



**Autumn Ridge Q&A**

**Contents**

I. Construction Scope..... 2

II. Relocation..... 3

    A. Relocation Notices..... 4

    B. Temporary Storage, Packing & Moving..... 5

    C. Temporary/Hospitality Units..... 6

III. Property Management ..... 7

    A. Recertification & Leases ..... 7

    B. Rent & Utilities ..... 8

    C. ADA..... 8

IV. Contact Information ..... 9



# I. Construction Scope

## 1. What's happening at Autumn Ridge?

Full Circle Communities (FCC) will receive Low Income Housing Tax Credits from the Illinois Housing Development Authority (IHDA) to rehab Autumn Ridge, preserve affordability, and ensure long-term financial stability. Full Circle's goal for the rehabilitation of Autumn Ridge is to improve the physical and financial health of the property to enhance the quality of life for existing and future tenants.

## 2. What changes can I expect at my apartment once the renovation is complete?

We are upgrading all units, including:

- New kitchen cabinets, appliances, bathrooms, luxury vinyl plank flooring, AC units, lighting, and doors (including unit entry doors and locks/keys).
- A layer of sound proofing will be added below the luxury vinyl plank.
- All units will be repainted.
- Pipes to be upgraded to improve water pressure.
- Some units will be made ADA accessible.

All building common areas will be updated with:

- New carpeting and lighting in corridors.
- New carpeting in stairs where currently exists (for stairs with rubber, rubber to remain).
- All common areas to be repainted.
- Upgraded plumbing connections in laundry rooms.

All buildings will undergo improvements to the building envelope, including:

- New asphalt shingle roofing, new gutters & downspouts.
- Parking lots to be repaved and restriped with new curb stops installed.
- Upgraded balcony guardrails.
- Targeted repairs across the buildings as needed.
- Brick tuckpointing.
- Each building to have at least one accessible entry at the ground level.

## 3. What is not included in the construction scope?

The following is *not* included in the construction scope and will remain as-is:

- Exterior doors and windows.
- Gyp board (walls will not be taken down to studs).
- The intercom or door entry systems.
- Power washing.
- The number of washers/dryers.
- Video cameras.
- Electrical outlets.
- Heat radiators.

- Stair railings.

Targeted repairs across the building will be made as needed. If any of the above items are currently damaged and/or causing life/safety issues, please contact property management and submit a maintenance request.

## II. Relocation

### 1. What should be expected during the relocation process?

Collaboration between Autumn Ridge residents, Urban Relocation Services (relocation consultant), Weis Builders (Contractor) and Full Circle Communities is essential to the success of this on-site relocation program. The following can be expected during the relocation process:

- URS will conduct a personal interview with each household in order to determine each household's specific relocation needs. During the interview, the relocation process will be carefully explained.
- Households will move to a temporary unit and then move back to their permanent unit once the work is completed. The temporary units will either be onsite or nearby in extended stay hotel rooms. It is expected that work in each unit will take 18-27 days. Each furnished temporary unit will come equipped with beds, sofa, dining table and chairs, lamps, and other essentials that will allow tenants to live comfortably during their stay in the temporary unit.
- Each tenant will be expected to pack up all their personal belongings into boxes. Boxes will be provided for packing. If requested, packing and unpacking assistance will be available to elderly residents and residents with disabilities.
- Professional moving services will be available to help tenants move their belongings to temporary storage and their temporary unit, and back to their completed unit.
- FCC will absorb all move expenses in the relocation process so residents will not be inconvenienced.
- Tenants will not have access to their units while Weis is conducting work in the unit.
- URS will provide tenants a suggested checklist of what items to bring to the temporary unit. This will include, but is not limited to clothes, towels, toiletries, cooking and eating equipment, and important personal belongings (computers, homework, and medications). Residents will not be able to access the storage units during construction. Please pack accordingly.
- Tenants will be notified of their relocation timeframe at multiple stages and will be given at least 30 days advanced notice to ensure they have enough time to pack. If you anticipate difficulty in preparing for your relocation, please reach out to your relocation agent who is there to help you through the move process.

### 2. Will tenants move back to their original units?

Most tenants will move back to their original units. There are some cases where tenants would have to move to a different unit on-site, such as right-size due to household size or to match a household with an ADA unit.

**3. How long will tenants be temporarily displaced?**

Based on the current construction schedule, tenants will be temporarily displaced for approximately 18-27 days (including weekends). Most units will take 18 days, but for units that are being converted to ADA units, construction will take 25-27 days. Only 42 units of the 210 units on site will be converted into ADA units. Please note that these estimates are subject to change.

**4. What happens to cars during the work done to the parking lots?**

If there is an issue with parking on nearby streets, this can be addressed with the village and accommodations can be made for specific cars for specific days. Please discuss this with your relocation agent.

## A. Relocation Notices

**5. How and when will the relocation notices be distributed?**

The General Information Notice will go out shortly after the tenant relocation meetings that were held on October 4<sup>th</sup> & 5<sup>th</sup>. They will be sent via certified mail with return receipt requested. A copy of each notice is also sent via regular mail in case you miss the mail carrier when they deliver the return receipt requested version. URS will track who has received a notice and if mail has been returned, URS will ensure the household receives the General Information Notice.

The Notices of Non-Displacement and 30-Day Notice to Vacate will be sent via certified mail approximately 30 days prior to your move date. If you do not receive it via certified mail, then it will be hand delivered to you. At that point, URS will start discussing your individual move with you. The notice will tell you where you will be moving to and that you won't have to move for at least 30 days. At this point, you'll be working closely with your relocation agent to assess your needs and get packing supplies. If you have a question about your tentative move date, please speak with your relocation agent.

**6. Will the 30-day notice to temporarily vacate show up on tenants' credit?**

No, the 30-day notice to temporarily vacate will not show up on tenants' credit.

**7. How will tenants be contacted for scheduling the relocation interviews?**

URS will contact tenants via phone starting in mid-October to schedule the interviews. Interviews will be scheduled during times that are convenient to the resident. If you think property management may not have your correct phone number, please update your contact information with property management.

**8. How will tenants be notified that their units are ready to move back into?**

URS will notify tenants 5-7 days prior to moving back into the unit. Movers will move all belongings back into the newly renovated unit.

## B. Temporary Storage, Packing & Moving

### 9. What if my belongings are damaged during the move?

The professional moving company will be licensed, bonded and insured. In the unlikely case of damaged items, your relocation agent will assist you with filing a claim for damages.

If you have a piece of furniture that needs wrapping before going into storage, the movers will do that.

Please do not put jewelry, money or small electronics in the storage unit and bring those items with you to your temporary unit. A suggested list of items to pack for your temporary stay will be made available prior to your move.

### 10. Will the storage units be climate controlled?

Yes, the storage units will be climate controlled.

### 11. Can packing supplies be obtained sooner than 30 days prior to relocation?

A request can be made to the relocation agent.

### 12. Where should food go during construction?

You'll have to pack everything and move it out during construction. If you have shelf-stable food, that can go in temporary storage. All other food will need to be taken with you to your temporary unit.

### 13. Do items need to be removed from balconies?

Yes, all items need to be moved out of the unit including items on the balcony.

### 14. Will plants be moved?

Movers will not move plants because they are living. If you have large plants that cannot be moved to an extended stay hotel, URS will work with you to make sure your plants are cared for during your temporary stay. Please discuss this issue with URS during your temporary relocation interview.

### 15. Can tenants bring large pieces of furniture with them during the temporary stay?

No, all your furniture will be going into storage. The temporary units will be furnished. If there are individual concerns about larger items that are needed during your temporary stay, please discuss this with your relocation agent during your interview.

### 16. Will there be assistance with disposing of large pieces of furniture during the move process?

If you have a large piece of furniture that you don't want to keep, the movers will be able to move those pieces to the dumpster. General junk removal services will not be provided. We ask tenants to do as much decluttering as possible before the move so there is not excessive junk during the move process.

**17. Should tenants bring pots, pans and dishes to their temporary unit?**

Yes, tenants should bring some pots, pans and dishes to their temporary unit. You only need enough to be able to do some cooking during the couple weeks that you will be relocated. A suggested packing list will be distributed to tenants 30 days prior to moving.

## C. Temporary/Hospitality Units

**18. Where will the temporary extended stay hotels be located?**

The hotels have not been selected but will be located within 8-10 miles of the site.

**19. Will the temporary units be cleaned between moves?**

Yes, we are hiring a professional cleaning service to clean and sanitize the temporary units in preparation for the next tenant move in.

**20. I have an animal, will they come with me to the temporary unit?**

If you have an approved animal (cat and/or certified service animal), they will come with you to the temporary unit. Please discuss the fact that you have a pet during your relocation interview so your animal can be accommodated in your hospitality unit.

**21. How will tenants receive mail during their temporary stay? Will the postal service be notified of changes?**

The mailboxes will remain accessible during construction so mail will not be forwarded to the temporary units. If you move to a different unit after the renovation is complete, URS will assist with your change of address form from the post office.

**22. Who will go to a hotel vs. a vacant unit on-site?**

This is mostly decided by the construction schedule. If you have a strong preference, please let URS know during your relocation interview, and they will do their best to accommodate you.

**23. How will school transportation be handled during the temporary relocation?**

URS will do their best to keep households with school-age children on-site during construction. If households with school-age children are relocated to the extended stay hotels, arrangements can be made to assist with transportation.

**24. If someone would like to stay with a family member during their temporary relocation, will there be any compensation?**

If you would prefer to stay with a family member instead of going to a hospitality unit, this can be discussed with your relocation agent. The family member would need to have space to ensure there's not overcrowding. There would not be any compensation for the household or the family member if this option is pursued.

**25. Will locks be secured during the temporary relocation process?**

Your current units' locks will go with you during the temporary relocation. When you move back, you will have a new door with a new lock and key.

**26. Will there be cable and wifi available at the temporary hospitality units?**

The extended stay hotel will have cable and wifi. You will not transfer your cable service to the temporary unit because it's for a very short period. Basic cable and internet will also be set up in the temporary units on site paid for by Full Circle Communities.

**27. How will rent work during the relocation process?**

The tenants should continue paying rent for their regular unit. The rent for the temporary unit will be covered by FCC.

**28. Will the relocation units have appliances?**

Yes, they will have appliances.

### III. Property Management

**1. Will the leasing office be open during regular business hours during construction?**

Yes, the office will be open during the construction period up until the office space will be renovated (will happen last in the construction schedule). Tenants will be notified prior to the office space being renovated for how to contact property management during that time.

**2. Will the renovated property be a non-smoking community?**

Yes, when the renovation starts, the property will become a non-smoking community.

**3. Will the pool be open in the summer of 2023?**

Yes, there is no work being done to the pool so the pool will follow the regular seasonal schedule.

#### A. Recertification & Leases

**4. How will the recertification process work?**

All tenants will need to be recertified during this process to ensure that tenants are income eligible. Property management will set up individual recertification interviews prior to construction. Property management will first send out a letter identifying the documents needed (same documents required for your current certification process). The documents need to be no more than 90 days old to be recertified. The same process applies for Section 8 tenants.

**5. Will I still qualify for my unit?**

Yes, all current and lease compliant tenants will be able to remain at Autumn Ridge. It is expected that all tenants will remain in their individual units post-construction, however some changes may occur to address reasonable accommodations and right-sizing. Tenants will be notified of any changes to their rent or lease agreement.

**6. Will individuals over the income limit be grandfathered in after the renovation is complete?**

Yes, individuals that qualified initially when they moved in will be grandfathered in after the renovation is complete.

**7. Will tenants have to sign a new lease before moving back into their renovated unit?**

Yes, as part of the recertification, tenants will need to sign a new lease before moving back into their renovated units. Your old lease will be terminated. The lease termination date will then convert over to the new lease. Information on when you will be signing the new lease will be provided in the cover letter of the packet you'll receive going over the recertification process.

## B. Rent & Utilities

**8. How will utilities be affected during this process?**

Utilities will not be transferred to your temporary units. Temporary units' utilities will be paid for by Full Circle. Tenants will be expected to continue paying for utilities in their regular unit. We don't expect utility bills during construction to exceed normal, but if there is an issue, please discuss it with relocation staff.

**9. Will rent go up once the renovation is complete?**

Not anything above a normal annual rent increase, if any.

## C. ADA

**10. Which units will be made ADA?**

42 units will be ADA. HUD requires that they are dispersed throughout the property so each building will have some ADA units. Since there are no elevators in the buildings, the ADA units will be on the ground floor.

**11. What if a tenant needs an ADA unit and/or a reasonable accommodation?**

If you are interested in one of the new ADA units, please contact property management to make the request and learn about the required documentation.

If you are not in an ADA unit but need some ADA features (i.e., grab bars in your shower), please submit a reasonable accommodation request to management. Some features can be accommodated even if you are not located in an ADA unit.



**12. Will reasonable accommodations carry over to the renovated units?**

If you currently have a reasonable accommodation and need to also have it in your renovated unit, please contact property management to ensure the reasonable accommodation request will transfer to the renovated unit.

## IV. Contact Information

If you have any additional questions about the renovation, please email [info@fcommunities.org](mailto:info@fcommunities.org) or call 312-530-9600.

If you need assistance with maintenance requests, please reach out to property management at 630-653-9393 or [autumnridge.maintenance@fcommunities.org](mailto:autumnridge.maintenance@fcommunities.org).

If you have any additional questions about the relocation, please call Mario Gil at 312-663-5131.