



# TEMPORARY HOUSING PROGRAM

## Overview

As part of the implementation of the Remedial Action Plan (RAP) for the Carousel neighborhood, Shell is offering a Temporary Housing Program (Program) to residents while remedial actions are being performed in or immediately adjacent to their homes.

The program:

- Offers a per diem payment for members of the household living at the residence that can be applied towards temporary living expenses. Residents will also receive an inconvenience allowance following the remediation and their return to their home.
- Provides assistance, if desired, with making temporary living arrangements, at no cost to residents.

The program will be run by Cartus (Program Administrator), a global company specializing in managing relocations, and Langan Engineering and Environmental Services, Inc. (Program Coordinator), which will be working directly with you to meet your temporary housing needs.

## Program Timeline

Timing	Activity
<b>At least eight weeks prior to move out</b>	<ul style="list-style-type: none"> <li>• A housing specialist will hold one-on-one meetings to discuss the household's temporary housing needs, including details such as pets or special needs and/or requirements. This will allow the housing specialist to determine how to best accommodate the residents during remediation.</li> </ul>
<b>Approximately four weeks prior to move out</b>	<ul style="list-style-type: none"> <li>• Residents will be notified of the final details of their temporary housing, including the location, move out date, anticipated duration of the remediation and estimated per diem.</li> </ul>
<b>Approximately one week before the implementation of the RAP activities</b>	<ul style="list-style-type: none"> <li>• Residents will move to their temporary housing.</li> </ul>
<b>Post-hardscape restoration and removal of any noise barriers surrounding the property</b>	<ul style="list-style-type: none"> <li>• Residents will move back to their home.</li> </ul>





# TEMPORARY HOUSING PROGRAM (continued)

## Additional Information

- Residents must sign a "Use of Home and Acknowledgement of Payment to Occupants" form to receive Program benefits.
- 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.
  - Residents can also choose to make their own arrangements to board pets with an allowance of \$30 per day per pet.
- Onsite security in the construction area 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.
- 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.

## Contact

- For more information, please call the Carousel Community Information Hotline at (310) 857-2335.

