

City of Hartford Relocation Roadmap

The following outlines the process one can expect after being displaced and searching for housing via the Relocation Program

1. If you have been involved in a fire, go to Hartford Fire Department (HFD) at Public Safety Complex

...located at [253 High Street](#), Hartford, CT, to obtain a copy of your **Emergency Relocation Record** letter verifying that you were a resident of a building involved in a fire. This letter is given to the head of household only, and you will be required to provide proof of address. The Special Services Unit of HFD can answer questions related to the safety of the building, damages, getting necessary items out of the unit (*see documentation listed in step 3 below*), and other fire-related issues. The Special Services Unit phone number is [860.757.4520](#).

2. Go to the Division of Licenses and Inspections (L&I)

...located at [260 Constitution Plaza](#), First Floor, Hartford, CT, to obtain either a **Vacate Notice** or an **Owner Violation Letter** if your unit and/or building has been deemed uninhabitable. This means your dwelling is not safe for you to return until repairs are made and/or utilities are working properly. In other circumstances, the building may be condemned or destroyed. L&I can be reached at [860.757.9200](#), or [860.757.9210](#).

Reminder

- You will need your **Emergency Relocation Record** letter from HFD and a picture ID

3. Contact the Department of Health and Human Services (HHS)

...located at [131 Coventry Street](#), Hartford, CT. HHS will complete the following with you:

- Relocation intake
- Release of information
- Determine eligibility and make referrals as needed for temporary housing, moving expenses, storage, and rental assistance

In order to make this process as smooth as possible, you will need to provide to HHS with:

- Rent receipts for the 90 days immediately prior to displacement
- Copy of the lease for the uninhabitable dwelling
- CT driver's license or ID card
- Utility bill for the uninhabitable dwelling
- Proof of income (e.g., pay stubs, employment verification letter, etc.)
- Either the **Vacate Letter** or **Owner Violation Letter**

If any of the above items cannot be obtained, your Relocation Program Case Worker will work with you to obtain proper documentation. ***It is highly important that you maintain communication with your Case Worker and share contact information for continuous quality services.*** HHS can be reached at [860.757.4700](#).

4. Search for new housing

Your new dwelling must be **comparable by monthly rent and by number of rooms**. Upon securing a suitable dwelling, the following forms must be completed prior to moving into any permanent housing:

- A completed W-9 Request for Taxpayer Identification Number and Certification
- An L&I Certificate of Apartment Occupancy (CAO) obtained from the new landlord
- Section 8 or HUD inspection (if applicable)
- Letter of verification stating approval by the new landlord
- A signed lease for your new dwelling

Other things you need to know

- The new residence must be within 50 miles of Hartford's borders
- If you have been approved for relocation assistance payments, it will take **2 to 6 weeks** for payments to be processed

CITY OF HARTFORD

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