'S RESPONSIBILITY

1. Make appropriate referrals to Relocation program once a final decision to vacate the dwelling unit has been made.
2. Provide timely notification about actions to be taken.
3. Whenever deemed possible, discuss and plan the timing of action to be taken with Relocation Worker.
4. Provide Relocation Worker with appropriate information and documentation as needed.