



Individual Storage Unit(s) Relocation Assistance

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PRELIMINARY INFORMATION

Prior to explaining the relocation assistance program gather the following information:

- Owners name, address & any other contact information
- Length of property ownership
- Any special property concerns
- Relocation Assistance Booklet

INITIAL INTERVIEW

Items to discuss with the owner during the initial interview process:

- Explain how the relocation assistance program works:
 - *Calculation of payment*
 - *Anticipated vacate dates*
 - *90 Day Notice (60/30)*
 - *Process to order move payment*
 - *Visual verification*
 - *Provision of payment*

INITIAL INTERVIEW

Anticipated points of concern by property owner:

- Are you going to run off my tenant(s)?
 - *No, the relocation assistance is not intended to jeopardize owner/tenant relationship.*
 - *Stress that all displacees are responsible for any/all rents due owner until owner is paid for the property.*

INITIAL INTERVIEW

- Protective Rent Availability?
 - *Requires Central Office Approval*

- Obtain helpful information from owner on units to be acquired:
 - *Number of units*
 - *Individual sizes of units*
 - *Monthly rental amounts per unit*
 - *Occupancy rates (seasonal changes)*

INITIAL INTERVIEW

Anticipated points of concern by property owner:

- Does the owner have any personal property stored in units being impacted?
- Tenant(s) will not be contacted until FMV Offer is presented to the owner.
- Tenant(s) information will need to be obtained when FMV Offer is presented to the owner.
- Provide owner agent's contact information.

WHEN FMV OFFER IS PRESENTED

- Provide the 90 Day Notice if owner has contents that will need to be relocated.
- Obtain individual tenant contact information.
- Ask owners if they have any questions.



INVENTORY

- Items to obtain for certified inventory:
 - *Take plenty of photographs.*
 - *Explain that the certified inventory form (TC62-68) and how it will need to be signed by tenant.*
 - *Obtain destination information.*
- Remind the tenant of the method utilized to calculate the move payment.

CALCULATION OF MOVE PAYMENT

- Check with local mover to obtain moving rates for:
 - *Cost per man-hour per person*
 - *Cost for moving truck per hour*
 - *Hourly cost for specialized equipment*

CALCULATION OF MOVE PAYMENT

- Have another agent review the inventory and hourly rates provided by mover.
 - *Determine the number of man-hours needed to load, transport, and unload personal property.*
 - *Determine the number of hours equipment will be needed to perform move.*
- Do the math

APPROVAL PROCESS

- Once move amount is calculated submit for approval
 - *If estimate is \$10,000 or less it requires approval by the District R/W Supervisor.*
 - *If estimate is over \$10,000 it will require the approval of the District R/W Supervisor & Central Office Staff.*
- Submit for approval

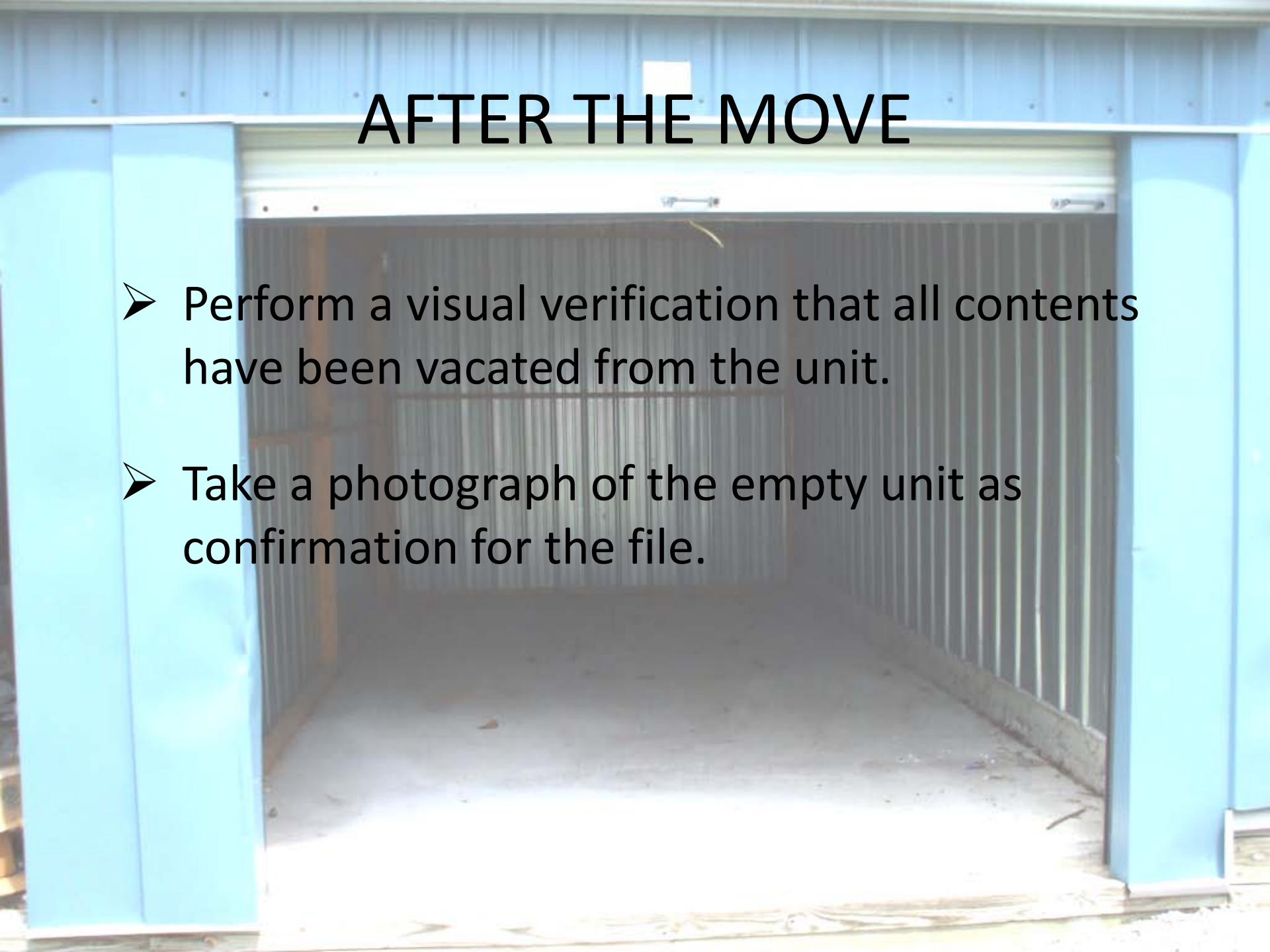
AFTER APPROVAL



- Once the estimate has been approved:
 - *Notify displacee of the approved amount (should be done in writing).*
 - *Notify displacee they may begin moving their items.*
- Explain to displacee that agent needs to be notified when unit has been vacated.

AFTER THE MOVE

- Perform a visual verification that all contents have been vacated from the unit.
- Take a photograph of the empty unit as confirmation for the file.



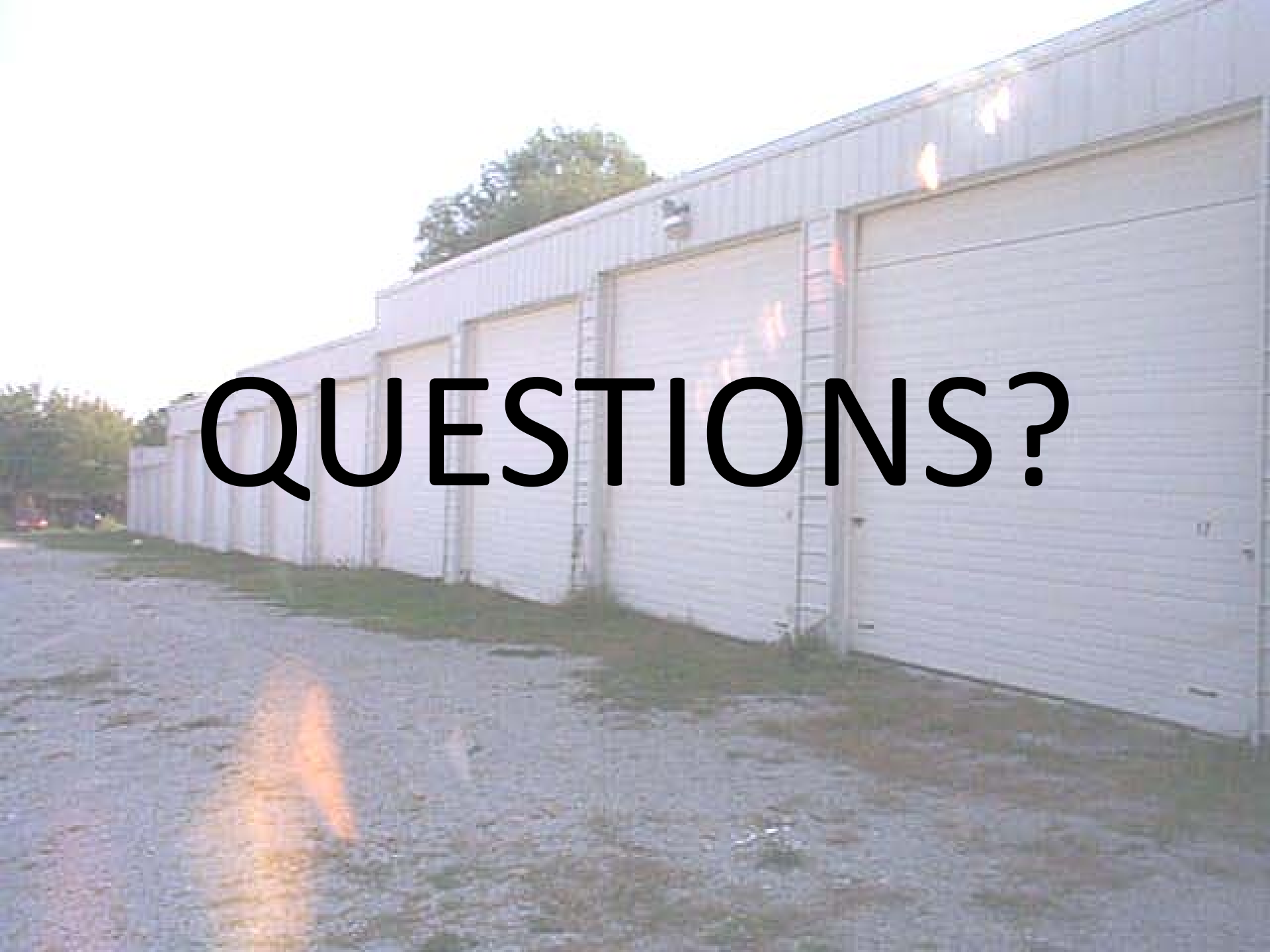
AFTER THE MOVE

- Agent complete, sign and submit the following to the District for payment:
 - *Non-Residential Payment Request Form (TC62-207)*
 - *Payment summary (TC62-209A/B)*
 - *Approved Move Estimate (TC62-206)*
 - *Certified Inventory (TC62-68)*
 - *Record of Contacts (TC62-77)*
 - *Include a photograph of the vacated unit*

DELIVERY OF CHECK



- Agent has option of either hand delivering check to displacee or mailing certified.
- Obtain displacee signature on Relocation Payment Summary (TC62-210).



QUESTIONS?