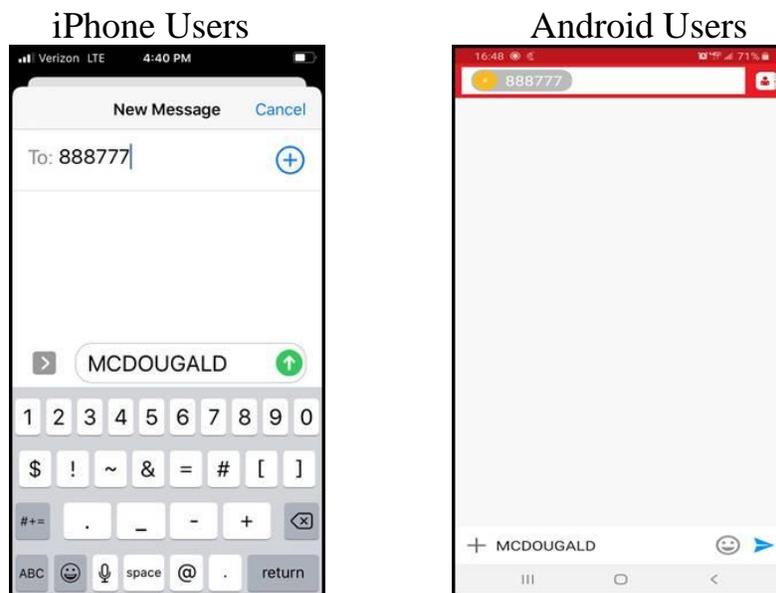


## Temporarily Relocated McDougald Terrace Residents Frequently Asked Questions (FAQs)

### 1. How can I receive important updates from DHA while I am temporarily relocated?

**PLEASE SIGN UP FOR ALERT MCDOUGALD:**

**To opt in, text “MCDOUGALD” to the number 888777**



After you opt-in, you will receive an automatic reply that says: “Welcome to MCDOUGALD Info at nixle.com. Reply HELP for help and STOP to cancel. Message and data rates may apply.”

You will then receive a message that says: “You have signed up to receive resident information related to the McDougald Terrace Relocation efforts.”

You can also check for updates on DHA’s website [www.durhamhousingauthority.org](http://www.durhamhousingauthority.org), the [Durham Housing Authority Facebook page](#) or on [Twitter at @dhacomm](#).

### 2. Why have I been temporarily relocated?

Recently there have been several residents treated for elevated Carbon Monoxide (CO) levels in the McDougald Terrace community. Our immediate priority is the safety of all McDougald residents, which is why we implemented a voluntary evacuation.

You have been temporarily relocated while DHA contracts independent specialists to test the Air Quality in your home. We sincerely apologize for this inconvenience, but want you to know that your safety comes first.

### 3. How long will I be here?

DHA has arranged these temporary lodging accommodations until **Saturday, January 11, 2020**; however, DHA may extend your accommodations if necessary. DHA will provide updates regarding the status of your unit by Friday, January 10, 2020. DHA will contact you directly if it determines that you can return sooner.

### 4. Can I go back to my apartment?

You are free to return to your unit at McDougald Terrace if you need to get anything from your home – it is still your home and this evacuation is voluntary. If you find anything in your home that needs maintenance attention, please contact the McDougald Property management team at 919-596-1639. DHA does not want you to expose yourself to any potential risk and specifically recommends that no one sleep in any unit that has been evacuated voluntarily until we are able to determine it is safe.

### 5. How do I get transportation?

Transportation back to McDougald Terrace to pick up additional items will be available on **Wednesday, January 8, 2020 and Friday, January 10, 2020**. On those days a shuttle will pick up from each hotel at **7:45 a.m.** and transport residents to McDougald Terrace. Transported residents will be picked up from McDougald Terrace's Management Office promptly at **12:00 p.m.** and transported back to their designated hotels.

For any other transportation needs, please contact TMAC Transportation, DHA's Transportation vendor at 919-408-7796 between the hours of 9:00 a.m. and 5:00 p.m., to arrange transportation. They will verify that you are a relocated McDougald Terrace resident, and coordinate pick-up and drop-off services for you or a household member on your lease at no expense to you. **Representatives are available after 5:00 p.m. for urgent transportation issues only. If you require emergency medical care, please call 911.**

If you require a reasonable accommodation such as coordinating transportation for a caregiver; transportation to your home, to your pharmacy, to your doctor, or to get needed supplies please be sure to contact the transportation vendor listed above, or call 919-683-8596.

### 6. How will my children get to school?

DHA coordinated with the Durham Public School (DPS) system to provide school bus transportation to and from school at your hotel. Please visit DHA's website, [www.Durhamhousingauthority.org](http://www.Durhamhousingauthority.org) to view the school bus schedule provided by DPS. DPS may update this schedule as the week goes on, so please pay attention to any changes.

If your child's school is not on the DPS schedule, please contact TMAC Transportation at 919-408-7796, DHA's Transportation vendor, to arrange transportation. They will verify that you are a relocated McDougald Terrace resident, and coordinate pick-up and drop-off services for you or a household member at no expense to you.

### 7. I am disabled and require accessibility features in my room or another form of an adjustment or change to meet my needs; who do I contact?

If you have a reasonable accommodation and/or modification in place with DHA, or you need a reasonable accommodation and/or modification now at your hotel, please contact DHA at 919-596-1639 so that we can assist you.

## 8. What resources will DHA provide while I am temporarily relocated?

DHA will provide stipends to families to offset the cost of meals and incidental expenses. The stipends distributed on **January 7, 2020** is intended to cover these expenses from Monday, January 6, 2020 through Saturday, January 11, 2020. If DHA has to extend your stay for any reason, you will be provided with additional stipends as needed.

If you have a hotel room that is equipped with a kitchenette, DHA strongly encourages you to take your groceries in order to prepare meals. As a reminder, you may return to your apartment to gather belongings, including food.

DHA will also provide transportation services while you are in the hotel. Please see the response to Question #5 for more information.

## 9. Will DHA pay my hotel for expenses incurred other than the cost of the room?

**NO.** As stated in your Relocation Agreement, DHA will only cover the cost of your hotel room. DHA will not be responsible for charges like room service, movie rentals, damages, and etc.

## 10. I am having a problem with my hotel, who do I contact?

We ask that you first contact hotel representatives for assistance. If the issue is not resolved, please contact DHA at 919-596-1639.

DHA can't change the hotel's rules. As a hotel guest, you must follow the hotel's rules in order to stay in the hotel. If you are asked to leave the hotel for violating the hotel's rules you will have to provide your own temporary lodging accommodations.

**REMINDER:** As stated in your Relocation Agreement all provisions of your lease remain in force and effect, including but not limited to the Resident and Household members obligations. You are responsible for the conduct of all of your household members, and guests.

## 11. What is DHA doing to ensure that my home is safe to return to?

DHA will have independent professionals to test your home for elevated Carbon Monoxide (CO) levels, natural gas leaks, and mold. DHA will also check your stove, and furnace to ensure they are operating properly.

If the independent professionals determine that repairs are needed to return your home's air quality to a safe level, DHA will ensure those repairs are made immediately. After the independent professional has determined the air quality is safe, DHA will notify your family it is safe to return home and arrange for your transportation if needed.

## 12. What is DHA going to do about all other necessary repairs to my unit?

DHA will first ensure that the air quality of your home is safe so you can return home.

DHA is committed to addressing all maintenance issues at the McDougald Terrace development. We are working on a complete maintenance strategy to resolve all outstanding maintenance issues and needs.

## 13. What are the Next Steps?

As we work to regain your trust and improve our service we will hold weekly meetings to report out on outstanding McDougald Terrace maintenance requests and hear any concerns you may have. The first meeting will be held **Saturday, January 11, 2020 at 11:00 A.M. at Burton Magnet Elementary School located at 1500 Mathison Street, Durham, NC 27701.**

DHA will arrange for transportation to these meetings for those that need it if they choose to attend.

#### 14. Who do I contact with additional questions?

Please call **919-596-1639** between the hours of 8:30 A.M. to 5:00 P.M., Monday through Friday with any questions that you may have.

These updates are subject to change. Please stay tuned to our website, [www.durhamhousingauthority.org](http://www.durhamhousingauthority.org), social media channels, or Alert McDougald for more updates.