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**1. PURPOSE:**

The purpose of this document is to define the procedure for providing residential and business relocation assistance for persons and businesses displaced by construction of the Project.

**2. RESPONSIBILITIES:**

**2.1** Assistant Executive Director (AED) – The AED shall be responsible for reviewing and signing replacement housing supplements, letters of eligibility and notices to vacate. The AED is also responsible for approving all relocation payment requests and authorizes the Relocation Team to deliver relocation payment checks to all displaced residents and businesses.

**2.2** The NTTA legal counsel and representatives of the Authority are responsible for reviewing all relocation appeals and determining eligibility or compensation due to individual, family or business.

**2.3** The Relocation Manager and Relocation Team shall be responsible for coordinating with NTTA legal counsel and the Authority regarding procedures to contact and provide relocation assistance to residential and business property owners and tenants and outdoor advertising sign owners displaced by the Project. The Relocation Team shall provide informational brochures, prepare and issue letters of eligibility to displaced residents and businesses. The Team is also responsible for determining eligibility for moving/relocation expenses, notifying the affected displaces and delivering the 30 day “Notice to Vacate” upon receipt of acquisition letters and delivery of all relocation payment claims.

**2.4** Relocation Manager shall be responsible for reviewing and approving all relocation replacement housing supplements and relocation claims submitted by the ROW Relocation Team. In addition, the Relocation Manager shall be responsible for coordinating with ROW Acquisition Team to determine priority of parcels to advance construction.

**3. SCOPE/APPLICABILITY:**

This procedure shall apply to all NTTA projects and corridors for which relocation services are required to support project construction.

**4. REFERENCES:**

- Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended  
<http://www.fhwa.dot.gov/realestate/ua/>
- TxDOT Relocation Assistance Manual  
<http://onlinemanuals.txdot.gov/txdotmanuals/rel/index.htm>

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**5. DEFINITIONS & ACRONYMS**

- RHP – Replacement Housing Payment
- DS&S – Decent, Safe and Sanitary

**6. PROCEDURES:**

The ROW Relocation Team shall perform the following:

**6.1 Notification of eligibility**

- Notify all property owners and potential displacees of eligibility for relocation assistance and provide them with a Relocation Assistance Brochure at time of initial contact
- Conduct Interviews with displacees
- Issue letters of eligibility to all displacees

**6.2 Residential Comparable Housing**

- Locate, evaluate, and maintain files on comparable available housing
- Calculate Replacement Housing supplements
- Obtain approval of RHP calculation from Relocation Manager
- Prepare 90-day letter and submit RHP calculation to AED for approval
- Deliver 90-day letter of replacement housing benefits to displacee
- Comply with all rules and regulations regarding inspection and provision of decent, safe, and sanitary replacement housing
- Obtain a minimum of two move bids for each business or residence that requires relocation and review them with displacees, reach consensus on the selected mover and amount.

**6.3 Non-residential**

- Issue 90-day letter of eligible relocation benefits
- Prepare moving plan
- Determine if two phase move is necessary and if temporary storage is required
- Obtain a minimum of two move bids and personal property inventory, review with property owner(s) and reach agreement on the settlement amount

**6.4 Appeals**

- Submit appeals that are received to NTTA Legal for review to determine if eligibility can be approved
- Notify displacee of the appeal decision by the Authority; if appeal is denied, then the process ends

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**6.5 Notification to Vacate**

- Issue 30-day notice to vacate letters
- Take a photograph of the subject property on the date of take for relocation verification
- Inspect move and verify personal property inventory

**6.6 Claims**

- Assist displacee with the preparation of relocation claims upon completion of personal property move
- Prepare and deliver to the Authority all relocation payment claim submissions for all displacees
- Deliver relocation payment checks to displacees

**6.7 File management**

- Maintain relocation contact logs and keep the Authority informed of all communications received from displacees
- Maintain relocation files and relocation status reports
- Upon processing all associated relocation claims, prepare Relocation Parcel Closeout Checklist, ROW-05-F1, and upload the displacees relocation file containing personal and confidential information to NTTA's file retention and storage location

**7. REGULATORY REQUIREMENTS:**

All Relocation Services provided by the Right of Way Acquisition Team shall conform to all applicable laws, rules, and regulations governing the right-of-way acquisition and/or condemnation by the Authority.

**8. RELATED BOARD POLICY:**

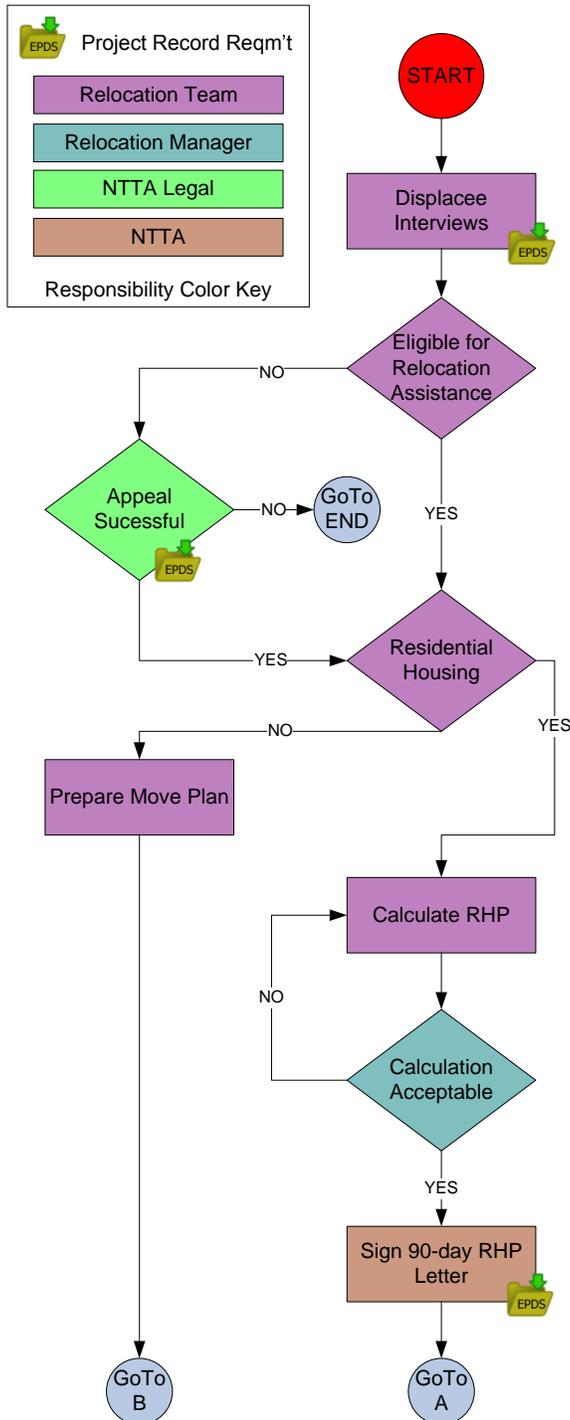
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**9. COMPONENT DOCUMENTS:**

[ROW-05-F1](#) Relocation Parcel Closeout Checklist

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**10. FLOWCHART:**



**Relocation Team:**

- Notify property owners and Displacees of potential eligibility for relocation assistance
- Provide "Relocation Assistance Brochure"
- Issue letters of eligibility

**Relocation Team:**

- Team determines eligibility based on comparable available housing data

**NTTA Legal:**

- Reviews Displacees appeal and determines if eligibility can be approved
- If no, then process ends
- If yes, then proceed to next step

**Relocation Team:**

- Team determines if Displacee is a residential or business

**Relocation Team:**

- Team prepares move plan(s) (one or two phase)
- Temporary storage
- Obtains at least two move bids

**Relocation Team:**

- Team calculates replacement housing supplements based on comparable available housing data

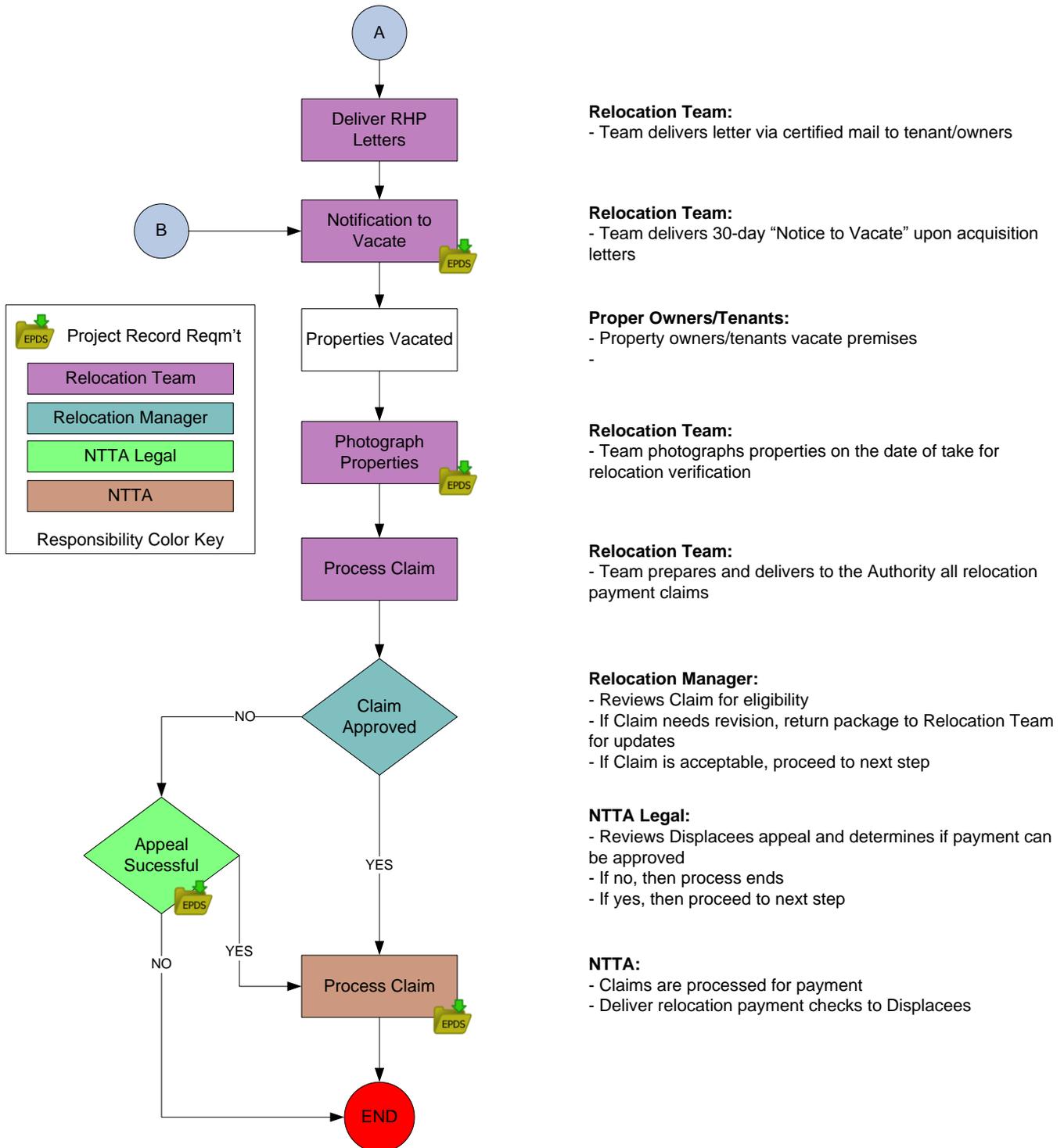
**Relocation Manager:**

- Reviews RHP calculation
- If calculation needs revision, returns calculation package to Relocation Team for updates
- If calculation is acceptable, proceed to next step

**NTTA:**

- NTTA reviews and signs RHP letters

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**11. REVISION HISTORY:**

Revision	Revised by:	Date Issued	DRN	Reason for Revision
0	Dave Clarke	03/29/2010	10100	Original Issue