

WEEKLY REPORT
Shoreline and Brookhollow Residents Relocation Assistance Update
(Report devised from emails from Casa Blanca Realty)

08/01/2011

Friday, July 29th thru present: Relocation assistance was provided via phone calls, emails and face to face meetings at Shoreline leasing office Saturday and Sunday. This consisted of providing lists of apartments available in the Riverside/Oltorf quadrant, placing phone calls on residents' behalf to apartment managers if applications were denied, and was available to respond to any and all questions or concerns regarding the relocation process.

On Tuesday, July 26th, Austin Energy delivered a letter to each resident at Shoreline and Brookhollow. The letter gave residents the number to call to set up new service and instructions as to what to tell the utility contact center representative. On Wednesday and Thursday, July 27th and 28th. Austin Energy was available to residents at the leasing offices. Austin Energy is waiving the transfer fee and deposits to all the residents. Austin Energy was provided the rent roll for all the residents so each account could be researched before move outs began. They assigned special account representatives for the residents of Shoreline and Brookhollow.

As of Monday, August 1st, there are 14 occupied units at Brookhollow with 15 units vacated yesterday and today. Shoreline has under 90 units occupied with 31 units vacated yesterday and today. Move outs for both communities will continue through the week. All residents at Brookhollow have a move out date and definite move out plans. There remains at Shoreline 8 units which residents have not been placed.

Direct transfer assistance will continue on a daily basis all week.

School aged children at Shoreline and Brookhollow

At Shoreline 11 families with school aged children listed on the lease have been identified for a total number of 21 children attending AISD schools. Not all of these children attended the neighborhood schools last school. 2 of these children attended Norman Elementary and Garcia Middle School due to child care reasons and have moved outside the attendance zone for Shoreline. One family with children at Sanchez has purchased a manufactured home and moved to the Del Valle school district. Another family moved outside the attendance zone, but will attend Sanchez on a student transfer. There were 5 children living at Shoreline last school year that attended Sanchez Elementary, however, these 5 students are not on any leases on file. Based on my interactions with the residents, it appears common for families to move in extended family, which some include school aged children, but will not report it to Leasing Office. In summation 8 of the 11 families have found housing in the Sanchez, Martin quadrant.

As to Brookhollow, there were no school aged children on any lease.

July 14, 2011 – present

Relocation Assistance

Thursday, July 14th: Blanca Garcia brought on board to assist with relocation efforts.

- Began a needs assessment of all residents from both complexes, including those needing special accommodations such as veterans, persons with disabilities, and seniors.
- Outreach efforts include phone calls and in-person meetings.

Saturday, July 16th: Home Fair for Shoreline and Brookhollow residents was held in the Brookhollow parking lot.

- Representatives from neighboring Riverside complexes attended to provide information on available units at their properties.
- Most of the representatives present offered "move in specials" specifically for Shoreline and Brookhollow residents. These ranged from 1 month free rent to waiving deposits.
- Austin Energy customer representatives were on hand to answer questions or concerns from the residents.

Saturday, July 23rd: Blanca worked with residents at the leasing office who have not yet decided where to go or had not located a new housing within their budget.

- As of July 25th, 5 of these residents have been placed in apartment complexes.

Stipends Paid

Friday, July 22nd: Distributed 1st stipend payment to residents.

- Stipends have been paid out to over 50 residents at Shoreline.
- Stipends were distributed to the residents at Brookhollow by property manager.

Pending Issues as July 26th: About 10 families still needing relocation assistance

- Challenges include felony convictions to unemployment
- Blanca has identified 3 families with school-age children still residing at Shoreline and Brookhollow
 - o 1st family relocated to a Foundation Communities development and received a school transfer to remain at Sanchez Elementary School.
 - o 2nd family will relocate to an apartment within the Sanchez Elementary School attendance zone.
 - o 3rd family includes a father and a daughter who attends Travis High School. First application to an apartment walking distance to Travis was denied yesterday due to a felony conviction in the father's past.
 - o Blanca is working with Foundation Communities to accept this family.

Note: NHCD does not have information readily available to assess past household relocation, particularly to determine if children in the complexes were able to stay within the area. Staff has requested from Casa Blanca Realty any information that can be obtained.