

NTTA Projects	Original Issue Date: 03/29/2010	ROW-05
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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 Right-of-Way (ROW) acquisition necessary for the construction of the Project.

2. RESPONSIBILITIES:

- 2.1 Assistant Executive Director of Infrastructure (AEDI) – The AEDI shall be responsible for reviewing and signing replacement housing supplements, letters of eligibility and notices to vacate. The AEDI is also responsible for approving all relocation payment requests and authorizes the ROW Team to deliver relocation payment checks to all displaced residents and businesses.
- 2.2 NTTA Legal Counsel – NTTA legal counsel advises and represents NTTA and is responsible for reviewing all relocation payments and appeals, determining eligibility or compensation due to individual, family or business relocations.
- 2.3 ROW Team – Responsible for coordinating with legal counsel and Project Delivery regarding procedures to contact and provide relocation assistance to residential and business property owners and tenants, including outdoor advertising sign owners displaced by the Project.
- 2.4 Project/Corridor Manager – The Project/Corridor Manager shall be responsible for reviewing and approving all relocation replacement housing supplements and relocation claims requested by the occupants being relocated. In addition, the Project/Corridor Manager shall be responsible for determining the priority of parcels and sequence of relocations necessary to advance construction.
- 2.5 Project Delivery (PD) – Project Delivery shall be responsible for oversight of all relocation services throughout the process.

3. SCOPE/APPLICABILITY:

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

4. REFERENCES:

- Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended
- TxDOT Relocation Assistance Manual

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5. DEFINITIONS & ACRONYMS:

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

6. PROCEDURES:

- 6.1 Notification of Eligibility** – The ROW Team is responsible to 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 and issue letters of eligibility to all displacees.
- 6.2 Appeals** – The ROW Team shall determine eligibility of relocation assistance based on comparable available housing data. ROW Team then submits appeals that are received by legal counsel for review to determine if eligibility can be approved. Legal counsel reviews appeals and makes and approves determination of eligibility. ROW Team then notifies displacees of the appeal decision by NTTA; if appeal is denied, then the process ends.
- 6.3 Residential Comparable Housing / Business** – The ROW Team is responsible to determine if it is residential or business relocation. ROW Team will then locate, evaluate, and maintain files on comparable available housing and prepare residential moving plan or non-residential moving plan as needed, determine if temporary storage is warranted for relocation of contents, calculate RHPs for residential use and comply with all rules and regulations regarding inspection and provision of decent, safe, and sanitary replacement housing. ROW Team shall obtain a minimum of two reputable move bids for each business or residence that requires relocation and review them with displacees, then reach consensus on the selected mover and amount. ROW Team then reviews bids and verifies that moving insurance is appropriate level for the value of the move. ROW Team then obtains approval of RHP calculation from Project/Corridor Manager. After approval, ROW Team prepares 90-day letter and submits to AEDI for approval (include the RHP calculation for residents). After AEDI approval, ROW Team shall deliver approved 90-day letter of replacement housing benefits to displacees.
- 6.4 Notification to Vacate** – ROW Team is responsible for issuance of 30-day notice to vacate letters. Photograph the subject property on the date of take for relocation verification, inspect move and verify personal property inventory, verify property owners/tenants vacate premises. In the event that the tenant(s) refuse to vacate within the allotted time period, ROW Team shall work closely with NTTA Project Delivery to resolve the issue.
- 6.5 Claims** – ROW Team assists displacee with the preparation of relocation claims upon completion of personal property move. Prepares and delivers to the ROW Manager all relocation payment claims for review and approval. Rejected claims may be appealed by the displacee to legal counsel. All appeals are reviewed by legal counsel and eligibility is determined. ROW Team delivers eligible claim payment checks to displacees.
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6.6 File Management - ROW Team shall maintain relocation contact logs and keep NTTA informed of all communications received from displaces, maintain relocation files and relocation status reports. Upon processing all associated relocation claims, ROW Team prepares the *Relocation Parcel Closeout Checklist*, ROW-05-F1, prepares the final relocation closeout files, and provides NTTA for file retention and storage.

7. REGULATORY REQUIREMENTS:

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

8. RELATED BOARD POLICY:

N/A

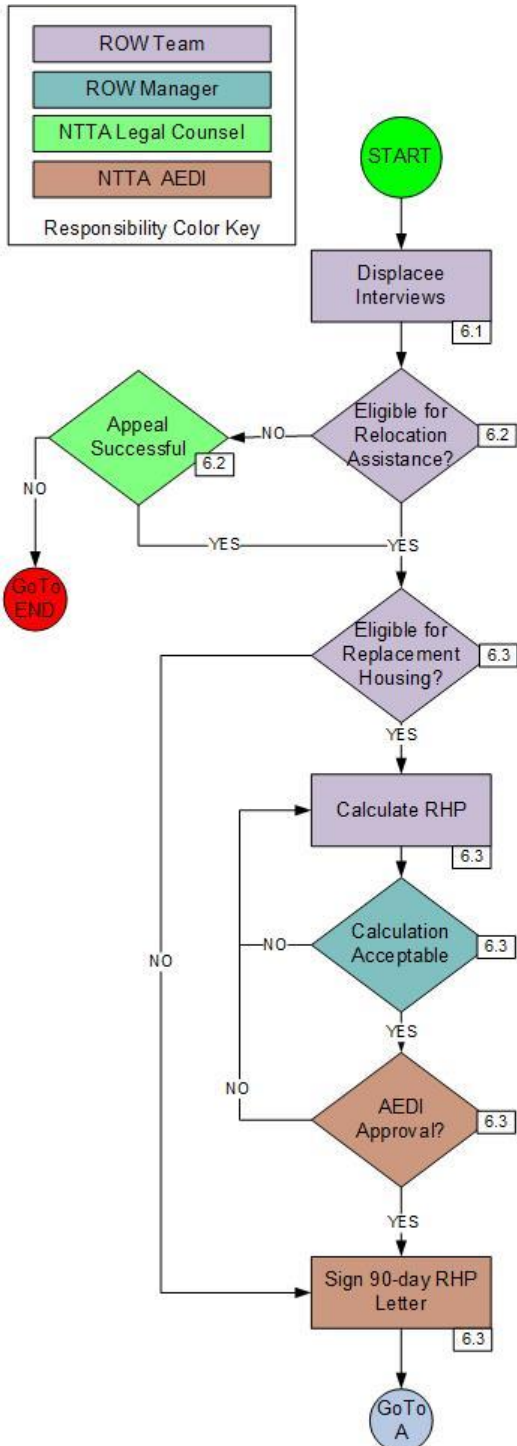
9. COMPONENT DOCUMENTS:

ROW-05-F1 Relocation Parcel Closeout Checklist

10. FLOWCHART

(See next page)

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ROW Team:

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

ROW Team:

- Determines eligibility of relocation assistance based on comparable available housing data

NTTA Legal Counsel:

- Reviews Displacees appeal and determines if eligibility can be approved

ROW Team:

- Determines if Displacee is a residential or business
- Prepares moving plan(s) (one or two phase)
- Determines if temporary storage is warranted.
- Obtains at least two move bids

ROW Team:

- Calculates replacement housing supplements based on comparable available housing data

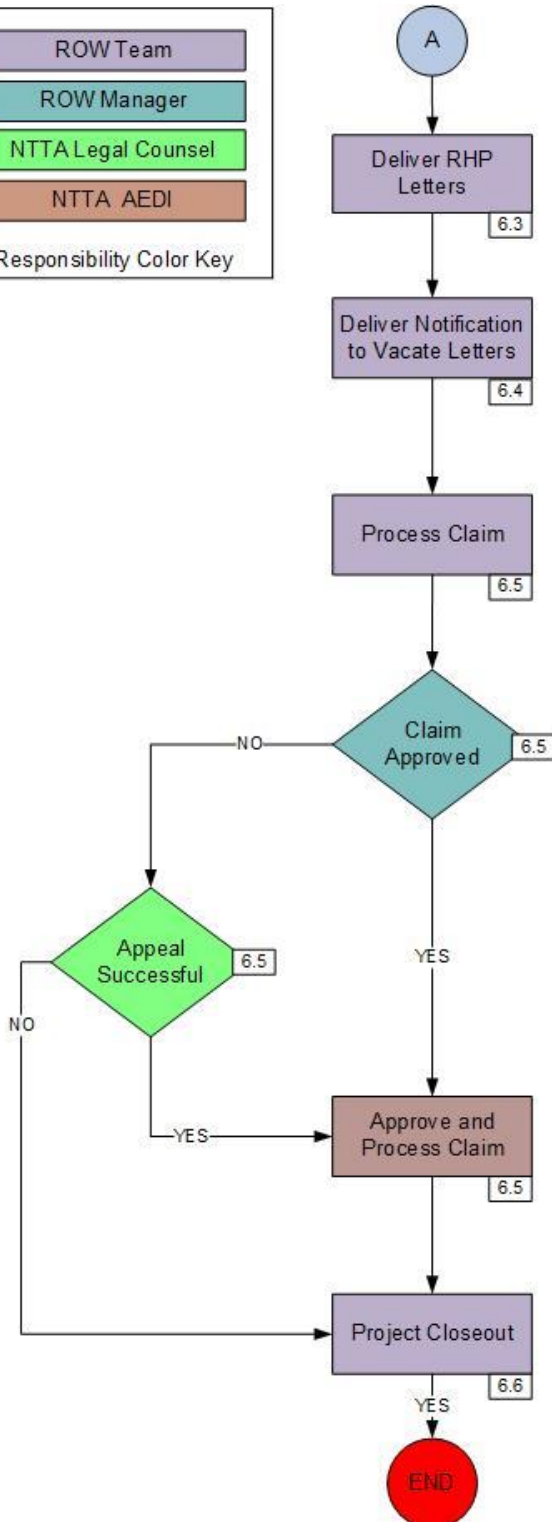
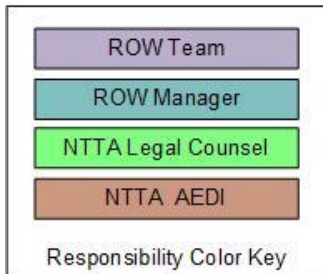
Project/Corridor Manager:

- Reviews RHP calculation
- If calculation needs revision, update calculation package
- If calculation is acceptable, proceed to next step

AEDI:

- Reviews and signs RHP letters

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ROW Team:
- Delivers letters via certified mail to tenant/owners

ROW Team:
- Delivers 30-day "Notice to Vacate" letters upon acquisition letters
- Verifies property owners/tenants vacate premises
- Photographs properties on the date of take for relocation verification

ROW Team:
- Prepares and delivers to the Authority all relocation payment claims

ROW Manager:
- Reviews Claim for eligibility
- If Claim needs revision, update package
- If Claim is acceptable, proceed to next step

ROW Team:
- Assists displacee with relocation claim, submits to ROW Manager for review/approval

NTTA Legal Counsel:
- Reviews Displacees appeal and determines if payment can be approved
- If no, then process ends
- If yes, then proceed to next step

AEDI
- Reviews and approves relocation payments.

ROW Team:
- Claims are processed for payment
- Deliver relocation payment checks to Displacees

ROW Team:
- Prepares and delivers all related closeout files to NTTA.
- Files retention and storage with NTTA.

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10. REVISION HISTORY:

Revision	Revised by:	Date Issued	DRN	Reason for Revision
0	Dave Clarke	03/29/2010	10100	Original Issue
1	Dave Clarke	10/14/2011	10362	Update position/team/department title in text and flowchart.
2	Dave Clarke	12/20/2012	10430	The Relocation Services process revised to reflect current roles and responsibilities, with clarification added to the written procedures and flowchart. The flow chart was revised to reflect the revisions made to the written procedures.
3	Marcos Sosa	05/26/2026	11108	Revised roles, formatting and language throughout document, and flowchart to reflect current NTTA practice.