



**ELEVATE
FLORIDA**

ELEVATE FLORIDA RESIDENTIAL
MITIGATION PROGRAM

Property Owner Guide

November 2025



**ELEVATE
FLORIDA**

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1. PURPOSE OF THIS GUIDE

This guide is designed to help Property Owners (referred to as “you” throughout this document) understand the Elevate Florida Temporary Relocation Assistance Service (TRAS). TRAS provides support to eligible households that require temporary housing and, for Mitigation Reconstruction projects, storage of personal belongings during construction. TRAS is also available for eligible Tenants required to vacate due to your participation in the Elevate Program.

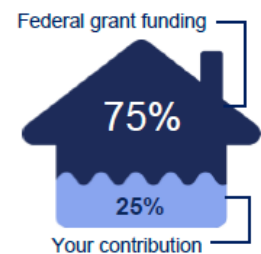
This guide outlines what you need to do during each part of the process and what to expect before, during, and after your project is awarded, if applicable. The guide covers the TRAS process across all five stages of the program, as well as general information about temporary relocation. We encourage you to refer to this guide throughout your participation in the program.

While this guide offers convenient, easy-to-find information about Temporary Relocation, please remember that your assigned Case Manager is your primary point of contact. Stay in regular communication with them for questions or updates about your project. Your Case Manager will be there to guide you through each step, track your project’s progress, and help make sure that all activities remain in compliance with program requirements.

2. GENERAL TEMPORARY RELOCATION ASSISTANCE SERVICE INFORMATION

Temporary Relocation Assistance (TRAS) helps you secure temporary housing and, for Mitigation Reconstruction projects, storage for personal belongings during construction. TRAS is designed to reduce hardships by providing safe, short-term accommodations while work is completed on your property. Eligible expenses may include housing room rates, taxes, and pet fees for service animals, as well as lease reimbursement. Storage fees are also eligible, but only for Mitigation Reconstruction projects and eligible Tenants.

You will work closely with your Elevate Florida Case Manager to identify housing and storage options that meet your household’s specific needs. Eligible housing costs are supported through a 75% federal cost-share, with the remaining 25% being your responsibility as the Property Owner. If you are seeking lease reimbursement, you will continue to make rent payments directly to your landlord and – if eligible – will be reimbursed according to cost-share requirements and program policy during the closeout process.



2.1. Conditions of Eligibility

Temporary Relocation Assistance Services (TRAS) provide support to Property Owners and their eligible Tenants participating in Mitigation Reconstruction and Structure Elevation projects who are required to vacate their homes during construction. Property Owners with these project types, along with qualifying Tenants, are eligible to participate.

Some Tenants in Acquisition/Demolition projects may instead qualify for Uniform Relocation Assistance (URA). [The Uniform Relocation Assistance and Real Property Acquisition Policies Act \(URA\)](#) is a federal law that establishes minimum standards for federally funded programs and projects that require the acquisition of real property (real estate) or displacement of persons from their homes, businesses, or farms. The URA's protections and assistance apply to the acquisition, rehabilitation, or demolition of real property for federal or federally funded projects.

Because participation in the Elevate Florida Program is voluntary, Property Owners (“you”) who choose to participate are not considered displaced persons under the URA. However, Tenants who meet the eligibility requirements under the URA may qualify for relocation assistance.

Eligible Tenants are those who have lived on the property for 90 days or more at the time the Property Owner applied to Elevate Florida. Property Owners with eligible Tenants are responsible for a 25% cost-share for all Tenant temporary relocation costs. Temporary Relocation Services are more comprehensive than those provided to Property Owners, in accordance with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA).

If a Property Owner intentionally fails to disclose that the property for which they applied to the Elevate Florida program has an active Tenant, provides false information, or conceals details to obtain federal funds, it may result in criminal liability under the False Claims Act (18 U.S.C. § 1001).

2.2. TRAS Services Available by Project Type

Your project type determines how long you may stay in temporary housing and which services you are eligible to receive.

- **Structural Elevation Projects:** Up to 90 days¹ of temporary housing support

^{1,2} Exact duration of support will be dependent on the construction timeline, with housing support available during the period of construction when the home is unsafe to occupy.

Participant Type	Project Type	Temporary Housing	Lease Reimbursement	Storage	Moving Expenses	Relocation Payment
Property Owner	Structure Elevation/Structure Elevation + Wind Mitigation	✓	✓			
	Mitigation Reconstruction	✓	✓	✓		
	Wind Mitigation					
	Acquisition/Demolition					
Tenant	Structure Elevation/Structure Elevation + Wind Mitigation	✓	✓			
	Mitigation Reconstruction	✓	✓	✓	✓	
	Wind Mitigation*	✓				
	Acquisition/Demolition*		✓	✓	✓	✓

Table 1: Temporary Relocation Eligibility

**For more information reference Section 2.2 TRAS Services Available by Project Type*

2.2.1. Structural Elevation

If you have been approved for a structural elevation project, temporary housing assistance may be available for the duration of your construction period. However, you are not eligible for storage assistance, due to there being no need to remove furnishings.

2.2.2. Mitigation Reconstruction

If you have been approved for a mitigation reconstruction project, temporary housing and storage assistance may be available during the construction period. This allows your personal belongings to be securely stored while work is underway on your

property. Please note that storage assistance does not apply to any storage arrangements made prior to the start of construction.

2.3. Project Types where TRAS is Unavailable

The following project types will not require Temporary Relocation Assistance Services (TRAS). However, if extenuating circumstances occur, the program will evaluate TRAS availability for these project types on a case-by-case basis.

2.3.1. Acquisition/Demolition

If your project involves acquisition /demolition, TRAS will not be available, as there will be no return to the property after construction is complete. However, any Tenants living on the property may be eligible for a relocation payment in accordance with the Uniform Relocation Assistance (URA) Act.

2.3.2. Wind Mitigation Projects

Temporary Relocation Assistance will not be available for projects focused on wind mitigation, including roof hardening or window replacements, because Property Owners and/or Tenants will be able to occupy the home safely while construction occurs. If you do need to vacate the home, it will be for a brief period, and independent arrangements will need to be made. Should unexpected construction needs arise, Temporary Relocation Assistance may be offered in rare circumstances.

2.4. Tenant Eligibility

As defined under the URA, eligible Tenants are persons who have lived on the property for 90 days or more at the time the Property Owner applied to the Elevate Florida Program. For more information on URA, please reference [eCFR : 49 CFR Part 24](#).

Tenant Relocation services are more comprehensive than those provided to Property Owners. However, the assistance available depends on the scope of the specific project type, such as Elevation or Mitigation Reconstruction and in some cases, Acquisition/Demolition.

The following sections explain how Tenant assistance varies by project type.

2.4.1. Structure Elevation

While it is not necessary to move items out of the home for Structure Elevation projects, should unexpected construction needs arise and a Tenant needed to move and store their items for some reason, these expenses may be eligible for coverage under the program and have applicable cost-share.

2.4.2. Mitigation Reconstruction

For Mitigation Reconstruction projects, Tenants are eligible for temporary housing and storage assistance during the construction period. Moving assistance for transporting a Tenant's personal property to temporary housing or to storage and then back to their home will also be an eligible expense for cost share and support through TRAS. For Tenants, moving assistance is also available to help cover relocation expenses. These expenses may consist of one or the combination of the following:

- Commercial moves performed by a professional
- Cost of truck rental for self-moves performed by the Tenant

Please note that storage assistance applies only to arrangements made after the start of construction and approved through the Elevate Florida program; any storage obtained before construction begins is not eligible for reimbursement.

2.4.3. Acquisition/Demolition

For Acquisition/Demolition projects, Tenants who must permanently relocate may qualify for assistance under the URA. Eligible benefits include a replacement housing payment to cover increased rent or housing costs for up to 42 months. Tenants may also receive reimbursement for certain related costs, such as utility disconnections and reconnections or the transfer of phone and internet services.

2.4.4. Wind Mitigation

Projects focused on wind mitigation, such as roof hardening or window replacements, are not eligible for TRAS because the Tenant will be able to safely occupy the home during construction. If an unforeseen construction need arises requiring the Tenant to vacate the property, TRAS will be made available.

2.5. Tenant Notification Process

Under URA regulations (49 CFR Part 24), several formal notices must be sent to Tenants who are displaced as a result of a federally funded project such as Elevate Florida. Each notice serves a specific purpose and must be issued at the correct time to ensure compliance and protect Tenant rights. All notifications occur during the "Application Review" stage of the Elevate Florida process, except for the 30-day notice which is sent in the "Decision" stage. As needed, the Temporary Relocation Team may reach out to Tenants to answer questions related to URA policy and/or request additional information from Property Owners to understand the Tenant's lease agreement.

URA NOTIFICATION TIMELINE		
Notice	Purpose	Timing
General Information Notice	Informs Tenant of rights under URA	Upon project planning
Notice of Eligibility	Provides notice of TRAS eligibility	Once a need to vacate is confirmed
90- Day Notice*	Provides 90-day notice in advance of the construction start date	Minimum of 90 days before moveout
30-Day Notice	Provides a 30-day notice for the need to vacate in advance of the construction start date	30 days before moveout
Notice of Non-Displacement	Confirms non-displacement	When confirmed Tenant is not required to move

Table 1: URA Notification Timeline

*Due to the variable nature of each project, the 90-day Notice is issued with an estimated construction start date to help prevent delays or complications during the construction period. In contrast, the 30-day notice is sent once a firmer start date has been confirmed.

2.6. Opting In vs Out

Participation in TRAS is optional. If you do not wish to receive housing assistance through TRAS, you may choose to opt out at any time prior to the signing of the Homeowner Grant Agreement (HGA).

You may indicate your interest in participating in TRAS by completing the Temporary Relocation Form in the Elevate Florida portal or by notifying your Case Manager to get assistance with completing the Form. See Section 3 for further information on the Temporary Relocation Assistance Form. Indicating your interest in TRAS will allow you to receive more information on the housing and/or storage options available to you, as well as corresponding financial estimates. The last opportunity to express interest in TRAS participation is at the time of the Construction Bid Walk (for more information please reference the [Elevate Florida Residential Mitigation Property Owner Guide, Stage 4: Construction](#)). This is to allow for sufficient time to be presented with TRAS options and financial information needed for you to make an informed decision on opting in or out of TRAS.

If you are participating in a Mitigation Reconstruction project, you have the option to opt in or out to housing or storage assistance. If you have opted out of housing assistance,

but would like to receive storage assistance, you will have the opportunity to specify that you are only opting in to the storage assistance portion of TRAS when signing the HGA.

Attachment E of the HGA covers TRAS for eligible participants during the construction period. In this section, you will indicate whether you choose to participate in program-provided temporary relocation assistance. By signing Attachment E (Temporary Relocation Assistance Agreement (TRAA)), you formally confirm your decision to either opt in or opt out of these services. Your signature finalizes this selection and allows the Program to proceed with the appropriate coordination and cost-share arrangements based on your choice.

3. Assessing Housing Needs and Options

Before construction begins, you will complete a series of steps to determine whether temporary housing or storage will be needed during your project. This process begins with the Temporary Relocation Form (TRF), which helps the Elevate Florida Program gather key information about your household and relocation preferences. The details you provide in this form guide the program in identifying housing and storage options that best fit your needs and determine whether you qualify for TRAS.

3.1. Role of the Temporary Relocation Form

The role of the TRF is to help the Elevate Florida program understand your household's current circumstance so it can identify the relocation resources that best meet your needs. The form also captures important information such as any other assistance you currently receive, which is used to determine potential Duplication of Benefits (DOB), and whether you have Tenants who may be eligible for TRAS in accordance with the URA. It is through completing this form that you will indicate your initial interest in participating in TRAS.

The TRF will be made available to you on the Elevate Florida portal to fill out before the start of your temporary relocation. All households who applied for Acquisition/Demolition, Mitigation Reconstruction, and Structure Elevation are required to complete the TRF. Please note that completing the TRF does not mean that your project has been approved, nor does it necessarily mean that your project will require temporary relocation.

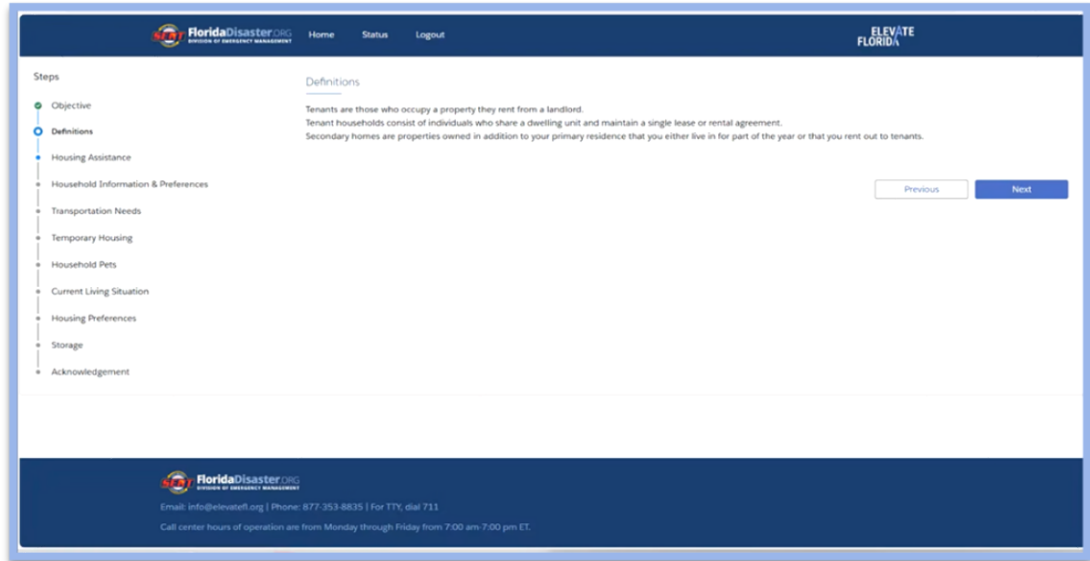


Figure 1: Image showing the Elevate Florida portal view of the first screen of the Temporary Relocation Form

3.1.1. Accessibility and ADA Accommodations

If you or a household member requires ADA-accessible accommodation such as wheelchair-accessible housing, ground-floor units, or a facility that accepts service animals, please indicate as such on the TRF and inform your Case Manager as soon as possible.

Requests for reasonable accommodation will be coordinated through the Relocation Vendor at no additional cost to you and will not affect your eligibility for Temporary Relocation Assistance.

3.1.2. Assessing Duplication of Benefits

The Temporary Relocation Form will also be used to identify any potential Duplication of Benefits for Temporary Relocation Assistance. A Duplication of Benefits (DOB) is defined as “duplication that occurs when a person, household, business, government, or other entity receives financial assistance from multiple sources for the same disaster, and the total assistance is more than the total need for the same purpose.” Simply put, a DOB may occur when assistance for the same reason has been received, will be received, or is available from another source, like insurance or legal settlements or other federal assistance provided to you. Common examples of assistance that should be reported to assess DOB include but are not limited to:



National Flood Insurance Program (NFIP) *Structure Coverage Only



Individual Family Grant (IFG)



Spent NFIP Increased Cost of Compliance (ICC)



Emergency Minimal Repair Grant (EMR)



Individual Households Program (IHP)



FEMA Disaster Housing Assistance



Small Business Administration (SBA) Mitigation Loan



Other assistance types such as private insurance, gifts, etc.

3.1.3. Temporary Relocation Form for Tenants

While the Tenant version of the TRF serves the same overall purpose as the form you complete, there are several key differences. The most significant difference is the method of delivery. Because Tenants do not have access to the Elevate Florida portal, Tenants will receive their version of the TRF as an attachment sent directly by the Temporary Relocation Team. The Temporary Relocation Team will then personally manage each Tenant's relocation process, functioning in a similar role to your Case Manager.

4. Understanding TRAS Cost-Share

Federal funding covers up to 75% of eligible costs for TRAS. You are responsible for the remaining 25% cost-share.

You will have the opportunity to opt in or opt out of Temporary Relocation Assistance Services any time prior to signing your Homeowner Grant Agreement (HGA). The temporary relocation cost estimate will be included in the financial packet based on selections made on your TRF.

4.1. Temporary Housing & Storage Assistance

Temporary Relocation Assistance Services (TRAS) include both housing and, for certain project types, storage support during construction. The goal of these services is to reduce hardship and provide safe accommodations and secure storage for personal belongings while work is underway on your property.

Temporary Housing: Approved housing will be arranged through the Relocation Vendor based on your preferences indicated in the TRF. Housing options must adhere to the [General Services Administration \(GSA\) daily rates](#) for your ZIP code, and all

stays must comply with provider policies. You are responsible for incidental charges, damages, or unapproved extensions beyond your authorized relocation period.

Alternatively, if your pre-existing lease qualifies for reimbursement, you will be required to submit proof of payment each month during the construction period. You will be reimbursed up to 75% of the Fair Market Rent value upon project closeout.

Storage: Storage support is available only for Mitigation Reconstruction projects and must be coordinated through the Relocation Vendor prior to construction. Storage arrangements made independently or before program approval are not eligible for reimbursement.

Both housing and storage services are subject to verification and may not exceed program-approved timeframes (typically 90 days for Structural Elevation and 180 days for Mitigation Reconstruction projects). Any requests for extensions must be submitted to your Case Manager in writing with the corresponding justification. Each extension request will be evaluated by the Temporary Relocation Team on a case-by-case basis.

4.2. TRAS Cost-Share Obligations

As a Property Owner participating in Elevate Florida, you are responsible for covering 25% of the cost for the following Temporary Housing Expenses:

- Temporary housing stays arranged through Temporary Relocation Vendor
- Rent Payments for eligible leases
- Storage expenses for Mitigation Reconstruction
- Any of the above expenses related to Tenants who are displaced and who are covered under URA

4.3. Property Owner Responsibilities for Additional Costs

You are also responsible for 100% of other expenses, including:

- All housing costs if you opt out of TRAS
- All storage costs if your project is not a Mitigation Reconstruction
- All storage costs not pre-authorized through the Relocation Vendor
- Utilities
- Incidentals at temporary housing properties
 - Pet fees (for non-service animals)
 - Parking fees
 - Wi-Fi charges
 - Meals, entertainment, and personal expenses
 - Damages or cleaning fees charged by the housing provider
 - Room upgrades, additional rooms, or optional services

- Late check-out fees not approved by your Case Manager

If you stay in a hotel/motel lodging accommodation, you will be required to provide a valid form of payment upon check-in. You will be invoiced for any non-TRAS eligible costs in accordance with the procedures of the lodging provider. It is recommended that you maintain copies of your itemized receipts during the duration of your stay within TRAS.

4.4. Steps for Lease Reimbursement

If you were displaced from your Elevate Program property and need to remain vacated during the construction period, you may submit a pre-existing temporary housing lease for potential rent reimbursement. You may also submit a new lease for eligibility review and consideration, up to the period of the Construction Bid Walk. This option is intended to allow individuals to remain in their current housing situation, or something similar, while Elevate Program construction occurs.

Reimbursements cover actual rent up to the [HUD Fair Market Rate \(FMR\)](#). Utilities and other additional costs are not eligible. Any approved reimbursement will be credited toward your 25% cost-share. To qualify, you must submit your lease documentation to your Case Manager for review.

Property Owners must submit the full lease agreement for any pre-existing leases they wish to have reviewed for reimbursement. If a formal lease does not exist, alternative documentation may be provided, such as:

- Rent payment records
- Bank statements
- A notarized letter from the landlord confirming the arrangement and occupancy

If approved, you will be informed of the exact amount of your monthly lease payment that is eligible for reimbursement. During the construction period, you will continue to make regular lease payments and be required to submit monthly proof of payment to the Elevate Program. You may upload the required documentation to the Elevate Program portal or email the documentation as an attachment to your Case Manager. Following the completion of construction, 75% of the total eligible lease amount will be deducted from the 25% of overall project cost for which you are responsible.

Fair Market Rent (FMR)	Actual Rent (AR)	Monthly Lease Amount Eligible for Reimbursement
2 Bedroom: \$1978	\$2100	\$1978 X .75 = \$1483.50

Lease- Zip Code 33601	Structure Elevation	Mitigation Reconstruction
Time Frame - # Rooms	3 months- 2 BR	6 months- 2 BR
Fair Market Rent	\$1,978	\$1,978
Actual Rent	\$2,100	\$2,100
Total Out of Pocket Over Construction	\$6,300	\$12,600
Cost-share at HGA	\$0	\$0
25% cost-share/Month	\$494.50	\$494.50
Difference AR-FMR (per month)	\$122	\$122
Rent cost-share total at Closeout	\$1,849.50	\$3,699
Reimbursement/Offset at Closeout	\$4,450.50	\$8,901
Estimated Storage - 25% cost-share	-	\$337.50

Scenario: A family of four with two children, ages 3 and 5. They are eligible for a 2-bedroom unit in a lease.





Figure 2: Lease cost-share illustration

4.5. Understanding Estimated Financial Cost



Scenario: A family of four with two children, ages 3 and 5. They are eligible for a 2- bedroom unit in a lease. For Temporary Housing, they would only request one room.

Temporary Housing - ZC 33601	Structure Elevation	Mitigation Reconstruction
Time Frame - # Rooms	90 days - 1 Room	180 days - 1 Room
GSA Daily Rate (+15% tax)	\$201	\$201
Cost-share due at HGA - Total (25%)	\$4,523	\$9,045
Total Housing Cost	\$18,090	\$36,160
Estimated Storage - 25% cost-share	-	\$337.50

Figure 3: Temporary Housing cost-share illustration

You will be given a TRAS cost estimate as part of the financial package to help inform your decision to opt in or out of TRAS. If you have URA eligible Tenants, you are obligated to cover your Tenants' temporary relocation cost-share in order to participate in the Elevate Florida program. These estimates will be included within the financial package for you to review.

4.5.1. Impacts of Project Time on Estimated Financial Cost

If your project type changes from Structure Elevation to Mitigation Reconstruction, your cost-share may increase. This is because Mitigation Reconstruction projects generally take longer to complete, requiring you to remain in temporary housing for a longer period. You may also need to rent a storage unit to store your personal belongings safely during the construction phase.

If your project type changes to an Acquisition/Demolition, you may still have temporary relocation expenses if a Tenant is living on your property.

Your Case Manager will review any changes to project type, duration, or cost-share with you to help you understand how they may affect your relocation plan and reimbursement eligibility.

4.6. Tenant Cost-Share

As the Property Owner, you are responsible for the 25% cost-share for all Tenant TRAS expenses, including storage. If a Tenant elects to use TRAS provided housing your Tenant, should continue paying their usual rent to you throughout the construction period. You may apply the rent payments you receive toward your cost-share. If the rent does not cover the full cost-share, you are responsible for paying the remaining balance. The Elevate Florida program will cover the remaining 75% of eligible relocation costs for the Tenant.

If a tenant secures their own housing, they will not be required to pay rent to you unless they have relocated to another property you own. In this situation, the tenant will pay rent directly to the landlord or property manager of their new housing. If the rent for the new housing is higher than what they previously paid to you, you are responsible for covering the difference in cost according to your cost-share.

Because Tenants are eligible for packing and moving services, these activities will be coordinated through the Relocation Vendor, and you will be responsible for the 25% cost-share for these services as well. You can view your Tenant's temporary housing information, including the housing location, start date, and expected end date, in the Elevate Florida portal once construction begins.

5. Confirming TRAS Selections with Case Manager

Once you have submitted the Temporary Relocation Assistance Agreement as part of your Homeowner Grant Agreement, your Case Manager will contact you to schedule to review all applicable TRAS options that meet the criteria identified as part of the Temporary Relocation Form. If your project is Mitigation Reconstruction, your Case Manager will review both housing and storage needs with you. If your project is a Structural Elevation, the discussion will focus on housing needs only.

6. Homeowner Grant Agreement Signature

After your designs are completed, you will receive your Homeowner Grant Agreement (HGA), which includes the Temporary Relocation Assistance Agreement, finalized designs, and your Cost-Share Remittance Form.

The HGA is a contract between you (as the Property Owner), the Florida Division of Emergency Management (FDEM). By signing this agreement, you confirm your cost-share commitment and agree to the defined scope of services, including Temporary Relocation Assistance Services if you are opting in.

When signing the HGA, Attachment E: the Temporary Relocation Assistance Agreement (if applicable) will be included. This agreement outlines the terms and conditions for eligible Elevate Florida participants receiving TRAS.

To participate, you must agree to these terms and acknowledge your responsibilities, including:

- Following check-in and check-out procedures
- Adhering to housing occupancy rules
- Complying with TRAS policies
- Understanding the potential consequences of negligence or property damage

This agreement also explains which fees are covered, the procedures for withdrawal or disqualification, and the steps required to vacate temporary housing once construction is complete.

6.1. Requirement to Opt in/Out

Decisions regarding participation in Temporary Relocation Assistance Services are not binding until both the Homeowner Grant Agreement (HGA) and the Temporary Relocation Assistance Agreement are signed. Once these agreements are executed, those who have opted out of TRAS cannot opt back in.

If you opt in to TRAS but later decide not to participate, you may withdraw at any time. However, if you withdraw, you may be responsible for any expenses incurred due to the lodging and/or storage service cancellation.

7. Reviewing and Ranking Housing/Storage Options

Upon HGA signature and indication that you have opted in to TRAS, the Relocation Vendor will provide a list of available housing and/or storage options that meet your preferences and criteria as documented in your TRF. All options will be shared via email for you to review.

You will be asked to review the available options and rank your top three to five choices based on what best fits your household's needs. To support this decision, your Case Manager will reach out to schedule a Temporary Relocation Coordination call, intended to identify your ranked preferences for housing and/or storage options. In advance of the call, please review all options and consider factors such as location, photos, and guest reviews when making your selections.

The Temporary Relocation Coordination call will be attended by your Case Manager, Temporary Relocation Specialist, and the Relocation Vendor. The goal of this call is to identify your preferred housing option(s). You will have the opportunity to ask questions so that you have the information needed to provide a ranked list of your preferred TRAS options.

As an output of this call, the Relocation Vendor will document your preferences, so that reservations can be made once your construction start date is confirmed. While every effort will be made to secure your top choice, final placement will depend on availability at the time the construction start date is set.

8. Important Milestones to Plan for TRAS

Understanding TRAS Milestones and Timelines will help make sure you are able to make an informed, timely decision on whether or not to opt in to TRAS. The Temporary Relocation Assistance Services (TRAS) process aligns directly with the major Elevate Florida project milestones. Understanding these milestones will help you track your progress and to know what to expect at each stage.

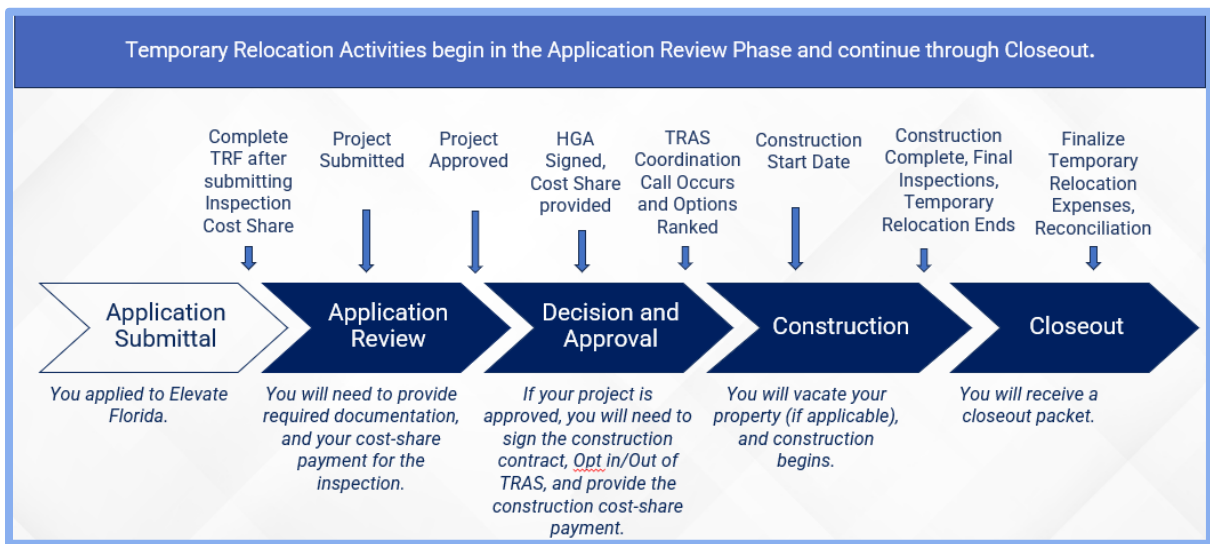


Figure 4: 2Elevate Florida process flow

8.1. Application Submittal

At this phase, no Temporary Relocation activities will take place.

8.2. Application Review

This is where the Temporary Relocation process begins. After you submit the cost-share for the initial inspections, you will be prompted to complete the Temporary Relocation Form.

The next step occurs when your project is submitted to the funder. At that point, you will schedule a call with your Case Manager to review your completed Temporary Relocation Form. Once the project award is confirmed by the funder, your relocation information will be sent to the Relocation Vendor or submitted for lease review, in preparation for developing the cost estimate that will be included in your financial packet.

8.3. Decision and Approval

Here is where you sign the Homeowner Grant Agreement and receive your cost-share. Following this is when your Case Manager will schedule a call to finalize your arrangements for temporary relocation. During this call, you will:

- Select your temporary housing service
- Arrange storage (if eligible for storage assistance through TRAS)
- Confirm your lease reimbursement amount (if applicable)

8.4. Construction

When you receive your confirmed construction start date, you will also be notified of your final moveout date and the date your relocation period will begin. After construction is complete and your final inspection has passed, your Case Manager will contact you to confirm that your relocation period has ended. The amount of time you have to transition back into your home will vary depending on your project type:

- Structural Elevation: 2 Business Days
- Mitigation Reconstruction: 7 Business Days

8.5. Closeout

During the closeout phase, all final temporary relocation expenses will be reconciled. Any additional costs or reimbursements will be invoiced or issued at this time.

9. Entering into TRAS

9.1. Preparing for Relocation

Preparing for relocation is a key step in facilitating a smooth transition from your home to temporary housing while construction is underway. Once your Homeowner Grant Agreement (HGA) is signed and your relocation details are confirmed, you will begin the preparation process with support from your Case Manager and the Temporary Relocation Team.



You will receive notice of your scheduled move-out date along with detailed instructions on what to do before, during, and immediately after relocation. Your Case Manager will help coordinate timelines with your contractor and verify that all required forms and authorizations have been completed, including your Temporary Relocation Assistance Agreement and Hotel Payment Authorization Form (used by Hotel Provider to document which expenses will be charged to the Temporary Relocation vendor vs. Property Owner) if applicable.

During this stage, you should:

- Review your Temporary Relocation Preparation Checklist (**See Appendix C**) and confirm your readiness at least one week before your scheduled moveout date.
- Make arrangements for essential items you will need during your stay, such as medications, important documents, and personal belongings.
- Notify your Case Manager of any special accommodations or schedule conflicts that could affect your moveout or check-in dates.
- Follow all guidance provided regarding utility disconnections, key handoff procedures, and storage arrangements (if applicable).

Proper preparation helps prevent delays in construction and helps you maintain eligibility for program benefits. The Temporary Relocation Team and your Case Manager are available throughout this process to answer questions, confirm documentation, and assist you in having your relocation begin smoothly and on time.

9.2. Temporary Relocation Preparation Checklist

The Temporary Relocation Preparation Checklist provides tips on steps you may need to take to prepare for your relocation to temporary housing, including:

- Planning your move
- Securing your transportation
- Organizing your storage
- Procuring a lock box

Please see Appendix C for additional information.

9.3. Timeline & Expectations for Move Out Day

On your scheduled move-out day, your property must be fully vacated and ready for construction access. Check-in to your temporary housing in accordance with the instructions provided by the Temporary Relocation Vendor. If any issue arises that prevents you from moving out as planned, contact your Case Manager immediately to discuss available options.

Failure to vacate on time may delay construction, affect the overall project schedule, and could impact your eligibility for relocation support.

9.4. Penalties for Delayed Moveout

Any delays in moving out may also result in delays to the start of construction; if you do not vacate your property on time, the construction teams may have to move on to the next ready project, thereby delaying construction by days, weeks, or even months.

If a delay occurs due to the fault of the construction contractor, the contractor will be responsible for all related temporary relocation costs, including your 25% cost-share. If the delay is caused by weather or results from a Property Owner-related issue, you will be responsible for paying at least 25% of the additional costs associated with the extended temporary relocation period.

10. Expectations and Support during the Relocation Period

By signing the HGA you agree and acknowledge that during your relocation period, you are expected to maintain open communication with your Case Manager and follow all TRAS policies and housing provider rules. This includes complying with check-in and check-out procedures, occupancy limits, and any property-specific guidelines provided by the housing or storage facility.

Temporary relocation participants must conduct themselves respectfully and safely while in temporary housing. Any violation of housing rules, acts of damage, or disruptive behavior may lead to removal from temporary housing and affect continued eligibility for assistance.

If issues arise during your stay, such as accessibility needs, maintenance problems, billing questions, or scheduling changes, contact your Case Manager or the Temporary Relocation Team immediately for guidance. The Elevate Florida program and its partners are available to provide ongoing support and provide a safe, compliance and coordinated relocation experience that aligns with your project's construction timeline.

10.1. Expectations While Staying In Temporary Housing

While residing in temporary housing arranged through TRAS, you are expected to maintain the same standards of care and responsibility as you would in your own home. This includes keeping your housing unit clean, respecting the property, and following all rules set by the housing provider. You are responsible for any damages, extra fees, or penalties resulting from misuse of the room or facility.

Be considerate of other guests, hotel staff, and program partners. Disruptive, unsafe, or disrespectful behavior, including noise disturbances, property damage, or harassment,

will not be tolerated and may result in eviction by the housing provider and/or loss of relocation eligibility.

During your stay, contact your Case Manager regarding any issues, such as maintenance concerns, check-in/check-out adjustments, or accessibility needs. Elevate Florida and its partners are committed to supporting you so that your temporary housing experience remains safe, comfortable, and compliant with all applicable program, vendor, and Uniform Relocation Assistance (URA) requirements.

10.2. TRAS Policies

Temporary relocation activities must comply with all applicable local, state, and federal laws, including the Uniform Relocation Assistance and Real Property Acquisition Policies Act (URA), which protects qualifying Tenants displaced by federally funded programs. In addition, Temporary Relocation Assistance Services must follow the rules of its housing and storage providers (e.g., hotels, rental properties, storage facilities) and operate in alignment with the Florida Division of Emergency Management (FDEM) and the [Hazard Mitigation Assistance Program and Policy Guide](#).

The Temporary Relocation Assistance Agreement (TRAA) outlines expectations for participants and the consequences of non-compliance. To protect program integrity, fairness, and the wellbeing of staff and guests, a warning system will be used to address violations. However, temporary housing providers reserve the right to evict participants for policy violations, and such decisions supersede the warning process as outlined.

Examples of violations include, but are not limited to:

- Property damage or failure to follow property rules
- Fraudulent or illegal activity while in temporary housing
- Disruptive or unsafe behavior affecting staff, guests, or Tenants

These examples are not exhaustive. Participants must comply with all program rules and provider requirements to remain eligible for TRAS.

10.3. Support Resources And Points Of Contact

If you have questions or need assistance during your relocation, several support resources are available to you:

Case Manager – Your primary point of contact for all relocation, eligibility, and documentation questions.

Temporary Relocation Team (TRT) – Responsible for coordinating housing, storage, and vendor communication.

Elevate Florida Support Center – Provides general assistance and handles urgent issues when your Case Manager is unavailable. You can reach the Support Center at **877-353-8835 (877-ELEV8FL)** or by email at support@elevatefl.org. Business hours are Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time.

While you participate in the TRAS, you will be provided with an emergency 24/7 contact, able to be reached for critical/immediate needs. This will be provided at the time TRAS confirms your reservation.

11. TRAS Relocation Period End and Project Closeout

At the end of your temporary relocation, your Case Manager will verify that construction is complete and confirm your eligibility to return home. During project closeout, all relocation expenses will be reconciled, your cost-share balance finalized, and required documentation (including proof of NFIP insurance, if applicable) collected. You will receive written confirmation once your project is officially closed within the Elevate Florida system.

11.1. Temporary Relocation Exit Checklist

This section provides guidance on the steps you may need to take to prepare for the end of your relocation period within the required timeframe. For Structural Elevation and Mitigation Reconstruction projects, this guidance includes final instructions for removing the lockbox and returning to your home after construction is complete. For Mitigation Reconstruction projects, additional details will also be provided about coordinating storage and scheduling the return of stored belongings.

To minimize disruption to you and your household, the Elevate Florida program aims to get you back into your property as soon as possible. It is important to be prepared to move back into your home as soon as it is safe to occupy. If your project involves a Structural Elevation, you will have up to 48 hours to move back into your home after receiving your notification to return. For Mitigation Reconstruction projects, you may be given up to seven (7) calendar days to move back into your home. This is to allow you to coordinate with movers and manage delivery schedules for items in storage. You will be notified of your official move-back date and are expected to acknowledge receipt of this notice immediately to help avoid any delays in returning home.

11.2. Reconciliation of Actual vs Estimated Costs

At the end of your temporary relocation period, the program will complete a cost reconciliation to compare the estimated expense given to you prior to relocation to the actual cost incurred. If the cost exceeds the original estimate, you will be responsible for

your portion of the overage amount. If costs are lower than estimated, the difference will be adjusted during project closeout.

11.3. Process for Reimbursement

If you are approved for lease reimbursement or other eligible out-of-pocket relocation expenses, payments will be processed during the project closeout phase once all required documentation is received and verified. You must submit proof of payment, such as receipts, invoices, or bank statements, along with any supporting records requested by your Case Manager.

Reimbursement amounts are calculated according to program policy and limited to eligible costs only, such as approved rent, housing taxes, or storage fees. Costs must align with the HUD Fair Market Rent (FMR) or General Services Administration (GSA) rate, whichever applies to your project type, and cannot exceed the approved federal cost-share ratio of 75%.

Once your documentation is reviewed and validated, your 25% cost-share will be applied, and reimbursement will be issued through the Elevate Florida program following final approval.

11.4. Overpayment & Refunds

In case of overpayment If you select a lower-cost temporary housing option or move home earlier than planned due to construction finishing ahead of schedule, you may end up overpaying your share of temporary housing costs. In this situation, rather than receiving credit toward future program payments (as in the previous scenarios), you will need to request a refund. This is because the payment for temporary housing is made concurrently with your construction payment. Please reference the [Overpayment & Refunds Guidance](#) for further details.

12. Closing

This guide aims to provide an overview of the key steps and responsibilities involved in participating in the Elevate Florida program, from application and eligibility through construction and project closeout. It is intended to help you understand what to expect at each stage of your project and to clarify the roles of you (the Property Owner), your Case Manager, and Elevate Florida program teams throughout the process. By reviewing and following the information provided, you can prepare for each phase with confidence, stay on schedule, and remain in compliance with program requirements.

Appendix A: Terms

Below is a list of terms relevant to relocation.

ADA	The Americans with Disabilities Act	The Americans with Disabilities Act of 1990 or ADA (42 U.S.C. § 12101) is a civil rights law that makes sure people with disabilities are treated fairly. It helps them have the same chances as everyone else to get jobs, go to school, use public places, and access services. The ADA makes sure buildings, websites, and other things are accessible so people with disabilities can use them easily.
CO	Certificate of Occupancy	A document that shows a home is safe to live in and meets local building codes. Also called a use-and-occupancy certificate.
DOB	Duplication of Benefits	There are various types of assistance and programs (e.g., flood insurance, disaster repair grants, loans) that help people whose properties have been damaged by natural disasters to rebuild and relocate. By law, federal assistance cannot pay an individual for the same benefits which have previously been provided by another source. People receiving assistance are urged to keep receipts of their disaster spending for three years to document the money used to meet disaster-related needs.
FDEM	Florida Division of Emergency Management	Working under the Governor of Florida, the people who serve the division support safety measures during emergencies, like hurricanes, floods, or other disasters. They plan and communicate information, so everyone knows what to do if something bad happens. Their role is to make sure that everyone in Florida is prepared and can stay safe when disaster strikes. They also coordinate and get the things people need, like food, water, and shelter, both during and after an emergency.
FEMA	Federal Emergency Management Agency	FEMA is a part of the U.S. government made up of people who help others during emergencies and disasters, such as hurricanes, floods, and earthquakes. The employees help people and local governments prepare for disasters, make sure everyone is safe, provide and coordinate what is needed like food, water, and shelter, when bad

things happen. FEMA supports people when they need it the most and helps communities rebuild after a disaster.

GSA Rate	General Services Administration Rate	The GSA rate is a standard allowance set by the GSA for reimbursing certain travel-related or relocation expenses incurred by federal employees. This includes per diem lodging and meals expenses or approved moving and storage costs under federal relocation policy
HGA	Homeowner Grant Agreement	A document that outlines your project's approved scope, budget, and responsibilities between you and the Program.
HUD FMR	The Department of Housing and Urban Development Fair Market Rents	Defined in 24 CFR 888.113 as estimates of the 40th percentile gross rents for standard quality units within a metropolitan area or nonmetropolitan county. For participants in Temporary Relocation seeking reimbursement of a pre-existing lease, this amount will determine the maximum reimbursement based on the city and zip code and number of bedrooms.
TRAS	Temporary Relocation Assistance Services	Temporary Relocation Assistance Services covers housing and storage expenses for Property Owners and eligible Tenants in Mitigation Reconstruction and Structure Elevation projects who must vacate their homes during construction.
URA	The Uniform Relocation Assistance and Real Property Acquisition Policies Act	The Uniform Relocation Assistance and Real Property Acquisition Policies Act (URA), is a federal law that establishes minimum standards for federally funded programs and projects that require the acquisition of real property (real estate) or displace persons from their homes, businesses, or farms. The URA's protections and assistance apply to the acquisition, rehabilitation, or demolition of real property for federal or federally funded projects.

Appendix B: How To Fill Out Your Temporary Relocation Form

This section provides detailed instructions to help you complete your Temporary Relocation Form (TRF) accurately and efficiently. The TRF collects important information about your household's needs during the construction period, including housing preferences, accessibility requirements, household size, and any special considerations such as pets or medical equipment.

Completing this form carefully helps the Elevate Florida program identify the most suitable temporary housing and storage options for you. It also helps prevent delays during the relocation process and supports coordination between you, your Case Manager, and the Temporary Relocation Assistance Service (TRAS).

Before you begin, review this appendix step by step. Each section of the form is explained clearly, with notes on what information is required and examples of how to complete specific fields.

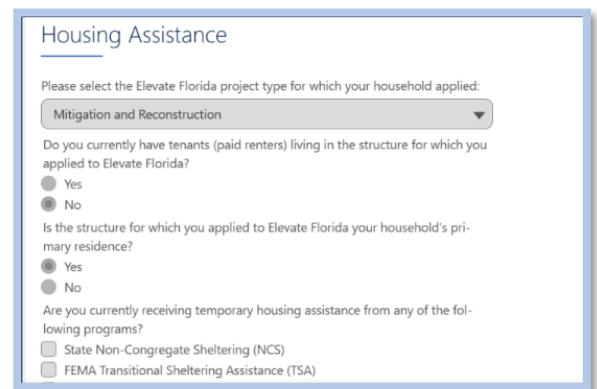
The Temporary Relocation Form opens in a read-only view. It begins with the Objective section, followed by the Definitions section. You can move through the form by selecting the Next or Previous buttons at the bottom of each screen.

The **Housing Assistance** section collects information to help determine your project type, whether you have Tenants, and if you are currently participating in any housing assistance programs. If you are receiving other housing assistance, include the type of assistance and the expected end date. If possible, you should continue that assistance for as long as it remains active.

The **Household Information and Preferences** section is one of the most important parts of the form. It provides the first indication of which relocation option you plan to use and helps establish the radius from your current home where you are comfortable being temporarily housed. This section also shows whether you plan to opt out of program-arranged housing.

The **Transportation Needs** section identifies any transportation challenges or special considerations that the Relocation Vendor should prioritize when arranging temporary housing.

The **Temporary Housing** section gathers details about your household, including the number and ages of all members, accessibility needs, and any work or education



The screenshot shows the 'Housing Assistance' section of the form. It includes a dropdown menu for 'Please select the Elevate Florida project type for which your household applied:' with 'Mitigation and Reconstruction' selected. Below are three questions with radio button options: 'Do you currently have tenants (paid renters) living in the structure for which you applied to Elevate Florida?' (Yes/No), 'Is the structure for which you applied to Elevate Florida your household's primary residence?' (Yes/No), and 'Are you currently receiving temporary housing assistance from any of the following programs?' (checkboxes for State Non-Congregate Sheltering (NCS) and FEMA Transitional Sheltering Assistance (TSA)).

Figure 5: Housing Assistance Screen Temporary Relocation Form

requirements that may affect housing placement. If a household member attends school, be sure to include the school's location and the months they are in attendance.

The **Household Pets** section records information about any pets that will be part of your temporary relocation. All pets should be clearly and accurately listed here to help identify suitable housing options.

The **Current Living Situation** section documents your current housing arrangement. If you select **Response 3** or **Response 5**, your lease may qualify for temporary relocation assistance, and your Case Manager will review this with you. The continuation of this section asks when your current lease ends. Property Owners who can extend their lease or prefer to remain in their current housing should discuss these options directly with their Case Manager.

The final sections, **Housing Preferences**, **Storage**, and **Acknowledgement**, collect any remaining details needed to complete your relocation plan. Responses in the **Storage** section are especially important since it will inform what storage solution is most appropriate. These responses should be reviewed with your Case Manager. If storage is required, a follow-up call will be scheduled with the Relocation Vendor to confirm arrangements and finalize the details.

Appendix C: Temporary Relocation Preparation Checklist

This checklist is to help you prepare for your move-out before construction begins. Completing these steps helps make sure your property is ready for the construction team and that your personal belongings are safely secured or stored. The checklist also serves as a guide for coordinating with your Case Manager, the Temporary Relocation Assistance Service (TRAS), and any Relocation Vendors assisting with packing, moving, or storage.

Review each item carefully and check off tasks as they are completed. Taking time to plan your move out early will help avoid delays and make the transition to your temporary housing smooth and efficient.

Within One Month of Relocation

Plan Your Move

- Review your financial obligations in temporary housing, including requirements for placing a valid form of payment on file for damages and incidentals. This will help avoid any barriers to check in or expenses that were unexpected.
- Regularly check your email for updates on the construction start date and available temporary housing options. Prompt responses to these communications will facilitate a smoother transition.

Plan Your Transportation

- Decide how you will travel to/from your temporary housing. For example, options could include driving your own vehicle, utilizing public transportation, renting a vehicle, or arranging for a relative/friend to drive you.
 - If you choose to rent a vehicle, research the cost and availability in your area and make a reservation to secure your transportation for your move.
 - If planning to rely on a relative/friend for transportation, confirm arrangements with them to confirm availability.

Plan for Storage

- Identify which items will be relocated with you and which will be moved into storage.
- Confirm the location and availability of your storage unit as part of arrangements with the Relocation Vendor.

Procure a Lock Box For Spare Key Placement

- Procure a weather-resistant, 4-digit combination lock box that is able to be secured on a door handle or railing to provide General Contractor access to the property during the construction period (**see Appendix for detailed instructions**).
 - If purchasing new, there are many local and online retailers that carry these items, including Home Depot, Lowe's, Ace Hardware, Walmart, Amazon, and Target.

Manage Utilities & Update Your Mailing Address

- Contact your utility providers to pause or discontinue services at your current property. This will prevent unnecessary charges during your absence.
- Arrange for mail forwarding through the United States Postal Service (USPS) to continue receiving important correspondence at your temporary housing address.



Within 9 Business Days of Relocation

Prepare to Pack

- Review the temporary housing provider's policies and restrictions concerning items that can be brought into the property to prevent bringing any prohibited items.
- Gather all necessary packing supplies, such as boxes, tape, and suitcases. Keep boxes and suitcases light for safe handling and transport.
- Clearly sort and label items to distinguish between those going to temporary housing and those being placed in storage, simplifying the unpacking process.

Prepare Items for Storage

- Create a detailed inventory list of items marked for storage, including photos, if possible, for accountability.
- Separate out fragile and valuable items and document them as such.
- Clearly label storage boxes with your name to avoid mix-ups.
- Confirm transfer arrangements with the temporary housing vendor, including date, time, and access.

Pack Belongings for Relocation

- Carefully plan and pack all essential items needed for your estimated stay temporary housing. This includes clothing, medications, toiletries, personal documents, chargers, and other necessary items.
 - Items requiring immediate access, such as medications, should be packed separately and kept readily accessible during your move.
- Leave behind bulky items and furniture, as they are not needed in temporary housing.
 - Structure Elevation: If your project involves structure elevation, storing personal belongings during the construction period is not necessary. Pack essential items needed during your stay in temporary housing and secure any fragile items that will not be relocated.
 - Mitigation Reconstruction: For projects involving mitigation reconstruction, you will receive separate instructions from your Case Manager regarding the storage of personal belongings during construction.

Within One Week of Relocation

Confirm Housing Details

- Double-check all details regarding your temporary housing, including the exact address and check-in date before your scheduled move-in. This step helps avoid any last-minute complications.

Finish Last Minute Preparation Tasks

- Donate or store non-perishable pantry items. Empty your refrigerator and freezer to prevent spoilage, especially if your power will be disconnected.
- Lease Reimbursement: If you are in a lease, be prepared to submit monthly receipts for all eligible expenses related to your temporary housing. Keeping accurate records facilitates reimbursement or financial tracking.

Finalize Storage Arrangements

- Confirm the final list of items to be moved into storage and confirm all boxes are labeled with your name.
- Double-check that fragile or valuable items are packed securely and noted on your inventory list.
- Keep a copy (digital or physical) of your storage inventory for your records in case you need to request retrieval during construction.
- Review and confirm access procedures.

Install Lock Box for Spare Key Placement

- Install the lock box near your primary entry door in a discreet but accessible location. Please take care to place on a secure door handle or railing.
- Place the spare key within the lock box. This key will be accessible by the General Contractor to complete construction activities within the home. General Contractors will be instructed to leave the spare key within the lock box at all times.
- After installation, send your Case Manager:
 - The **4-digit code (so that it may be relayed to the General Contractor at start of the construction period)**
 - A photo showing the placement of the lock box
 - Any additional relevant information (Ex: Which door the key goes to).

Important Notes –

- ✓ **Property Owners are solely responsible for covering all costs associated with packing, moving, and transportation related to Temporary Relocation. Plan accordingly to manage these expenses.**
- ✓ **Returning to the property while under construction will be prohibited. Please remember this as you pack and determine what to place in storage, and what to bring with you.**

Lock Box Guidance for Property Owners

Purpose

To facilitate secure and consistent access to homes during the construction period, Property Owners are required to provide a lock box containing a copy of their house key(s). This allows the General Contractor to enter the property for scheduled work without delay.

Section 1: Recommended Features

When selecting a lock box, consider the following key features:

- Weather-resistant, durable metal construction
- 4-digit combination code that can be reset
- Shackle-style or wall-mounted (depending on property setup)



Figure 1: Example Lock Box

Section 2: Where to place your Lock Box

- **Do not place** the lock box in areas visible from the street or where it could interfere with ongoing construction.
- The placement should allow **safe, unobstructed access** for the General Contractor.
- The lock box should be attached to a secure door handle, railing, or alternative. Take care that the lock box itself cannot be removed without the passcode.

Section 3: Where to Procure a Lock Box

Lock boxes are available for purchase from a variety of local and online retailers, including but not limited to:

- **Local Hardware Stores:** Home Depot, Lowe's, Ace Hardware
- **Retail Stores:** Walmart, Target
- **Online Options:** Amazon, Home Depot, Lowe's online store
- **Price Range:** Typically, between \$15–\$40, depending on size and security features

Section 4: How to Submit Lock Box Details

Once the lock box has been installed, Property Owners must provide the following to their Case Manager:

- **The 4-digit combination code.** This will be provided to the General Contractor at the start of the construction period so that they may access the property to complete construction activities.
- **A clear photo** of the lock box showing its placement on the property. This will help confirm the General Contractor is able to locate the lock box.
- **Confirmation** of which door the key(s) opens (if multiple doors exist).

The Case Manager will then upload this information to the project record and relay the combination code and photo to the General Contractor through the secure internal communication channel.

Please note that the lock box must remain in place and accessible throughout the construction period to allow authorized access as needed. If any updates are required, such as changing the code, relocating, or removing the lock box, contact your Case Manager before making any changes. Keeping the lock box securely in place helps maintain a safe work environment and supports steady progress on your project.

Section 5: Removing the Lock Box once Construction Ends

When construction is complete and access is no longer required, the lock box may be removed. Follow the steps below for proper removal and secure handling of keys:

- **Access the Lock Box:** Enter the lock box code to open the compartment
- **Remove the Key(s):** Take out all house keys stored inside and close the compartment securely.
- **Detach Lock Box:**
 - If shackled: input the 4-digit release code and remove from the door handle.
 - If wall-mounted: Use a screwdriver to remove the screws or mounting hardware carefully.
- **Change the Code:** After removal, reset the lock box code to a new combination known only to you to prevent unauthorized access.
- **Notify your Case Manager:** Send a brief confirmation email to your Case Manager, noting that your keys have been secured.

Changing the code and properly handling the lock box helps maintain security, compliance, and a smooth transition into project closeout.