



Isla Vista Rehab | Resident Information & FAQs

People's Self-Help Housing (PSHH) is excited to inform you of the upgrading planned for Isla Vista Apartments! This will mean some brief interruptions and potential inconveniences, but the upgrades we are planning to make to your home and property will enhance the safety and quality of resident life, and will help to preserve the housing for the long term. We hope you will enjoy these benefits!

Due to the scope of construction and for your safety, each building will be vacated prior to performing any interior work. During this relocation period, we will make every effort to minimize the impact of construction activities on residents, and we will keep you informed of ongoing progress.

Some details about the project may not be known at this moment but will be available and shared with all residents as we move closer to the planned work.

Overview

- Unit count will remain the same (56-unit multi-family rental development units)
- Bedroom count will remain the same (24 one-bedroom, 16 two-bedroom, and 16 three-bedroom units)
- Isla Vista Apartments will still continue to serve families and farmworkers
- Amenities will remain the same (playground, laundry, community room and kitchen)

Construction will proceed in 3 phases, 1 phase for each building.

*Occupied Work – Residents may remain in their apartments.

**Vacated Work – Residents will be required to move out of their apartments.

- **Phase 1 - Building 1 (6660 Abrego)**
 - Occupied Work* estimated start June 2021
 - Vacated Work** estimated start July 2021
- **Phase 2 - Building 2 (6650 Abrego)**
 - Occupied Work estimated start August 2021
 - Vacated Work estimated start December 2021
- **Phase 3 - Building 3 (6651 Picasso)**
 - Occupied Work estimated start October 2021
 - Vacated Work estimated start May 2022

Please keep in mind these are estimated dates. Specific construction start dates are to be determined. You will be given 30-60 days' notice prior to vacating.

Each phase will last approximately 5-6 months: 18 months in total.
Estimated completion of entire rehab: December 2022

Residents will only need to be relocated during their phase. Once their phase is complete, they may move back into their apartments.

Property Improvements

Exterior Updates:

- Creating walkways and making access to common areas more accessible
- Making significant energy efficiency upgrades to reduce your monthly utility bills

Apartment Interior Updates: (within apartment – bathrooms, bedrooms, kitchen, living room)

- New flooring
- Plumbing fixtures
- Cabinets and counter tops
- Better lighting
- New appliances
- Insulation and fresh paint
- Increasing the number of "fully accessible" units for folks with disabilities to six, two in each building, due to current code requirements (unit count will remain at 56)

Relocation Process

John Clendening will be your primary contact for issues related to temporary displacement during the project, and will work with individual households one on one.

Relocation planning and logistics will begin as soon as the project is officially funded.

John Clendening, Housing Specialist
johnc@pshhc.org or [\(805\) 540-2446](tel:(805)540-2446)

Relocation housing options:

- Traditional house and apartment rentals
- Local hotels
- Friends or family

John will do his best to request and accommodate your housing preference.

How PSHH will assist:

- Residents will continue to pay their normal monthly rent amount to PSHH as usual. PSHH will pay the relocation housing accommodations.
 - If you do not need accommodations secured for you because you are able, or prefer, to find your own, or if you will stay with family or friends, PSHH will pay you a daily rate to offset some lodging and food expenses. Rate to be determined as planning and budgeting continue on the project.
- PSHH will pay a professional moving company to move (and store if appropriate) your belongings out and back in again, or we will pay you to do your own move per the federal moving cost schedule.
- PSHH will provide boxes and other packing supplies.
- PSHH will provide all the assistance that you are entitled to and will be available to make this as stress-free as possible for you and your families.

Meeting Questions & Answers

Moving Out

- **Will PSHH let us know when we have to move out? How much time will residents have to move out?**
Yes, PSHH will provide residents between 30 to 60 days of notice when it is time to vacate. We will do our best to provide as much notice as possible.
- **Will everyone move out at the same time or will some move out first and the rest later?**
Residents will not move out of their apartment until construction begins on their phase/building. See planned phase timeframes in the “Overview”.
- **Are residents able to leave some things in the apartment or do they have to bring it all?**
Residents will need to take all their belongings with them.
- **Will the moving company provide the moving boxes?**
Yes, moving boxes will be provided.
- **Will PSHH provide storage for items, if needed?**
If you are unable to take your items with you, PSHH will work with you to provide temporary storage.
- **Do residents have to do deep cleaning when they leave the apartment?**
No, residents will not need to do a deep clean prior to the leaving but the apartment should be in “broom clean” condition.

Relocation

- **How long will residents be relocated?**
Each phase will take approximately 5-6 months. This is the estimated length of time that residents will need to be relocated.
- **Where will the temporary housing be located?**
Temporary housing will be primarily in the immediate area of Goleta.

Phases

- **If construction is being done on Phase 1, will the residents in the next phase (Phase 2) still be living on site?**
Yes, Phase 2 residents will continue to live on site while Phase 1 is taking place. Residents will not move out of their apartments until construction begins on their phase. See planned phase timeframes in the “Overview”.
- **Will Phase 2 take place over the holidays?**
Yes, the estimated timeframe for Phase 2 is Fall 2021-Spring 2022.

Property Improvements

- **Will some of the apartments have additional internet lines added throughout the apartment?**
No additional internet lines will be added.
- **Will PSHH put windows in the bathrooms if they are not already there?**
No, PSHH will not be adding additional windows, only replacing existing ones. Rather, vent fans will be added to bathrooms without windows.
- **If the heat is broken in a resident's apartment, will it be fixed?**
Yes. New wall heaters are being installed in all units.

Available Amenities

- **Will there be extra trash cans during relocation to throw things away?**
PSHH will have additional dumpsters for construction use only. For the move-out process, residents will use current on-site trash facilities.
- **Will we still be able to use the laundry?**
During Phase 1, the construction of 6660 Abrego, Building 1, the Laundry will be unavailable beginning in July until the construction is complete on that phase, estimated end of 2021, approximately 6 months.
- **Will residents still have access to PSHH social workers during relocation?**
Yes, residents can continue to work with social workers. The process of working with social workers may look a little different during relocation (i.e. phone calls vs. in-person visits), but that is to be determined at this time.
- **If a resident has disabilities or is elderly will PSHH provide help to pack?**
Yes, our professional moving company will work with residents to help them pack, if needed.
- **Will residents still have access to their mailboxes, or will they have to change their address/get a PO box?**
Mailboxes will not be available for Phase 2 and Phase 3. Please plan to have your mail forwarded elsewhere during this time.
- **Will residents have access to the parking lot?**
Yes, however, parking will be limited throughout construction.

Utilities

- **Do residents need to disconnect their utilities (i.e. electricity, gas, and internet)?**
Residents do not need to disconnect their water, gas, and electric. Tenant utilities will not be utilized while your building is under rehab. You will, however, need to disconnect or transfer your internet to your temporary residence as needed.
- **Do residents have to pay for a disconnection/reconnection fee for utilities?**
PSHH will cover all non-refundable disconnection/reconnection fees.
- **Will utility expenses be covered at properties where residents will be relocated?**
PSHH will reimburse residents for reasonable increases in utility costs at the replacement dwelling.

Rent & Additional Costs

- **If a resident uses internet to pay their rent, will PSHH pay for internet while they are relocated?**
PSHH will cover reconnection fees but will not cover regular monthly internet fees.
- **If a resident is relocated farther away from their work, will they receive extra gas money?**
No. Residents will work with John C. to ensure that they do not move somewhere that would cause them to have unreasonably increased commuting costs. Our goal is to move you as close to your current home as possible and practical. If there are extraordinary circumstances that should cause a resident to have any unreasonable increased out-of-pocket costs due to this project, they will be addressed on a case-by-case basis.
- **Will rents increase?**
Rents will not increase due to the rehab. They will continue to increase due to the annual increase, as usual.

- **If residents stay with family, can they still store their things and have that cost covered even if they receive the stipend?**

If you choose the daily “family and friends allowance” and would like us to coordinate storage for you with the professional moving and storage company that we contract with, please let John C. know and he can inform you of the cost. The amount will be based on the average replacement housing costs that we expect to pay to third parties for hotels and off-site rentals.

- **Will residents continue to pay normal rent and PSHH will pay the place where we are going to move?**
Yes, residents will continue to pay their normal monthly rent amount to PSHH as usual. PSHH will pay the relocation housing accommodations.
- **If the hotel costs less than a resident’s rent, will residents be able to keep the difference?**
No, residents will still pay their full monthly rent as they regularly would.
- **If residents lose time off work during the move, will PSHH reimburse them for the time off?**
No, you will not be reimbursed for time off work. You will have 30-60 days to plan your move, which can include evenings and weekends to pack.
- **If residents decide to go to a hotel, would they receive money for food?**
If the hotel room allows a place to cook, PSHH will not provide food. If no stove or cooktop are provided, PSHH will provide money for food.
- **If a resident needs their security deposit, and for some reason they don't return to their same apartment, when should they expect to receive their security deposit?**
Residents should most likely be returning to the same apartment. In the rare circumstance that you do not return to the same apartment, your security deposit will transfer to the new apartment. Your security deposit is applied to you as a resident, and not to your specific apartment.

Returning

- **When residents return, will they return to the same apartment?**
Most likely, yes. Residents will return to the same apartment.
- **If a resident lives on the second floor, are they able to re-enter on the ground floor, if desired?**
Residents will return to their same apartment. If there is a medical need to move to another floor upon return, they may request a “reasonable accommodation” through their property management team.

Other

- **Are residents going to need to complete another survey?**
Further communication will be made through John Clendening, Housing Specialist on a one on one basis. Surveys conducted earlier were used to help assess general resident needs in the planning process.

Additional Questions?

Contact John Clendening, Housing Specialist, at johnc@pshhc.org or (805) 540-2446

The recorded meeting can be found:

- [PSHH website](#)
- [PSHH YouTube page](#)
- Next edition of the Neighborhood News!