

## Relocation Advisory Services

A variety of services are offered to developers, owners, Housing Authorities and residents of occupied housing projects slated for redevelopment.

HERC advises developers of their responsibilities regarding resident relocation as well as the requirements of the Federal Uniform Relocation Assistance Act.

Staff members meet with each affected household to conduct a family needs assessment, discuss relocation preferences and options and advise them of the details of the redevelopment project. Budget and financial counseling can be provided as well as other services needed to help the family transition.

These services are usually provided through contracts with developers who want to ensure residents receive comprehensive counseling and support services throughout the redevelopment process.

## Housing Education Resource Center

901 Wethersfield Ave.

Hartford, CT 06114

Phone: (860) 296-4242

Fax: (860) 296-1317

Web: [www.herc-inc.org](http://www.herc-inc.org)

HERC's Mission is *to promote equal and expanded housing opportunities through the provision of direct counseling, information, education and assistance services.*

Established in 1980, HERC provides a wide range of housing counseling and assistance services.

HERC is a U.S. Dept. of HUD approved counseling agency and has adopted the National Industry Standards for Homeownership Education and the National Industry Code of Ethics and Conduct.



## Programs & Services



## Housing Education Resource Center

***"If your question is housing, the answer is HERC"***

[www.herc-inc.org](http://www.herc-inc.org)

## Tenant/Landlord & Housing Counseling

### **Housing Counseling line : (860) 296-4372**

Available to tenants and landlords and others with housing questions or problems.

Counselors can be contacted by phone and by email via HERC's website. In-person counseling is available by appointment only.

Topics addressed include:

- Housing Discrimination and Fair Housing
- Landlord and Tenant Rights and Responsibilities
- Eviction
- Rental Assistance Programs – information and resources
- Leases and Rental Agreements
- Rent Increases
- Security Deposits
- Heat/Utilities/Repairs Problems
- Housing Code Compliance
- Energy/Rehab Assistance Program Information
- Home Buying (general information)
- Foreclosure (general information)

Counseling is available in Spanish/ *Consejería disponible en Español.*

Group workshops for clients and/or staff can be arranged.



## Homebuyer Education

**Pre-Closing Education Classes** are conducted for those purchasing homes with CHFA mortgages.

Purchasers learn about :

- Mortgage program guidelines
- Good Faith Estimates and Settlement Charges
- Home inspections, title insurance, energy efficiency, fair housing and predatory lending, and other topics.

Those who complete the class will receive a certificate to verify they have satisfied the education requirement of their CHFA loan application. Class schedules are posted on the HERC and CHFA websites.

*Registration is required.*

### **Landlord Education**

classes are conducted for those purchasing a 2-4 family home. While required for those using the CHFA Homebuyer Mortgage Program, the classes are open to anyone purchasing such a home anywhere in the state.



Participants learn about the many aspects of being a landlord including tenant selection, maintaining the property, setting rent amounts and more.

*Registration is required.*

Individual counseling is also available.

## Pre-Purchase Counseling

Individual counseling is provided to those who are interested in buying a home. Services include an extensive review of finances including budget and credit matters. Other topics include home selection, fair housing, home inspection, financing options and many more.

## North Central Mobility Program

This program is available only to those with Section 8 and RAP rent subsidies administered through John D'Amelia & Associates and who are interested in relocating from low to high opportunity areas.

Counseling, search assistance & support services are provided to enable subsidy participants explore their housing options. Clients must participate in Tenant Education to obtain full range of services

available, which include budget & credit education, housing search assistance, resource referrals and others aimed at facilitating relocation.

