

**Huff Gardens**

**Relocation Planning Document**

Prepared for

Rotary Plaza HACSC HDC, Inc. and  
Santa Clara County Housing Authority



September 2021

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Prepared By



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# Huff Gardens Relocation Plan

## Executive Summary

Rotary Plaza HACSC HDC, Inc. (Rotary Plaza) in cooperation with Santa Clara County Housing Authority (SCCHA) has received funds to allow for the renovation of Huff Gardens, a 72-unit Low-Income Housing Tax Credit (LIHTC) family housing development situated at 3021 Huff Avenue in San Jose, California. Rotary Plaza anticipates that project construction will begin in late September of 2021 and that construction will be completed by December 10, 2021. Rotary Plaza is planning to work with six households who will need to temporarily relocate into area long-term stay hotels for a period of two weeks in October and November of 2021. A detailed Project Schedule is included in Appendix A.



Project Photo



Project Map

This project is providing building renovation that will address specific compliance work. This may include new cabinets and vanities for accessibility, scald and abrasion modifications at sinks, accessible toilets, and modifications to showers to create barrier free use. There are currently no vacant units in the building.

Proposed rehabilitation efforts will not affect the apartment count or footprint of Huff Gardens. The complex will continue to be a Low-Income Housing Tax Credit (LIHTC) family community with 72 units. Households are required to be within 60% of The California Tax Credit Allocation Committee (TCAC) and City of San José Income Limits. Huff Gardens has Project Based Section 8 and LIHTC/C rental assistance. The property is currently managed by the John Stewart Company.

## Anticipated Household Impact

Six apartment units will be renovated for ADA accommodations. Rotary Plaza will present these households with two options during the two-week period their apartments are being renovated. Rotary Plaza will encourage households to move into area hotels. However, Rotary Plaza wants to be respectful of residents' choices during Shelter in Place orders and their sense of safety and, therefore, will not require households to move into hotels.

Option 1: Residents may remain in their apartments except during times of active renovation efforts. Due to COVID-19 Shelter in Place protocols, no common areas can be made available to the households during construction. While it is anticipated that most households will choose to move off site during construction, this option is available to those who believe this is a safer, less disruptive option for them and their families.

Option 2: Residents can move into an area hotel for a two-week period while their apartment is being renovated. Under this option, Rotary Plaza would provide assistance to secure the hotel rooms and cover all actual and reasonable out-of-pocket expenses related to the temporary housing.

Rotary Plaza has determined that rents will not be increased as a result of the renovations. Therefore, none of the households will be economically displaced.

Rotary Plaza has determined that all households will income qualify to return to the property post construction. Therefore, no household will be permanently displaced due to household income.

No apartments are overcrowded, and all households can be accommodated on the property once construction has been completed.

The six households will be provided full advisory assistance to understand their options and to claim reimbursement for any moving and related costs. Rotary Plaza will provide assistance in compliance with applicable laws and regulations and will ensure that

- No household will be required to move temporarily for more than two weeks;
- All out of pocket expenses related to the temporary move will be covered under the Relocation Program.

## **Project Assurances**

Rotary Plaza will not proceed with any phase of this project until the following determinations have been made:

1. Fair and reasonable relocation payments will be provided to eligible persons as required by U.S. Code, Title 42, Chapter 61; 49 CFR 24; Government Code Section 7260, et seq.; and the California Code of Regulations, Title 25, Chapter 6 (Act and Guidelines).
2. By adopting this Plan, Rotary Plaza adopts a Relocation Assistance Program in compliance with the Act and Guidelines.
3. All eligible persons will be adequately informed of the assistance, benefits, policies, practices and procedures, including grievance procedures, provided for in the Act and Guidelines.
4. Decent, Safe, and Sanitary temporary housing will be available within a reasonable period of time prior to displacement sufficient in number, size and cost for the eligible persons who require them.
5. Adequate provisions have been made to provide orderly, timely, and efficient relocation of eligible persons to available temporary housing without regard to race, color, religion, sex, marital status, or national origin with minimum hardship to those affected.

6. A relocation plan meeting the requirements of the California Code of Regulations, Title 25, Section 6038 has been prepared.
7. SCCHA's Assistant Asset Manager will oversee the implementation of all temporary move efforts.

SCCHA will engage Associated Right of Way Services, Inc. (ARWS) to provide oversight throughout the temporary relocation effort to ensure compliance with federal relocation laws and guidelines. Karen Eddleman will serve as Project Manager. Travis Weeks and Lorena Serrano will provide support to on-site property managers to provide all noticing, advisory and monetary relocation assistance.

The onsite property management team with The John Stewart Company (JSCo) will provide support with resident engagement and paperwork.

Rotary Plaza	ARWS	JSCo
Grace Jing Assistant Asset Manager 505 W. Julian Street San José, CA 95110 Tel 408.993.2957 <a href="mailto:Grace.Jing@scchousingauthority.org">Grace.Jing@scchousingauthority.org</a>	Karen Eddleman Relocation Advisor 2300 Contra Costa Blvd., #525 Pleasant Hill, CA 94523 Tel 925.691.2812 <a href="mailto:keddleman@arws.com">keddleman@arws.com</a>	Roxann Espinoza Regional Manager 104 Whispering Pines Dr. #200 Scotts Valley, CA 95066 Tel 831.438.5725 x256 <a href="mailto:respinoza@jsco.net">respinoza@jsco.net</a>

## Housing Resources

A survey was conducted in September of 2021 to determine the availability of temporary housing resources in the area. Sufficient resources are available to accommodate the six households who will have the option to move into area hotel rooms for a two-week period during property renovations. The most reasonable resource for such short-term housing is extended stay hotels in the area. A sample of those hotels is provided below. Most hotels provide a discounted rate for stays on a weekly or monthly basis.

### Area Extended Stay Hotels

Hotel	Nightly Rate	Distance from Huff Gardens
<b>Extended Stay America</b> 6199 San Ignacio Avenue, San Jose, CA 95119	\$95	14.4 miles
<b>Extended Stay America</b> 55 E Brokaw Road, San Jose, CA 95112	\$110	6.6 miles
<b>Extended Stay America</b> 1560 N 1 <sup>st</sup> Street, San Jose, CA 95112	\$85	5.3 miles
<b>Residence Inn by Marriott San Jose North/Silicon Valley</b> 656 America Center Court, San Jose, CA 95002	\$113	9.3 miles
<b>Residence Inn by Marriott San Jose Airport</b> 10 Skyport Drive, San Jose, CA 95110	\$151	5.7 miles
<b>Residence Inn by Marriott San Jose South</b> 6111 San Ignacio Avenue, San Jose, CA 95119	\$94	14.2 miles
<b>Sonesta ES Suites San Jose Airport</b> 1602 Crane Court, San Jose, CA 95112	\$107	7.3 miles

COVID-19 protocols for facility cleaning and guest interactions are included in Appendix C.

If an affected occupant requires housing that is handicap accessible, assistance will be provided to secure temporary housing that accommodate their needs.

### **Preliminary Cost Analysis**

This budget estimate was developed to reflect anticipated extended stay hotel costs, moving payments and out-of-pocket expenses for the six households who would have the option to move temporarily. SCCHA will contract with AR/WS, Inc. to provide oversight throughout the temporary relocation effort to ensure compliance with federal relocation laws and guidelines. Karen Eddleman will serve as Project Manager. Travis Weeks and Lorena Serrano will provide support to on-site property managers from JSco to provide all noticing, advisory and monetary relocation assistance. An estimate of potential consulting fees is included herein in case Rotary Plaza staff is not available. Detailed cost estimates are included in Appendix B.

Estimated Budget for Temporary Relocations:	\$16,200
Estimated Budget for Relocation Consulting Fees:	<u>\$16,000</u>
	\$32,200

### **Project Funding Source**

Funds for the renovation of Huff Gardens have been secured from HUD Loan.

### **Relocation Assistance Planning**

Rotary Plaza is committed to implementing a Temporary Relocation Assistance Program in compliance with federal and state requirements.

### **Additional Program Notes**

Presently, Santa Clara County is managing its response to the COVID-19 pandemic. While Santa Clara County Housing Authority continues to move forward with its mission to make homes and grow communities, it is doing so with extreme caution and with sensitivity to health concerns for its residences, staff and contractors. Santa Clara County's response to the pandemic continues to evolve. At present, Rotary Plaza anticipates that it will provide temporary relocation notice to the six households in October and November of 2021. Those notices will provide information that work is anticipated to begin in September of 2021.

Great care will be taken to ensure that the six households are provided safe and comfortable accommodations in area long-term stay hotels that the hotels with strict COVID-19 protocols. Appendix C includes protocols for the hotels identified in this Plan.

## Relocation Assistance Program for Persons Required to Move Temporarily

The Act and the Guidelines are intended for the benefit of displaced persons, to ensure that such persons receive fair and equitable treatment and do not suffer disproportionate injuries as the result of programs designed for the benefit of the public as a whole. The Guidelines are designed to carry out the following policies of the Act:

1. To ensure that uniform, fair and equitable treatment is afforded persons displaced from their homes as a result of the actions of a public entity in order that such persons shall not suffer disproportionate injury as a result of action taken for the benefit of the public as a whole; and
2. To ensure that a public entity shall not participate in or undertake a project that will displace individuals from their homes unless comparable replacement dwellings will be available within a reasonable period of time prior to displacement.

Rotary Plaza is committed to providing assistance to households required to move temporarily in compliance with the following laws and regulations as applicable and will work closely with an experienced Relocation Advisor who is knowledgeable and experienced in implementing these laws and regulations.

### **Federal Laws/Regulations**

- U. S. Code, Title 42, Chapter 61
- 49 CFR 24

### **State Laws/Regulations**

- California Government Code Sections 7260 – 7277
- California Code of Regulations, Title 25, Division 1, Chapter 6

**Persons Eligible to Receive Relocation Assistance.** In general, persons who are legally present in the United States, who are in legal occupancy of their apartment, and who are required to move temporarily as a direct result of the renovation work at Huff Gardens are eligible to receive assistance under the Relocation Assistance Program (Program). Persons who moved into the apartment complex with prior knowledge of the project are not eligible to receive assistance under the Program.

**Relocation Advisory Assistance.** A knowledgeable Relocation Advisor will work alongside each household to help them through the process, to provide them with notices as required, and to provide them with verbal and written information regarding the Program. The Relocation Advisor will be available to answer questions and to help each household throughout the temporary renovation process.

A Relocation Advisor will work with each household to help them understand their two options for safe accommodations during renovation work. The Advisor will also provide assistance in the referral of complaints of discrimination to the appropriate Federal, State or local fair housing enforcement agency. Each household will need to work with the Advisor to provide information as requested so that temporary housing is secured as needed. The Advisor will also assist each household with filing claims for reimbursement under the Program.



All services will be provided in such a way as to ensure that the temporary move process does not result in different or separate treatment on account of race, color, religion, national origin, sex, marital status, familial status, or any basis protected by state and federal anti-discrimination laws, or any other arbitrary circumstances.

**Project Noticing.** Each affected household will receive written notices that will provide information as the project progresses. The notices will be provided in a timely manner and in a language that they can understand. Due to the reported needs of the Huff Gardens community, it does not appear that translation or interpretation services will be needed.

**Project Scheduling.** Rotary Plaza will coordinate its renovation work in such a way as to provide sufficient notice to the six households of the date of renovation. That notice will include the option of remaining in their home or moving temporarily into off-site hotels. Rotary Plaza will give adequate time for each household to assess their options and respond accordingly.

Households choosing to move off-site temporarily will be provide with a written notice as soon as their renovated apartment is available for them to reoccupy. Households will have two days to move back into their apartment. If a household chooses not to move into their apartment within two days, then they will forfeit all rights to priority housing within the complex and any additional assistance under the Program.

**Right to Decent, Safe and Sanitary Housing.** Each household has the right to rent and occupy a Decent, Safe, and Sanitary replacement unit that accommodates the size of their household in accordance with local housing occupancy standards. Decent, Safe, and Sanitary (DS&S) require that housing must:

- Be structurally sound, clean, weather tight, in good repair, and adequately maintained.
- Contain a safe electrical wiring system adequate for lighting and other devises.
- Contain a safe heating system capable of sustaining a healthful temperature.
- Be adequate in size with respect to the number of rooms and area of living space to accommodate the displaced persons.
- Have a separate, well-lighted and ventilated bathroom that provides privacy to the user and contains a sink, bathtub or shower stall, and a toilet, all in good working order and properly connected to appropriate sources of water and to a sewage drainage system.
- Contain unobstructed egress to safe, open space at ground level. If the dwelling unit is on the second story or above, with access directly from or through a common corridor, the common corridor must have at least two means of egress.
- Be free of any barriers which prevent reasonable ingress, egress, or use of the dwelling by such displaced person.

**Monetary Assistance.** Actual and reasonable out-of-pocket expenses related to the household's move from the apartment and back into a rehabilitated apartment unit will be covered. These costs can include the following payments depending on the type of temporary housing available during displacement:

1. **Payment for Moving Related Expenses.** A household may choose either Option A, B or C. It should be noted that the six households will only be moving personal items into the hotel unit for two weeks. It is not anticipated that personal property such as furniture and other belongings will need to be packed, moved or

stored during the two-week construction period.

**Option A** – Under this option, households would be reimbursed

- to hire a professional moving company to perform the move.
- for the cost to pay for credit check fees
- for the cost to reconnect utilities.
- for costs related to storage of personal property that is required to be moved to accommodate the project.

**Option B** – Under this option, households would receive compensation to move themselves based on a Fixed Moving Payment Schedule as shown below:

Occupant Owns Furniture									Occupant does not own furniture		
Number of Rooms of Furniture									Addt'l room	1 room/ no urn.	Additional room no furn.
1 room	2 rooms	3 rooms	4 rooms	5 rooms	6 rooms	7 rooms	8 rooms				
\$725	\$930	\$1,165	\$1,375	\$1,665	\$1,925	\$2,215	\$2,505	\$265	\$475	\$90	

**Option C** – Under this third option, a Relocation Advisor would work with each household to determine if a combination of these two payment options would better meet their needs.

- 2. Payment for Rent Increase During Temporary Displacement.** If there is any increase in rent during the time that the household rents and occupies temporary housing, then Rotary Plaza will pay for the difference between the rent at the temporary site and the rent at the original apartment. Due to the minimal time frame for temporary housing for this project, it is not anticipated that households will experience a rent increase.
- 3. Security Deposit Assistance.** If a security deposit is required for temporary housing outside of Huff Gardens, then Rotary Plaza will cover that cost. Due to the minimal time frame for temporary housing for this project, it is anticipated that temporary housing will be in extended stay hotels. Typically, hotels do not require security deposits.

### Appeal and Grievance Process

As required under the Act and Guidelines, displaced persons will have the right to ask for administrative review when they believe themselves aggrieved by a determination as to eligibility, payment amounts, the failure to provide comparable replacement housing referrals or Rotary Plaza’s property management practices. Requests for administrative review and informal hearings will be directed to senior management staff of SCCHA. All requests for review will receive written responses within three weeks of their receipt.

If an informal appeal is denied, appellants will be entitled to file a written appeal. Any such claimant will be given a full and prompt opportunity to be heard and will have the right to be represented by legal counsel or other representative in connection with any appeal (but solely

at the claimant's expense). SCCHA will consider all pertinent justifications and materials submitted by the claimant as well as materials submitted by the Relocation Advisor and any other available information as may be needed to ensure a fair review of the appeal. The claimant will be provided with a written determination of the appeal with an explanation of the basis for the decision. Any such appeal must be filed within 18 months following the date of displacement. If still unsatisfied, the claimant may then seek judicial review of the decision.

### **Eviction Policy**

It is important that each household continues to pay rent while they live in the apartment complex. Failure to pay rent can result in a deduction from payments owed to the household and/or eviction. If a household receives a Notice to Vacate from Rotary Plaza and it is required to take legal action to move the household from the property, Rotary Plaza will seek rent and damages.

If Rotary Plaza evicts an occupant for failure to meet any obligations or for violating the terms and conditions of their lease or rent agreement, then under the applicable relocation law, the evicted tenant(s) will not be considered a "displaced person" and, therefore, will not be eligible for relocation benefits. Eviction will not affect a tenant's eligibility for relocation benefits if a tenant is evicted as a last resort to remove the tenant from the property to allow for construction.

### **Claim Processing and Distribution of Payments**

All claims are to be filed through a Relocation Advisor. The Relocation Advisor will assist each household in completing their claim forms, will notify each household of the documentation needed in order to file the claim, and will inspect all replacement properties as needed. Each claim will be submitted along with documentation to Rotary Plaza for review and processing. Checks will be available for approved claims within three weeks of the date all documentation is submitted to the Relocation Advisor. Checks will be delivered to the project occupant or to the project occupant's designee. Rotary Plaza shall provide advance payments whenever a later payment would result in financial hardship.

### **Relocation Payments are Not Considered Income**

Government Code §7269 states that no payment required under the Relocation Assistance Program shall be considered as income for the purposes of Personal Income Tax Law, Part 10 (commencing with Section 17001). Nor are payments considered as income or resources to any recipient of public assistance and such payments shall not be deducted from the amount of aid to which the recipient would otherwise be entitled under any other provisions of law. Please consult a tax advisor for additional information.

**Appendix A  
Project Schedule**

The construction schedule presented below includes both common area and individual apartment improvement dates. It is anticipated that the six households will be required to move out of their apartments for no more than two weeks in October and November of 2021.

May 17, 2021	HUD Approves Loan
Aug 27, 2021	Loan Closes
Sep 1, 2021	Engage Households to Explain Construction and Temporary Relocation Options.
Sep 23, 2021	Deliver Notice of Non-Displacement
Sep 23, 2021	Begin Relocation Plan Circulation Period (30 Days)
Sep 24, 2021	Relocation Plan Circulation Period Begins
Sep 29, 2021	Construction Start Date (Common Areas)
Oct 24, 2021	Relocation Plan Circulation Period Ends
Oct 25, 2021	Rotary Plaza Board Hearing to Consider Adoption of Final Relocation Plan
Oct 26, 2021	Begin Period of Phased Temporary Relocation Off Site

Bldg. 1/Unit 102 – ADA	Bldg. 4/Unit 412 - ADA	Bldg. 5/Unit 502 - ADA	Bldg. 5/Unit 506- ADA	Bldg. 5/Unit 512 - Audio/Visual or H/V	Bldg. 5/Unit 518 - Audio/Visual or H/V
Oct 26 – Nov 9	Oct 26 – Nov 9	Oct 26 – Nov 9	Oct 26 – Nov 9	Oct 26 – Nov 2	Oct 26 – Nov 2

Nov 9, 2021	End Period of Phased Temporary Relocation Off Site
Dec 10, 2021	Construction End Date

## Appendix B – Project Costs

<i>Building</i>	<i>Unit</i>	<i>Current Rent</i>	<i>Days Displaced</i>	<i>Temp Housing Rent</i>	<i>Total Rent Payments</i>	<i>Moving Out</i>	<i>Moving Back</i>	<i>Estimated Temporary Relocation Payments</i>
1	102	\$2,005	14	\$150	\$2,100	\$475	\$475	\$3,050
4	412	\$1,522	14	\$150	\$2,100	\$475	\$475	\$3,050
5	502	\$1,750	14	\$150	\$2,100	\$475	\$475	\$3,050
5	506	\$1,844	14	\$150	\$2,100	\$475	\$475	\$3,050
5	512	\$1,690	7	\$150	\$1,050	\$475	\$475	\$2,000
5	518	\$1,522	7	\$150	\$1,050	\$475	\$475	\$2,000
								\$16,200
Potential Relocation Consulting Fees						\$16,000		<b>\$32,200</b>

- It is anticipated that households will elect to move to hotels during the one- or two-week construction period.
- Most households will choose to move person items only into the hotel. It is not anticipated that any furniture will be moved.
- The Rotary Plaza will cover all actual, reasonable and necessary hotel room costs by contracting directly with the hotels. Additional costs such as room service, movie fees, and damage to the hotel will be at the cost of the households. If households feel the additional fees are actual, reasonable and necessary, the costs can be submitted for reimbursement and consideration.
- Consulting fees include the cost to oversee and monitor the temporary relocation of six households into area hotels. These fees include all noticing, advisory assistance, and coordination of claims for payment.

## **Appendix C COVID-19 Hotel Protocol**

Rotary Plaza is committed to ensuring that its contractors practice safe COVID-19 protocol while working in the common areas and in the individual apartments on the property. This protocol includes safe social distancing, wearing of masks, and temperature checks for all contractors on a daily basis.

Great care will be taken to ensure that the six households are provided safe and comfortable accommodations in area long-term stay hotels that the hotels with strict COVID-19 protocols.

### **Extended Stay America**

We are leveraging our partnership with P&G Professional to clean, disinfect and protect our properties.

#### **Stay Safe:**

- Practicing social distancing and providing special training for our teams.
- Installing transparent shields at all hotel front desks.
- Providing face masks, gloves and other personal protective equipment to hotel employees.
- Temporarily closing fitness centers, pools and other common areas.

#### **Stay Healthy**

- Expanding our cleaning practices with trusted disinfectants and cleansers such as Spic and Span, Comet, Mr. Clean and Microban.
- Inspecting all rooms prior to check-in as part of our 10-point room cleaning process.
- Offering contactless ways to exchange linens.
- Implementing contactless check-out and sending receipts via email.

#### **Stay Comfortable**

- Giving you more control with kitchens in every room and faster, free wi-fi to ensure your stay feels like home.
- Modifying our housekeeping processes to provide you with choices for when and how we clean your room.
- Enhancing our quality assurance and inspection programs to ensure we're providing a consistent experience.
- Saving you more- up to 60% on longer stays.

## Residence Inn by Marriott

At Residence Inn San Jose North/Silicon Valley, we live by the Golden Rule. Treating others like we'd like to be treated. It has always been our guiding principle.

As we welcome you back to our hotels around the world, we are committed to providing you with a safe environment that aligns with expert protocols for working to defeat COVID-19. Consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations, our Marriott Cleanliness Council is redefining our cleaning and safety standards. We will actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our guests and associates.

When guests check into Marriott's hotels over the next few months, they will notice a number of additions to the company's regimen designed to set an even higher standard of cleanliness for the hotels. Specific areas of focus include:

**Face Coverings.** To promote the health and safety of our communities, face coverings are required for guests and associates in all indoor public areas in North America, the Caribbean and Latin America.

**Surface Areas and Public Spaces.** In public spaces, the company has added to its already rigorous cleaning protocols, requiring that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. In guest rooms, Marriott has added to its detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. The company will also be placing disinfecting wipes in each room for guests' personal use.

These new enhanced cleaning technologies including electrostatic sprayers to sanitize surfaces throughout the hotel. We are using air purifying systems that are effective against viruses in the air and on surfaces. Learn more about our partnership with Ecolab and their products.

**Guest Contact.** To help alleviate the risk of COVID-19 transmission through person-to-person contact, Marriott will be using signage in its lobbies to remind guests to maintain social distancing protocols and will remove or re-arrange furniture to allow more space for distancing. The company is planning to add partitions at front desks to provide an extra level of precaution for its guests and associates and is working with supply chain partners to make masks and gloves available to associates. You'll see more hand sanitizing stations around Marriott's hotels - near the entrances and front desks, elevator banks and fitness and meeting spaces.

**Food Safety.** At Marriott, food handlers and supervisors are trained on safe food preparation and service practices. The company's food and beverage operations are required to conduct self-inspection using its food safety standards as guidelines, and compliance is validated by independent audits. Marriott is also enhancing sanitation guidelines and training videos for associates that include hygiene and disinfecting practices. In addition, the company is modifying its operational practices for in-room dining and designing new approaches to buffets.

## Sonesta Inn and Suites

Sonesta cares deeply about the health and well-being of our guests and employees. We have developed a rigorous new health and cleanliness program, Stay Safe with Sonesta, for all of our U.S. hotels. Working with Ecolab Inc., a leading provider of cleaning and disinfecting solutions for the hospitality industry, we have designed the Stay Safe with Sonesta program to meet or exceed applicable CDC and/or governmental requirements and guidance related to the current Coronavirus pandemic. The program will continue to evolve as we revise our protocols to follow updated guidance from public health authorities and maintain the most relevant levels of protection for our guests and employees.

Please note, for the health & safety of our guests and team members, Sonesta hotels require guests to wear face coverings in all indoor public areas.



### Enhanced Public Area Cleaning & Sanitizing

Rigorous cleaning protocols, including frequent sanitizing of public areas and other high traffic/high contact touch points, using Ecolab hospital-grade (CDC-approved) cleaning products.



### Enhanced Guest Service Measures

Signage and guidance to encourage appropriate physical distancing, limited-contact check-in/out procedures, modified food & beverage offerings, including single-serve items, hand sanitizer stations at Entrance, Front Desk, Fitness Center, Elevator, Lobby and other high traffic areas.



### Enhanced Guest Room Cleaning and Sanitizing Protocols

Updated guest room cleaning and sanitizing protocols, following the latest CDC recommendations and using Ecolab hospital-grade (CDC-approved) cleaning products, sealing guest room doors for new arrivals, and removal of non-essential items.



### Team Member Safety & Preparedness

Enhanced **Stay Safe with Sonesta** training, masks, gloves and other protective equipment for employees, and daily health checks.