

## TEMPORARY RELOCATION

### FREQUENTLY ASKED QUESTIONS

**1. Why was the 6<sup>th</sup> floor chosen as the relocation unit floor?**

This is because there were more vacancies on this floor than any other floor.

**2. Will the drop off space along the side of the building that residents use for medical transportation pick up still be accessible during construction?**

Yes, it will be accessible all the way through construction of the parking lot, then during this time, different pick up spots will be designated for this service. This space will also still be available after construction is completed.

**3. Where will residents park during the construction of the parking lot?**

Home Forward will work to provide residents with parking passes so they can park on the street during this construction period.

**4. Will my unit be cleaned and free from pests during the temporary dwelling rotations?**

Yes, each unit used as a temporary dwelling will be professionally cleaned, as well as inspected and treated for pests before and after each rotation.

**5. Will other residents be using my belongings while I am out of my unit?**

No, you will have the option of temporarily storing your items during this relocation period, at the cost of Home Forward.

**6. What will happen to units paying cable and internet?**

Temporary units will be provided streaming services by Home Forward. Some providers allow you to pause services or transfer services, and Home Forward can help cover any fees that result from this.

**7. Will my shower grab bars still be there when I return?**

The relocation staff will need to know about this during the household assessments to ensure they are.

**8. Can we use portable air conditioners in our temporary units?**

Home Forward will provide these in the summer months for the 6<sup>th</sup> floor units.

**9. Where will furniture go that cannot fit in our temporary units?**

Furniture will need to go into storage, which can be provided by Home Forward's contracted movers. Once in storage, these items cannot be accessed during relocation.

**10. Why can we not access storage units during relocation?**

This is because the professional movers have their own storage units, and enforce this rule for safety and liability reasons.

**11. My stove in my kitchen does not work. Is this something that can be replaced or fixed during renovations?**

Please let relocation know about certain things that need replacing. These will be decided on a case by case basis.