

TENANT RELOCATION MANUAL

Palms on Ashley River

Dated June 2025

Introduction

Palms on Ashley River (the "Project") will be undergoing a twelve (12) month interior and exterior renovation. One of the critical keys to the success of this project will be the way that the owner, management, and contractor work with residents during this period of community improvement.

Experience has shown that a smooth resident communication process can be achieved through careful planning, clear communication between the management staff and the general contractor, and keeping residents "in the loop". This manual is intended as a guide to facilitate a smooth process. We strive to minimize the impact that our renovations will have on the residents by effectively communicating with the residents and staff to ensure operations are conducted in a timely fashion.

The renovations at the Project can be grouped into three categories: site renovations, exterior renovations, and interior renovations. Work in each category may require notice to residents; however, the only work that may require resident cooperation is the interior renovation work. It is estimated that work on the typical unit will take up to 5 days per unit to complete. This plan describes how interior unit improvements will be handled on occupied units and protocols for providing hospitality to residents during this time.

Communication

The management and maintenance staff are essential components to the success of the renovation. Both should be available to answer questions and both should provide the owner with feedback on how the renovation process is running. It is important, however, that the site staff allow the contractors to do their work and not slow them down by asking them to do things like a) change their schedule, b) change their scope of work, or c) help with any non-renovation maintenance work. The schedule and renovation order for this project have been carefully crafted to ensure the fewest disruptions. Rest assured that no work will occur in any resident unit without notice and resident cooperation.

Similarly, it is critical that the maintenance staff not engage in any work that is part of the construction scope. This is important for safety, warranty and workload purposes. Maintenance should continue to serve the needs of residents and the property just as they normally would. Any situations which may warrant an exception to this rule should be discussed with the manager and owner.

Throughout the renovation process, residents will be interested in the schedule and progress updates. They will also have some repetitive questions. Thus, it is important to always have a copy of the most recent schedule posted in a prominent location near the management office. A construction bulletin board may be a useful tool for this posting. A progress chart should also be posted to help residents feel a sense of ownership over the success and timely completion of the project.

Renovation Periods

All of the project units will be renovated. Tenants are anticipated to be displaced at any given time for a period no longer than one (1) day. Each tenant will exit their apartment by 9:00 a.m. and will be able to return to their apartment by 5:00 p.m. on the same day. At the conclusion of each day, the unit will be returned to the resident in fully functional condition. For example, if showers in a unit are to be replaced, the work will be completed during the day and residents will have a fully functional shower when they return that evening.

Residents will also be provided a daily allowance of \$50 / tenant.

Storage Containers

Contractor will compensate a fully licensed and insured independent moving company to move tenant belongings, if necessary, from their apartments into secure storage PODS located in the parking lot. As a courtesy, the owner will provide storage containers/and or boxes for residents to borrow so as to protect any belongings they wish to further secure while improvements are being made to their unit.

Unit Inspections

When the contractor initially begins work on a unit, the site staff should inspect the unit with the contractor to note any pre-existing damage. The owner will walk the units with the architect and head of maintenance when the renovated units are considered complete according to the contractor's scope. During this walk, a list of incomplete items will be generated. It will then be the responsibility of the site staff to re-inspect each unit to ensure that the items on the list have been completed. If there are ever any questions about unit inspections, or other renovation issues, the manager should not hesitate to contact the owner directly.

Resident Complaints Process

Any complaints and issues should be documented using the form included in this relocation manual. This includes concerns of site staff, residents, and contractors. If a complaint is filed on behalf of a resident a copy of the complaint should be included in the resident's personal file. All documented complaints should be provided to owner. To ensure a proper line of communication and empower the site manager, residents should not be given owner's phone number and should direct any issues to the manager.

Safety

Job site safety should always be a significant concern to the management staff. Residents will be gently reminded through notices to use common sense in not allowing guests near construction equipment while the property is under construction. Residents should immediately alert manager of any hazardous conditions that you see on the job site so that proper steps can be taken to mitigate these conditions

Monthly Meetings

Throughout the project, the owner and contractor will hold monthly progress meetings to discuss the project. This will be a chance for the owner to inspect the work that has been completed on site and to catch up on any new issues. It is critical that the head of maintenance and either the property manager or assistant property manager be present at every meet

SUBJECT RENOVATION PROJECT

FREQUENTLY ASKED QUESTIONS

During our years of experience, we have found that many residents have similar questions about the renovation process. To help answer some of these questions we have prepared this list of frequently asked questions. We hope that it is helpful.

Q: What are the new units going to look like?

A: While the renovation to each unit may differ slightly based on the current quality and condition of the unit systems, units can typically expect to receive new flooring, kitchen cabinets/counters/sinks, new bathroom sinks and plumbing fittings, new energy-efficient windows, new energy efficient appliances, new energy efficient air conditioning/heaters, and new energy efficient lighting fixtures.

Q: Do I have to move out of my unit when they renovate?

A: No. The renovations are expected to only take 5 days for each unit. The improvements are being scheduled so that the contractor can fully complete distinct aspects of the scope each day, meaning that each evening the unit will be returned to you in fully functional condition (working kitchen, bath, toilet, etc.). Though the contractor will cover any furniture and make best efforts to protect your belongings, prior to work you are asked to please prepare your unit and secure any valuables. You will be given advance notice of the contractor's schedule for your specific unit.

Q: What items am I responsible for packing?

A: You will be responsible for emptying all kitchen/bath cabinets, emptying all closets (bedroom, utility closets, and linen closets), and generally clearing all nick-knacks or non-furniture items that may be damaged. If any furniture needs to be moved for your unit's renovations, the contractor will move it within the unit for you. All your items will remain safely in your unit, which will remain locked. Only the property staff and construction supervisors will have keys to your unit.

Q: What happens if something of mine breaks during the renovation?

A: All claims for damages will be handled through the management company. All claims must be submitted promptly and any damaged item should not be discarded. Of course, the site manager will assist you in any way that they can.

Q: Will my mailing address or mailbox location be changed?

A: No. Your address will remain the same and the renovation will not affect resident mail or resident mail delivery.

Q: What do I do if I have more questions about the construction?

A: As always, feel free to call the site staff in the rental office. They will be able to answer any of your questions.

RENOVATION PROJECT COMPLAINT / CONCERN FORM

Subject

Date: _____

From: _____

The person filing this complaint/concern is a:

- Resident
- Site-staff
- Contractor / Sub-contractor
- Other (please specify):-----

This report was prompted by the actions of a:

- Resident
- Site-staff
- Contractor / Sub-contractor
- Other (please specify):-----

Description of concern/complaint (use back if necessary):

Description of resolution/remedial action:

Contractor Initials: _____ Management Initials: _____