

# Residential Relocation Brochure





## FOREWORD

North Carolina is always working to improve its transportation systems. Often this involves the purchase of residential property from private citizens so the state's highways and other public modes of transportation can safely accommodate the increasing number of people using them.

If you own or rent residential property near an existing or proposed highway, or other transportation improvement, you may be interested in the working procedures of the N.C. Department of Transportation and how you, as a citizen, may be affected.

## TABLE OF CONTENTS

|    |   |
|----|---|
| 1  | INTRODUCTION  |
| 1  | RELOCATION ADVISORY SERVICES                            |
| 2  | SOCIAL SERVICES PROVIDED BY OTHER AGENCIES              |
| 2  | RELOCATION ADVISORY ASSISTANCE CHECKLIST                |
| 3  | MOVING PAYMENTS   |
| 5  | REPLACEMENT HOUSING PAYMENTS                            |
| 7  | REPLACEMENT HOUSING PAYMENTS FOR HOMEOWNERS             |
| 9  | REPLACEMENT HOUSING PAYMENT FOR 90-DAY TENANT OCCUPANTS |
| 11 | YOUR RIGHT TO APPEAL                                    |
| 13 | APPENDIX  |

## INTRODUCTION

The Relocation Assistance Program establishes a policy to help minimize any hardships you may experience because of a move.

This booklet serves to answer some of your questions about relocation benefits. More information can be found in the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970. While every effort has been made to ensure the accuracy of this booklet, it does not have the force and effect of law. Should any difference or error occur, the law will take precedence.

State law provides certain relocation payments and advisory assistance for displaced persons. These relocation entitlements are discussed on the following pages.

### **⚠ IMPORTANT!**

You are not eligible for Relocation Assistance benefits until a written offer is made to purchase the real estate presently occupied or until a Letter of Eligibility is received. **Do not move until you have received written authorization to do so.** If you move prior to receiving a written authorization to move, you will not receive any relocation payments.

To ensure you retain your relocation eligibility, always contact your right of way/relocation agent before taking any action concerning your relocation. Per Federal Law, people not lawfully present in the United States are not eligible for relocation assistance, unless such ineligibility would result in exceptional hardship to a qualifying spouse, parent or child. People seeking relocation assistance will be required to certify that they are lawfully present in the United States.

## RELOCATION ADVISORY SERVICES

If you are displaced because of a state transportation project, you will be offered relocation assistance services to help you find a suitable replacement property. Your concerns are important to us and it is our goal to be of service to you in any reasonable way to help you successfully relocate. We will do everything we can to minimize any disruptions and other impacts of the project.

During this process, an agent will contact you to explain relocation services and payments. During the first interview, your housing needs and requests will be evaluated as well as your need for assistance. You cannot be required to move unless at least one comparable dwelling is made available to you, and you have been given written notice at least 90 days prior to the date by which you will be required to vacate the property. If you need to occupy the property beyond the date the state acquires your property, you may be required to sign a rental agreement and pay rent.

If you desire, your right of way/relocation agent can provide current listings of available replacement housing and offer transportation to look at the properties.

## IN ADDITION TO PERSONAL CONTACTS

Your Right of Way/Relocation Agent is available to assist you during convenient hours, including evening hours when necessary. Your agent has access or can refer you to the appropriate person/agency for a variety of information concerning.

- ✓ **Listing of available replacement properties**
- ✓ **Local housing ordinances**
- ✓ **Building codes**
- ✓ **Social services**
- ✓ **Security deposits**
- ✓ **Interest rates and terms**
- ✓ **VA and FHA loan requirements**
- ✓ **Real property taxes**
- ✓ **Consumer education literature on housing**

## SOCIAL SERVICES PROVIDED BY OTHER AGENCIES

Your right of way/relocation agent is familiar with the services provided by other public and private agencies in your community. If you have particular needs, the agent will make every effort to secure assistance from those agencies who have the expertise to help. You should talk to your relocation agent if you would like these kinds of services.

## RELOCATION ADVISORY ASSISTANCE CHECKLIST

This checklist summarizes the relocation advisory assistance you will receive if you are displaced. Your right of way/relocation agent will meet with you to:

- ✓ **Determine any specific needs and/or requirements**
- ✓ **Explain the relocation process and entitlements**
- ✓ **Offer relocation advisory assistance**
- ✓ **Offer transportation, if necessary**
- ✓ **Ensure the availability of a comparable property ahead of displacement**
- ✓ **Provide referrals to comparable properties**
- ✓ **Provide the amount of your maximum replacement housing entitlement in writing, 90 days or more before the required vacate date**
- ✓ **Inspect replacement homes for decent, safe and sanitary (DSS) standards. This is required on all replacement dwellings.**
- ✓ **Supply information about other federal, state and local programs offering assistance to displaced persons**
- ✓ **Help minimize hardships**



## MOVING PAYMENTS

As a displaced person, you are entitled to reimbursement of your moving costs and certain related expenses. The methods of moving, and the various types of moving cost payments, are explained below.

**Move options are based on one or a combination of the following:**

- Commercial mover
- Self-move
- Fixed residential move cost schedule based on number of eligible rooms (or)
- Actual cost move (based on documentation such as receipts)

You will choose which option you prefer for your move. **Do not move before you have discussed your moving plans with your right of way/ relocation agent and have received written authorization to move.** You can jeopardize your right to receive relocation assistance payments unless you advise your right of way/relocation agent in advance of your moving plans.

### COMMERCIAL MOVE

You could potentially be paid for moving costs and related expenses when the move is performed by a qualified commercial mover. Reimbursement will be limited to a 50-mile distance in most cases.

**Related expenses include:**

- Disconnecting and reconnecting household appliances
- Reconnect fees for utilities at the replacement site (i.e., phone, cable & power), however, this does not include reimbursable deposits.
- Temporary storage, if necessary and pre-approved, for up to 12 months. All storage requests must be made in writing.
- Insurance for your personal property during the move

## SELF-MOVE SCHEDULE PAYMENT

You may choose to be paid based on a fixed moving cost schedule. The amount of the payment is determined by the schedule shown below. If you choose this option, you will not be eligible for reimbursement of related reconnection expenses previously listed.

The number of eligible rooms is determined by your right of way/relocation agent.

### Fixed Moving Cost Schedule

For relocating personal property located in a dwelling:

| Number of Eligible Rooms            | Payment to Occupants Who Own Furnishings |
|-------------------------------------|--|
| 1                                   | \$550                                    |
| 2                                   | \$750                                    |
| 3                                   | \$1,050                                  |
| 4                                   | \$1,200                                  |
| 5                                   | \$1,350                                  |
| 6                                   | \$1,600                                  |
| 7                                   | \$1,700                                  |
| 8                                   | \$1,900                                  |
| Plus \$150 for each additional room |  |

Payment to move contents of a dwelling furnished by the landlord is \$350 for the first room, plus \$50 for each additional room.

## SELF-MOVE ACTUAL COST OPTION

If you choose a self-move based on your actual costs, you must, (with the assistance of your right of way/relocation agent) inventory your personal property to be moved. Your agent will provide the lower of two bids to move your personal property. You will either show that you have spent this amount on the move to be reimbursed, or you can have the Agency pay the mover directly. Your right of way/relocation agent will assist with this process.

## MOBILE HOME MOVES

If your mobile home is personal property and must be moved, you are eligible for the cost of moving it, including disassembling, moving, reassembling, anchoring the unit and utility reconnection charges.

Porches, decks, skirting and awnings that are not purchased by NCDOT will also be moved and reassembled. Reasonable expenses will be paid for packing and moving of personal property within the home.

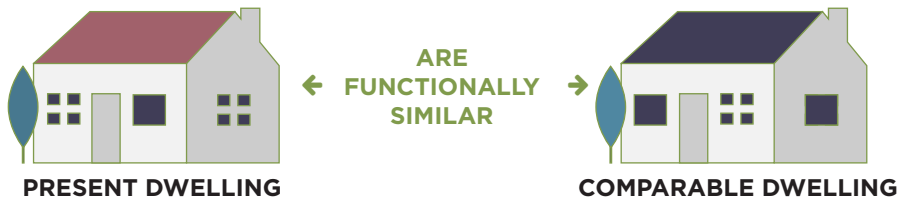
Your right of way/relocation agent will secure the necessary moving estimates to relocate your home. **Please do not move before you have discussed your move plans with them and have received a written authorization to move.**

## REPLACEMENT HOUSING PAYMENTS

If you are displaced from your residence, you will be given a written eligibility notice at least 90 days prior to being required to move. The notice will describe, in detail, all the relocation benefits you may be eligible to receive. One of these benefits is a Replacement Housing Payment, which depends on if you are a homeowner or tenant, and how long you have lived at the current residence.

Replacement Housing Payments can be better understood by familiarizing yourself with the terms *Comparable Replacement Property* and *Decent, Safe and Sanitary*.

### COMPARABLE REPLACEMENT PROPERTY



The asking price or rent of a comparable replacement dwelling will establish the maximum amount you may receive for your replacement housing payment. The comparable replacement dwelling should be functionally similar to your present dwelling.

**While it will not be identical, the replacement should have certain attributes such as:**

- ✓ Similar number of rooms and living space
- ✓ Located in an area not subject to adverse environmental conditions
- ✓ Generally, not located in an area less desirable than your present location with respect to public utilities and commercial and public facilities
- ✓ Currently available to you
- ✓ Land area that is typical in size for similar dwellings located in the same, or similar, neighborhood or rural area
- ✓ Within the financial means of the displaced person

## DECENT, SAFE AND SANITARY

All replacement housing must be decent, safe, and sanitary, which means it meets all of the minimum requirements established by federal and state regulations and conforms to applicable housing and occupancy codes.

### The dwelling shall:

- ✓ Be structurally sound, weathertight and in good condition
- ✓ Contain a safe electrical wiring system adequate for lighting and other devices
- ✓ Contain a heating system capable of sustaining a healthful temperature (approximately 70 degrees)
- ✓ Be adequate in size with respect to the number of rooms and area of living space to accommodate the displaced person(s)
- ✓ Contain a well-lit and ventilated bathroom providing privacy to the user and containing a sink, bathtub or shower stall, and toilet. All must be in good working order and properly connected to an appropriate source of water and a sewage drainage system.
- ✓ Contain a kitchen area with a fully usable sink properly connected to potable hot and cold water and a sewage drainage system, plus adequate space and utility connections for a stove and refrigerator
- ✓ Contain unobstructed ways out to safe, open space at ground level
- ✓ For displaced persons with a disability, be free of any barriers which would prevent reasonable entrance and exit or use of the dwelling

## REPLACEMENT HOUSING PAYMENTS FOR HOMEOWNERS

If you own your home and have occupied it continuously for 90 days prior to NCDOT making an offer to purchase your property, you may be eligible to receive a price differential payment based on the costs necessary to purchase a comparable replacement dwelling. You may also receive reimbursement for increased mortgage interest costs and incidentals from the purchase of a replacement home.

### PRICE DIFFERENTIAL

The price differential payment is the amount that a replacement dwelling's costs exceed the acquisition cost of your displacement dwelling. The price differential payment is in addition to the acquisition price paid for your property.

#### Example: Maximum Price Differential Offer Computation

NCDOT determines the maximum payment based on a decent, safe and sanitary comparable replacement property that is currently available for you to purchase. The computation is shown as follows:

|   |                |
|---|----------------|
| Price of Comparable Home                | \$80,000       |
| Acquisition Price of Your Property      | -\$72,000      |
| <b>Maximum Price Differential Offer</b> | <b>\$8,000</b> |

#### DIFFERENTIAL PAYMENT COMPUTATION



The amount of the price differential payment you receive depends on how much you actually spend to purchase a replacement home and is capped by the established maximum price differential offer. Assuming the maximum payment is \$8,000 (as in the example before), your actual entitlement would be calculated as shown in the following scenario:

#### Example A

|                                    |           |
|------------------------------------|-----------|
| Purchase Price of Replacement Home | \$80,000  |
| Acquisition Price of Your Property | -\$72,000 |
| Difference                         | \$8,000   |

**Actual Price Differential Payment** **\$8,000**

#### Example B

|                                    |           |
|------------------------------------|-----------|
| Purchase Price of Replacement Home | \$87,000  |
| Acquisition Price of Your Property | -\$72,000 |
| Difference                         | \$15,000  |

**Actual Price Differential Payment** **\$8,000**  
*You must pay the Additional \$7,000*

#### Example C

|                                    |           |
|------------------------------------|-----------|
| Purchase Price of Replacement Home | \$75,000  |
| Acquisition Price of Your Property | -\$72,000 |
| Difference                         | \$3,000   |

**Actual Price Differential Payment** **\$3,000**

### INCREASED MORTGAGE INTEREST COSTS

You may be reimbursed for increased mortgage interest costs if the interest rate on your new mortgage exceeds that of your present mortgage. The property you are leaving must have been encumbered by a bona fide mortgage that was a valid lien for at least 90 days prior to NCDOT's offer to purchase your current property.

### COSTS INCIDENTAL TO THE PURCHASE OF A REPLACEMENT HOME

You may also be reimbursed for other expenses such as reasonable costs incurred for a home inspection, title search, recording fees and certain other closing costs normally paid by a purchaser, but not including prepaid expenses such as real estate taxes and property insurance. You must have a mortgage at the property you are leaving to qualify for mortgage-related incidental costs.

### RENT SUPPLEMENT

If you decide not to purchase a replacement property, or if you do not meet the 90-day occupancy requirement, you may be eligible for a rent supplement payment. Your right of way/ relocation agent can discuss this if you are interested in this option.

### TIME LIMITS

To be eligible for a replacement housing payment, you must purchase and occupy a decent, safe and sanitary replacement dwelling within one year from the date the department closed on your displacement dwelling (or condemnation date) and make a claim for your replacement housing payment within 18 months.

**Note:** The 18-month claim period starts on the date you receive your final acquisition payment or the date you move, whichever is later.

## REPLACEMENT HOUSING PAYMENT FOR 90-DAY TENANT OCCUPANTS

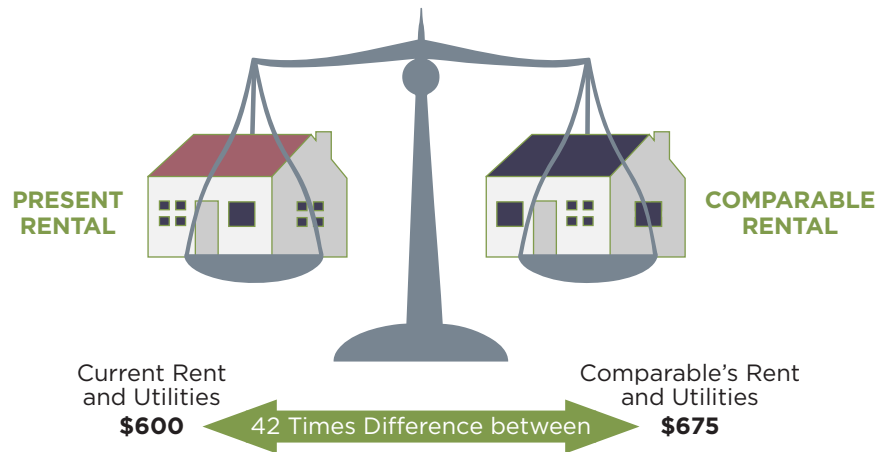
If you are a displaced tenant of 90 days or more, you may be eligible for a rent supplement. To be eligible for a rental assistance payment, tenants must be in actual and lawful occupancy of a replacement dwelling for at least 90 days prior to NCDOT's offer to purchase the property.

NCDOT will determine the maximum payment you may be eligible to receive in accordance with established procedures, and the rental assistance payment will be paid according to federal and state laws, and NCDOT policy.

This payment is designed to help you rent a comparable decent, safe and sanitary replacement dwelling. If you choose to rent a replacement dwelling and the rental cost is higher than what you have been paying, you may be eligible for rental assistance.

The amount of your documented gross monthly income may also influence the amount of your rent supplement payment. Your right of way/relocation agent will advise you regarding this matter.

To be eligible for a rental assistance payment, you must rent and occupy a decent, safe and sanitary replacement dwelling within one year from the date of closing or condemnation on the subject property, and you must claim any payments within 18 months of your move date.



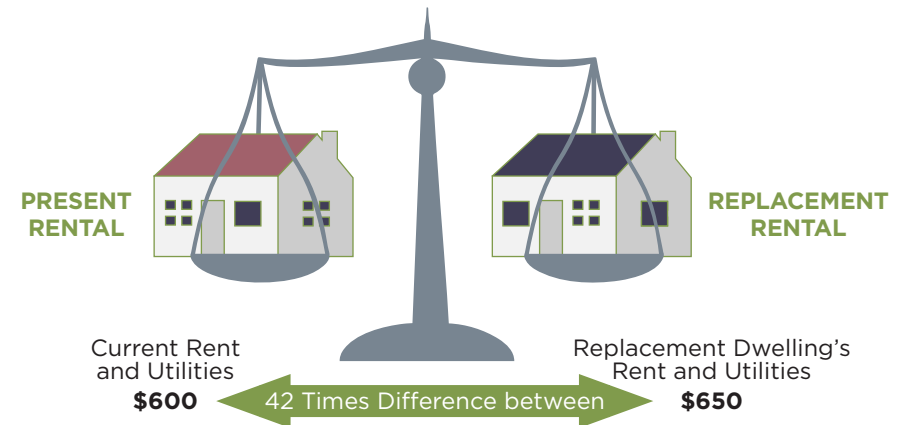
- ✓ Rent and Utilities at your current dwelling equals \$600
- ✓ Comparable dwelling's Rent and Utilities equals \$675
- ✓ Maximum rent supplemental offer equals 42 times the monthly rent difference:  $42 \times \$75 = \$3,150$
- ✓ Your actual Rent Supplement Payment may be any amount up to \$3,150, and will depend on your actual replacement rental amount.

## DOWN PAYMENT ASSISTANCE

Per federal regulation, as a 90-day tenant, you may use the full amount of your rent supplement (or \$7,200), whichever is greater, towards the down payment and incidental expenses for the purchase of a replacement dwelling.

Incidental expenses include the reasonable costs normally paid by the buyer in a housing transaction. These expenses may include: a home inspection; title search; recording fees; and other closing costs. Costs may not include prepaid expenses such as real estate taxes and property insurance.

The combined amount of your down payment and incidental expenses will be capped by the amount of your calculated rental assistance offer (or \$7,200), whichever is greater. You must purchase and occupy a decent, safe and sanitary replacement dwelling within one year from the date of closing or condemnation on the subject property and claim your payment within 18 months of your move date.



- ✓ Rent and Utilities at your current dwelling equals \$600
- ✓ Your replacement dwelling's Rent and Utilities equals \$650
- ✓ Actual Rent Supplement payment is 42 times the difference:  $42 \times \$50 = \$2,100$

## YOUR RIGHT TO APPEAL

You may file a written appeal with the NCDOT's Right of Way Manager at any time you believe the agency has failed to properly consider your application for assistance under the Relocation Assistance Program. Such assistance may include your eligibility for, or the amount of a payment required under the Uniform Act or State laws.

To appeal a determination by the agency, your appeal must be in writing. The letter must clearly state what you are claiming. Your right of way/relocation agent will assist you in filing this appeal within 120 days of your denied relocation claim, or from the date you were notified that you were ineligible to claim benefits.

### Mail the letter and supporting documentation to:

North Carolina Department of Transportation  
Attention: Right of Way Unit Manager  
1546 Mail Service Center  
Raleigh, NC 27699-1546

The North Carolina Department of Transportation Right of Way Unit Manager will provide you with a written determination resulting from your appeal.

## RELOCATION PAYMENTS ARE NOT TAXABLE

For purposes of the Internal Revenue Code, relocation payments are not considered taxable income.

## NCDOT'S NOTICE OF NONDISCRIMINATION

The North Carolina Department of Transportation (NCDOT) hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related nondiscrimination authorities to the end that no person shall, on the grounds of race, color, national origin, sex, age or disability, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any programs, activities, or services administered by the NCDOT.

Any person who believes they have been mistreated by an unlawful discriminatory practice under an NCDOT program has a right to file a complaint directly with the NCDOT.

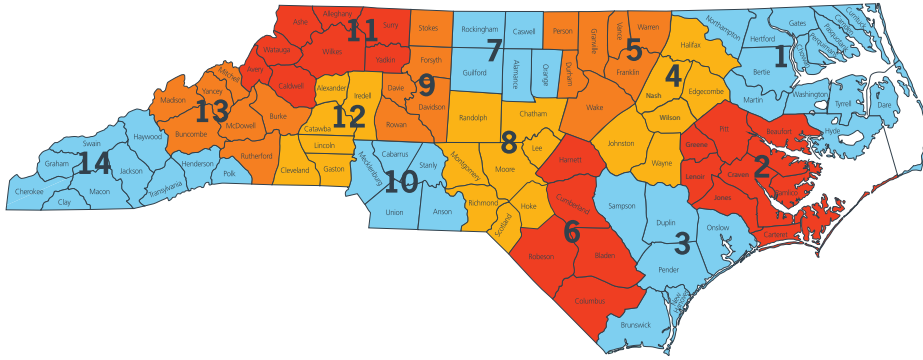
For procedures on how to file a complaint, or additional information regarding NCDOT's nondiscrimination obligations, please contact the:

NCDOT Office of Civil Rights  
External Civil Rights Section  
1511 Mail Service Center Raleigh, NC 27699  
919-508-1896 or 800-522-0453

In addition, anyone with a hearing or speech impairment may use Relay NC, a telecommunications relay service, to call the NCDOT Civil Rights Office. Relay NC can be accessed by dialing 711 or 1-877-735-8200.







**DIVISION 1**

**Division Engineer's Office**  
113 Airport Drive, Suite 100  
Ahoskie, N.C. 27910  
(252) 482-1865

**Right of Way Office**

230 N.C. 42 West  
Ahoskie, N.C. 27910  
(252) 332-8182

**DIVISION 2**

**Division Engineer's Office**  
2815 Rouse Rd. Extension  
Kinston, N.C. 28504  
(252) 775-6100

**Right of Way Office**

1430 East Arlington Blvd.  
Greenville, N.C. 27858  
(252) 364-9030

**DIVISION 3**

**Division Engineer's Office**  
5501 Barbados Blvd.  
Castle Hayne, N.C. 28429  
(910) 341-2000

**Right of Way Office**

5501 Barbados Blvd.  
Castle Hayne, N.C. 28429  
(910) 341-2100

**DIVISION 4**

**Division Engineer's Office**  
509 Ward Blvd.  
P.O. Box 3165  
Wilson, N.C. 27895  
(252) 640-6400

**Right of Way Office**

490 Ward Blvd.  
Wilson, N.C. 27985  
(252) 640-6570

**DIVISION 5**

**Division Engineer's Office**  
2612 N. Duke St.  
Durham, N.C. 27704  
(919) 220-4600

**Right of Way Office**

815 Stadium Dr.  
Durham, N.C. 27704  
(919) 220-4700

**DIVISION 6**

**Division Engineer's Office**  
P.O. Box 1150  
Fayetteville, N.C. 28302 (mail)  
558 Gillespie St.  
Fayetteville, N.C. 28301 (physical)  
(910) 364-0600

**Right of Way Office**

Fayetteville, N.C. 28302 (mail)  
455 Transportation Dr.  
Fayetteville, N.C. 28301 (physical)  
(910) 364-0605

**DIVISION 7**

**Division Engineer's Office**  
P.O. Box 14996 (mail)  
Greensboro, N.C. 27415-4996  
1584 Yanceyville St. (physical)  
Greensboro, N.C. 27415-4996  
(336) 487-0000

**Right of Way Office**

1101 E. Wendover Ave., Suite 200  
Greensboro, N.C. 27405  
(336) 334-3515

**DIVISION 8**

**Division Engineer's Office**  
121 DOT Drive  
Carthage, N.C. 28327  
(910) 773-8000

**Right of Way Office**

293 Olmsted Blvd., Suite 11A  
Pinehurst, N.C. 28374  
(910) 621-6100

**DIVISION 9**

**Division Engineer's Office**  
375 Silas Creek Pkwy.  
Winston-Salem, N.C. 27127  
(336) 747-7800

**Right of Way Office**

1605 Westbrook Plaza Dr.,  
Suite 201  
Winston-Salem, N.C. 27103  
(336) 760-8737

**DIVISION 10**

**Division Engineer's Office**  
716 W. Main St.  
Albemarle, N.C. 28001  
(704) 983-4400

**Right of Way Office**

206 Charter Rd.  
Albemarle, N.C. 28001  
(704) 244-8900

**DIVISION 11**

**Division Engineer's Office**  
801 Statesville Rd.  
North Wilkesboro, N.C. 28659  
(336) 903-9101

**Right of Way Office**

709 Statesville Ave. (physical)  
North Wilkesboro, N.C. 28659  
(336) 667-9114

**DIVISION 12**

**Division Engineer's Office**  
P.O. Box 47 (mail)  
Shelby, N.C. 28151-0047

1710 E. Marion St. (physical)  
Shelby, N.C. 28151-0047  
(980) 552-4200

**Right of Way Office**

840 Wallace Grove Dr.  
Shelby, N.C. 28150  
(704) 480-5472

**DIVISION 13**

**Division Engineer's Office**  
55 Orange St.  
Asheville, N.C. 28801  
(828) 250-3000

**Right of Way Office**

6 Roberts Rd., Suite 102  
Asheville, N.C. 28803  
(828) 274-8435

**DIVISION 14**

**Division Engineer's Office**  
253 Webster Rd.  
Sylva, N.C. 28779  
(828) 586-2141

**Right of Way Office**

1594 E. Main St.  
Sylva, N.C. 28779  
(828) 586-4040



## **YOUR RIGHT OF WAY/RELOCATION AGENT IS:**

**Name**

**Address**

**City & State**

**Zip Code**

**Email**

**Telephone**

Visit us at  
**[ncdot.gov](http://ncdot.gov)**



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a cost of \$8,658.60, or \$2.164 per copy. (02/21)