

BEFORE RENOVATION STARTS

If you haven't yet:

- Sign your Release of Information (ROI) sheet and give it to Shelter Corp. staff.
- Contact Shelter Corp. staff about your new lease and recertification.
- Contact Housing Opportunities Unlimited (HOU) for an initial consultation and assessment survey.

WHAT WILL BE RENOVATED?

All apartments, townhomes, and common areas:

- **Apartments:**
 - Updated kitchens and baths
 - New flooring, paint, and light fixtures
 - Improvements to heating, cooling, and ventilation systems
- **Townhomes:**
 - Updated kitchens and baths
 - New flooring, paint, and light fixtures
 - Improvements to landscaping, patio, and stormwater management
- **Common areas and outdoor spaces:**
 - Updated common areas and offices, including new flooring, paint, and furnishings
 - Improved community room with redesigned kitchen, more lounge spaces, billiards table, and game spaces
 - New library and workspace
 - Renovated laundry areas
 - Remodeled offices and mail/package area
 - Expanded parking lot and new sidewalks
 - Updated signage and exterior lighting
 - Addition of a patio and fenced dog relief area at the apartments
 - New windows in the apartment building
 - LED lighting installed in all common spaces
 - New doors and door hardware

What if I don't want my unit to be renovated?

- The renovations will create more comfortable living spaces for all residents. If you have specific concerns you wish to discuss about changes to your home, please contact renovation team staff.

—continued next column



Based on questions sent after the initial meetings, here is an updated Frequently Asked Questions document.

Send new questions via the webform on www.washingtoncountycda.org/raymie-johnson/

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Do I have any choice in the colors or materials?

- Yes, residents will have the opportunity to provide input on a set of design choices. More information will be provided.

Will there be any accessibility updates?

- Yes, common area spaces will be updated with enhanced accessibility features.

MORE QUESTIONS?

Will there be more meetings?

- Yes, a second all-resident meeting will be scheduled sometime in the spring.

Where else can I find information?

- On bulletin boards
- Via emails from Rent Café
- On the web: www.washingtoncountycda.org/raymie-johnson

CURRENT MAINTENANCE REQUESTS:

- Contact Shelter Corp. Resident Relations: 651-439-0858 (or) resident@sheltercorp.com

INCOME CERTIFICATION QUESTIONS:

- Contact Shelter Corp. Compliance Team: certifications@sheltercorp.com

TEMPORARY RELOCATIONS

Do I have to move during construction?

- Renovation will impact all homes, and we'll need residents' participation to implement the planned improvements. You may need to temporarily relocate to another apartment while work is taking place in your home.
- We are committed to supporting every household and minimizing disruption throughout the renovation process. Additional information will follow as details of the construction plans and schedule are confirmed.

How long will I be out of my home?

- The overall schedule for each home is still being determined.

Can I see the progress to my apartment?

- Access to the units while work is underway will be limited, but the project team will assemble samples and images to help residents imagine the end results.

Will I have to move to a new unit afterwards?

- No, residents will be able to return to the same apartment or townhome once work is complete

Can I move to a different apartment permanently?

- If you are interested in moving to a different apartment permanently, please notify Shelter.

I have questions about the temporary unit, such as whether pets have previously been in the unit.

- Direct concerns related to your temporary relocation to HOU. Accommodations will be made for those who need it.

Will TV and/or internet service be affected?

- Internet and TV services should not be affected during the renovations. Exceptions may be during periods of electrical renovations in which case residents will be appropriately notified.

How will utility payments be handled while I'm in the temporary unit?

- Utility payments will be billed to your original unit during the renovation. Any discrepancies on your utility bill during the renovation can be reimbursed back to you. Contact HOU and Shelter with any questions on utility bills.

What happens if I plan to travel during renovation?

- Contact HOU relocation specialists.

PERSONAL BELONGINGS AND PACKING

Can my service or emotional support animal come with me?

- Yes, HOU staff can help with arrangements for service and emotional support animals.

Will help be available for packing and moving?

- Yes, assistance will be provided.

Will storage be available for my things while I'm in a temporary unit?

- Yes, storage accommodations can be made during your temporary relocation. Notify HOU of any questions regarding storage needs.

Is it ok to store things in my townhome garage during renovations?

- Yes. Work will be not be done on the townhome garages.

When/where will a dumpster be available for things I don't want?

- Dumpster days will occur prior to the renovation. Please stay tuned for further information.

Will I have to purchase packing supplies?

- No, boxes and other packing materials will be provided. Contact HOU if you have items that may need special care.

What about my medical equipment, houseplants, or other sensitive items?

- Contact HOU relocation specialists so they can assist in making arrangements for these items.

COMMON AREAS DURING RENOVATION

Will I be able to use the common spaces and amenities during construction?

- The construction process will be in phases so that residents are impacted as little as possible. Some common spaces and amenities will be closed during their allotted renovation phase.

Will the laundry move?

- Availability of laundry machines may be impacted from time to time. At least one laundry room will always be available. No impacts are expected to laundry access for townhome residents.

Will trash and recycling change?

- No permanent changes are anticipated to trash and recycling disposal.

LEASE AND INCOME CERTIFICATION

Will my rental assistance be affected?

- No, the rental assistance will not be affected unless there is a change in household composition or income. The HUD project-based assistance program will remain in effect and rent will be based on household income.

Will I need to recertify my income?

- Yes, all households will need to recertify their income even if you have already completed your annual recertification for rental assistance.

Will I need to sign a new lease?

- Because all Raymie residents will be certifying their income under a new program, every household must sign a new lease.

Why do I need to sign a new lease?

- Because all Raymie households will be recertifying their income, each resident needs to sign a new lease based on any potential changes.

Will my rent increase after this renovation?

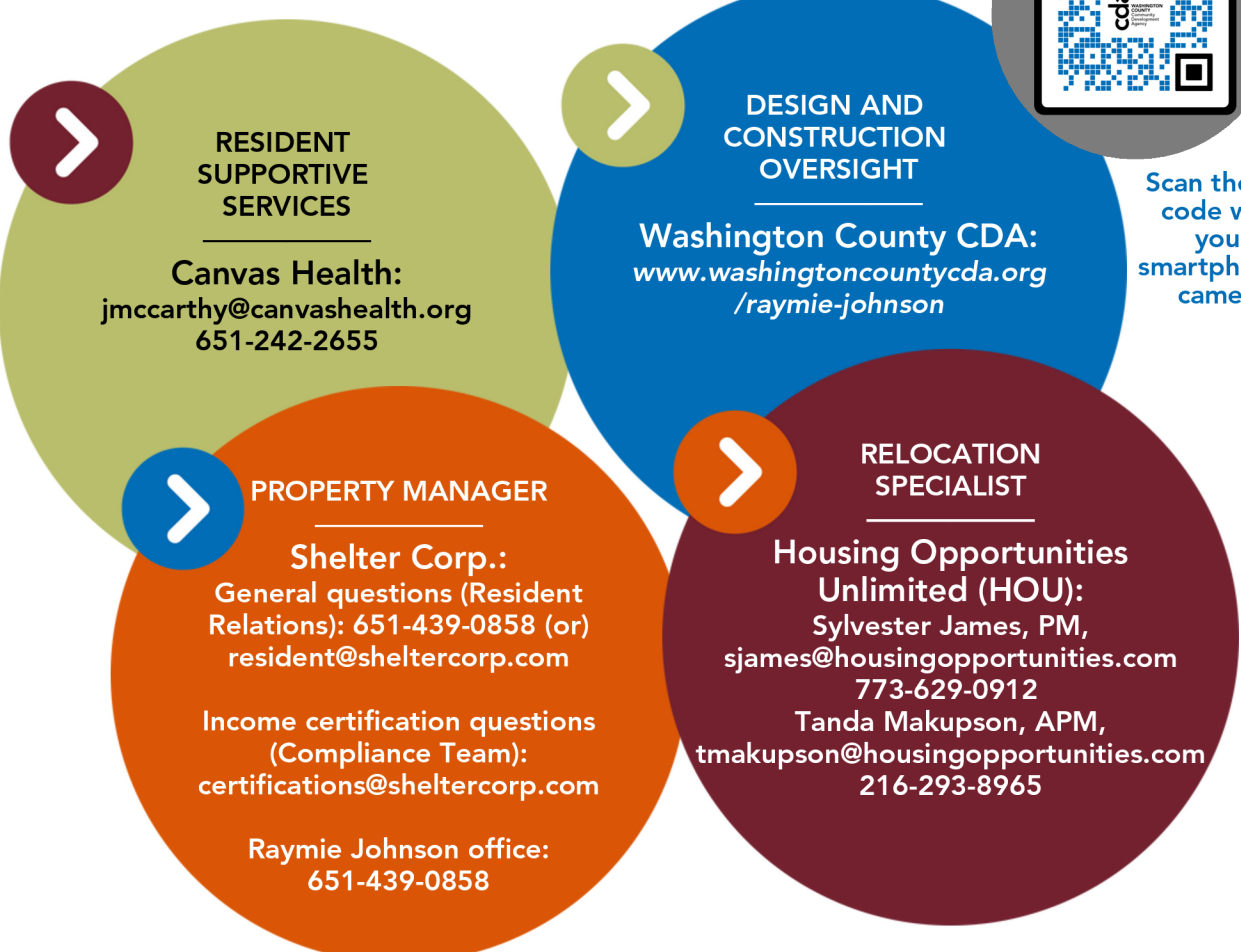
- The resident-paid portion will continue to be based on household income under the HUD project-based assistance program. Your portion of rent will not be affected unless there is a change in household composition or income.

What happens if I am no longer income-qualified?

- In the event your household no longer meets the income qualifications, staff from HOU will work with you to inform you of your rights and assist you with securing suitable replacement housing.



Scan the QR code with your smartphone's camera



RESIDENT SUPPORTIVE SERVICES
 Canvas Health:
 jmccarthy@canvashealth.org
 651-242-2655

DESIGN AND CONSTRUCTION OVERSIGHT
 Washington County CDA:
 www.washingtoncountycda.org
 /raymie-johnson

PROPERTY MANAGER
 Shelter Corp.:
 General questions (Resident Relations): 651-439-0858 (or) resident@sheltercorp.com
 Income certification questions (Compliance Team): certifications@sheltercorp.com
 Raymie Johnson office:
 651-439-0858

RELOCATION SPECIALIST
 Housing Opportunities Unlimited (HOU):
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 sjames@housingopportunities.com
 773-629-0912
 Tanda Makupson, APM,
 tmakupson@housingopportunities.com
 216-293-8965