1. GRANTEE DEVELOPS PROGRAM
- Prepare program description, including policies for minimizing displacement.
- Hold public hearings (if applicable).
- Prepare memorandum of understanding with Housing Agency (if applicable).
- Submit information to HUD/State (if applicable).
- Notify property owners of fund availability and distribute application forms.
- Establish organization and train staff.
- Establish management control system and procedures for coordinating temporary and permanent relocation with rehab work.
- Establish record-keeping procedures (Chapter 6).**

2. OWNER PROPOSES PROJECT
- Owner estimates project costs, including relocation costs. (Consults with Grantee as necessary.)
- Owner prepares application.
- Grantee or owner sends General Information Notice to tenants cautioning tenants not to move.
- Owner submits application (including list of occupants in property) to grantees.
- Owner informs future tenants about project proposal and its impact on them (e.g., displacement without assistance).

3. GRANTEE REVIEWS APPLICATION
- Determine tenant needs and preferences. Complete site occupant records.
- Identify available resources (e.g., comparable replacement dwellings, Section 8 assistance and HOME TBRA).
- Determine project costs, including relocation costs.
- Prepare contract agreement between grantee and owner.
- Prepare notices to be issued to tenants upon execution of agreement.

4. GRANTEE INFORMS AND WORKS WITH TENANTS NOT TO BE DISPLACED
- Issue Notices of Nondisplacement at time of execution of agreement between grantee and owner.
- Explain assistance to be provided (e.g., Section 8 or HOME TBRA).
- Explain temporary relocation policies (if applicable).

5. TEMPORARY RELLOCATION
- Ensure temporary housing is decent, safe and sanitary housing and there is no increase in out-of-pocket housing expenses.
- Reimburse tenant for out-of-pocket moving costs incurred in move to and move from temporary housing.
- Ensure all other conditions are reasonable (e.g., location and duration of temporary housing).

6. TENANT CHOOSES REPLACEMENT PROPERTY AND MOVES
- Inspect replacement housing before move to ensure it is decent, safe and sanitary.
- Upon notification of business move, inspect personal property at displacement site. Inspect personal property at replacement site to ensure it was moved.
- Issue advance payment when needed.
- Assist tenant in preparing claims.

7. GRANTEE FOLLOW-UP
- Deal with complaints quickly and equitably. Assist in preparation of appeal, as appropriate.
- Evaluate program success (include follow-up contacts with affected persons).
- Improve procedures for future.
- Maintain records to demonstrate compliance with regulation.

* Term “grantee” includes CDBG Entitlement Communities, State CDBG recipients, HOME Participating Jurisdictions and recipients of State HOME funds.

** References are to HUD Handbook 1378.