CAROUSEL NEIGHBORHOOD RESTORATION PROGRAM

Frequently Asked Questions
Temporary Housing

1. **Why do I have to leave my property?**
   During remediation, each cluster of homes will be an active construction site. Residents will be provided with temporary accommodations for their safety.

2. **How much notice will be given before I need to leave my property? When can I move back?**
   One-on-one meetings to discuss temporary housing will be held at least eight weeks prior to move out. A final move out date will be provided at least four weeks prior to move out. At this time, residents will also receive an estimated return date.

3. **What if I don't want to leave my property? Can you do remediation around it?**
   No. Each cluster of homes will become an active construction site and for the residents' safety, residents cannot live in the property during remediation.

4. **What are the accommodation options? Where are they located?**
   Residents will be moved to fully furnished apartments that are approximately 5-10 miles from the Carousel neighborhood. The apartments are pet-friendly and have full kitchens, cable, internet, and parking. For families with particular needs, a few single-family homes are available. These housing costs will be paid directly by Shell.

5. **Will I be compensated during my stay at the temporary housing location?**
   Yes. Residents will receive a per diem payment for members of the household living at the residence. Residents will also receive an inconvenience allowance following the remediation and their return to their home.

6. **Do I need to provide Shell with receipts for my expenses?**
   No.

7. **How will I receive my payments?**
   The per diem allowance will be loaded onto a debit card weekly. One debit card will be issued per property. The inconvenience allowance will be paid after residents return to their home.

8. **My family has very specific circumstances – will every property's temporary housing plan be the same?**
   No. Individual meetings will be held with each household to review the household's specific needs and develop potential options to meet those needs.

9. **Will I need to pay out of pocket for any costs?**
   No. Unless a resident prefers to arrange his/her own housing, housing will be arranged by, and paid for, directly by Shell.

10. **Who will be covered under the temporary housing plan?**
    All legal residents of the property will be accommodated as part of the temporary housing program.

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Frequently Asked Questions (cont'd)
Temporary Housing

11. **Who is responsible for housing-related payments, such as mortgage and/or rent, insurance, utilities, and/or tax payments, at my home while I am living elsewhere?**
    Residents are responsible for continuing to pay all regular housing-related payments during the time they are away from their homes, including mortgage, rent, tax, utilities and insurance payments.

12. **Why do I need to fill out a W-9 form?**
    The federal government requires all households receiving financial benefits from a company to fill out W-9 federal income tax forms.

13. **How will my pets be accommodated?**
    Pet friendly accommodations are available to those who opt into the temporary housing program. If a resident has pets that will not be staying at the temporary housing location, the resident will be given the option to board the pets at a facility selected and reserved by the Program Administrator, or to make their own arrangements to board pets with an allowance of $30 per day per pet.

14. **What if I don't agree with the temporary housing option selected for my family? Who is responsible for handling the dispute?**
    Please call the Carousel Community Information Hotline at (310) 857-2335 and we will work to resolve the dispute.

15. **Will there be security on the property during the remediation?**
    Yes. During the work week, the site will be attended by the remediation team. In addition, onsite security will be provided by a combination of off-duty law enforcement officers and non-law enforcement security personnel when the remediation team is not present, such as nights, holidays and weekends.

16. **Can we access our property while remediation work is ongoing?**
    During remediation, each cluster will become an active construction site, which poses safety risks. To protect your safety and those at the site, access will not be available to the properties until the work is completed within the cluster.

17. **What do I do about my mail during remediation?**
    Residents must 1) forward their mail to their temporary housing address or 2) arrange for mail to be held at the local post office.

18. **What do I do if I have a question about temporary housing?**
    Please call the Carousel Community Information Hotline at (310) 857-2335.