

**Frequently Asked Questions (FAQs)
Powdermill Village Resident Meetings
Tuesday, September 1, 2020**

1. What renovations are going to be completed at Powdermill Village?

There are going to be both interior and exterior renovations at the property. With the exception of building 1 which had exterior renovations in 2015, all buildings will receive new windows and sliders, new roofing and siding, new entry and storm doors and decking and railings at the front and rear porches. Renovations will also include unit numbering, added security cameras, site paving, installations of storm drainage and upgrades to the laundry building. Building 1 will have new sliders installed, front storm doors and deck railings. The exterior renovations are occurring on a separate schedule than the interior renovations and HOU will coordinate with each household to schedule the day and time the contractor will need access to the units for window replacement, slider and front door replacement. In all units, work include new kitchen cabinets, flooring counters and appliances, bathrooms will have new flooring, vanities, medicine cabinets, new ventilation fans and the tubs and tub surrounds will be regaled, the entire apartment will have vinyl floor plank installed and the living room and kitchen will be repainted. All units will be professionally cleaned appliance, before you return to your home.

2. Where will I be relocated to during construction in my apartment?

You will move to another apartment which will be fully furnished at Powdermill Village during the renovations to your apartment. These temporary units are in the renovated Building #5. We will be creating and distributing a plan for all units on how to prepare for your move during the upcoming renovation. You will move to a furnished apartment and need to bring with you your personal belongings, clothes, medicine, valuables, linen for bed, towels, cleaner essential and etc.

3. Will everyone need to move?

Yes. Every household will need to temporarily move during these renovations. You will receive a 30-day notice in advance at your move-out day.

4. Who is going to assist us during this process?

Powdermill Village Ownership has contracted the services of Housing Opportunities Unlimited (HOU) to assist in all aspects of your relocation including preparing for your move, your move out, and your move back in.

Naomi Jackson, HOU's Relocation Coordinator, will be your main contact regarding all issues and questions with your temporary relocation. Naomi Jackson phone number is (413)355-0292 and email ncarter@housingopportunities.com.

5. When will I have to move to another apartment?

You will be given at least 30-day's notice before you have to move. We expect that the first phase of moves will happen in October 2020.

6. Who will move my things during my move?

HOU will work with a professional, insured moving company to move your furniture (as needed) and belongings. HOU will also provide you with boxes and tape to prepare you for your move. You will not need to purchase anything for your move out of pocket.

7. Can I bring my food with me to the Temporary Unit?

Yes. You can bring food with you to your Temporary unit. Kitchen & cabinets including the refrigerator in your unit will need to be completely empty before your move.

8. How long will I be temporary relocated?

Approximately 3 weeks. Any updates will be given to you as soon as the construction team has more information on their progress with the first phase of apartments.

9. Will I be able to access my original apartment during my temporary relocation?

No. No one will be able to access their unit during the time that they are temporarily moved out of their unit. There will be no exceptions. HOU will work with you to ensure you are packed well and will work with you to get things that you may have forgotten on a case by case basis.

10. What part of my apartments I need to pack?

HOU will work with you to make sure you understand everything that needs to happen and that you are packed accordingly. All of your closets need to be emptied as well as kitchen cabinets, pantry, room closets, bathroom vanity and cabinets.

11. Will someone help me pack my apartment?

Yes. If you require packing assistance in your unit due to a disability related need please contact Lisa Gagne, Senior Resident Services Manager at 413-562-1940 in order to begin processing a

Reasonable Accommodation request. Once this request is approved HOU will arrange for packing assistance in preparation of your move.

12. Will there be a change in the rent that I pay to Powdermill Village?

No. Your rent not will change during the renovations.

13. Do I need to keep paying my rent during the renovations?

Yes. You continue to pay your same rent during the renovations following the Powdermill rent payment policies. Note: For voucher holder rent is calculated by the administration Housing Authority

14. Given COVID-19, will the hospitality units get cleaned according to Center for Disease Control (CDC) and COVID-19 regulations?

Yes. All hospitality units will be cleaned by CDC recommendations for COVID-19 and will be done by a professional cleaning company.

Please contact Naomi Jackson HOU Relocation Coordinator at (413)255- 0292 or email ncarter@housingopportunities.com if you have any questions.