

RELOCATION ASSISTANCE

Right of Way Division

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Introduction

The development of highways or other public transportation services needed to serve and improve our way of life require the use of land. This, in turn, means that some persons may be required to move to another location. Your Texas Department of Transportation (TxDOT) is aware of the cost and inconvenience associated with having to move from a home, business or farm. In order to assist those who are required to move, TxDOT provides, through its relocation assistance program, payments and services to aid in movement to a new location.

This brochure provides information about available relocation services and payments:

- Section I is for people displaced from a residence.
- Section II is for displaced businesses, farms and nonprofit organizations.
- Section III is for advertising signs.
- Section IV is about relocation assistance services.
- Section V is how to claim a relocation payment.
- Section VI is information on a person's right to appeal TxDOT's determination regarding the amount of a relocation payment or the entitlement to a relocation payment.

If you are required to move as the result of the acquisition of property for a TxDOT project, a relocation assistance counselor will contact you. The counselor will be able to answer your specific questions and provide additional information. **To ensure maximum relocation benefits you must discuss any proposed move with the relocation assistance counselor so that a definite understanding of eligibility requirements can be reached.**

Special Note

It is not possible to cover the needs and questions of each person. This brochure is for general information purposes only; it is not a document of law, rule or regulation.

Qualification for Assistance

Relocation assistance is available to individuals, families, businesses, farmers, ranchers and nonprofit organizations lawfully present in the United States who are displaced as a result of a state highway or transportation project. This assistance applies to tenants as well as owners occupying the real property needed for the project.

Advance Notice

Each displaced person will be given sufficient time to plan for an orderly, timely and efficient move. This applies not only to residential occupants but to all properties where an occupant has to move to a new location or move his property to a new location. To the greatest extent practicable, no person lawfully occupying real property will be required to move from that site without at least a 90-day written notice.

Caution

To assure eligibility and prompt payment of your relocation benefits, **you must** provide your TxDOT relocation assistance counselor advance notice of the approximate date of the planned move and a list of the items to be moved so that a TxDOT representative may inspect the personal property at the displacement and replacement sites and monitor the move. **An occupant who moves prior to the date negotiations are initiated for acquisition of the property will not be eligible for any relocation payment unless he or she receives a written notice of advanced relocation eligibility before he or she moves from the property.**

Some Important Definitions

Acquiring Agency - The “acquiring agency” or “agency” may be the Texas Department of Transportation (hereinafter referred to as “TxDOT”) or a political subdivision of the state including but not limited to cities and counties.

Displaced Person - Any person (individual, family, corporation, partnership, or association) who moves from real property or moves personal property from real property as the result of the acquisition of the real property, in whole or in part, or as the result of a written notice from TxDOT to vacate the real property needed for a state highway or transportation project. In the case of partial acquisition, TxDOT shall determine if a person is displaced as a direct result of the acquisition. Relocation benefits will vary, depending upon the type and length of occupancy of the acquired property. Displaced persons are classified as:

- An owner occupant of a residential property. (Includes mobile homes.)
- A tenant occupant of a residential property. (Includes mobile homes and sleeping rooms.)
- A business, farm or nonprofit organization.
- An individual with only displaced personal property.

Business - Any lawful activity conducted primarily for the purchase, sale, lease, and/or rental of either personal or real property, or for the manufacture, processing, and/or marketing of products, commodities, or any other personal property; or for the sale of services to the public; or solely for the purpose of relocation benefits, an outdoor advertising display(s) that must be moved as a result of a state highway or transportation project.

Family - The term “family” means two or more individuals living together in a single family dwelling unit who are: related by blood, adoption, marriage, or legal guardianship, who live together as a family unit, plus all other individuals regardless of blood or legal ties who live with and are considered a part of the family unit, or are not related by blood or legal ties but live together by mutual consent.

Farm - Any activity conducted solely or primarily for the production of agricultural products or commodities, including timber, for sale and home use, and customarily producing such products or commodities in sufficient quantity to contribute materially to the operator's support.

Initiation of Negotiations - The date the acquiring agency makes its first written offer to an owner of real property, or the owner's representative, to purchase the real property for a state highway or transportation project.

Nonprofit Organization - An organization that is incorporated under the applicable laws of a state as a nonprofit organization, and exempt from paying federal income taxes under Section 501 of the Internal Revenue Code.

Small Business - A business having no more than 500 employees working at the site being acquired.

Section I: Residential Displacees

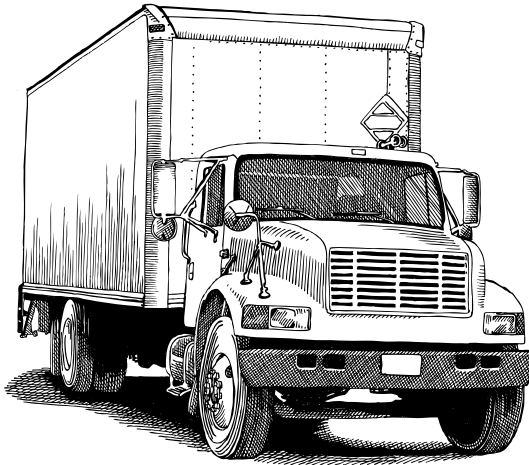
Moving Cost Reimbursement

If you qualify as a displaced person, you are entitled to reimbursement of your moving costs and certain related expenses incurred in moving. The methods of moving and the various types of moving cost payments are explained below.

Individuals and Families

Displaced individuals and families may choose to be paid on the basis of actual, reasonable and necessary moving costs and related expenses, or according to a fixed moving cost schedule. However, **to assure your eligibility and prompt payment of moving expenses, you must contact the relocation assistance counselor from TxDOT before you move.**

You Can Choose Either:



**Actual Reasonable
Moving Costs**

Including:

- Packing and unpacking
- Temporary storage
- Transportation
- Moving insurance
- Other related costs

-OR-

**Fixed Moving Cost
Schedule**

**Based on
Room count**

Actual Reasonable Moving Costs

You may be paid for your actual reasonable moving and related expenses when the work is performed by a commercial mover. Reimbursement will be limited to a 50-mile distance. Related expenses may include:

- Packing and unpacking personal property.
- Disconnecting and reconnecting household personal property.
- Utility and telephone connection charges.
- Temporary storage of personal property.
- Insurance while property is in storage or transit.
- Mobile home park entrance fees.

Caution

Expenses must be necessary and reasonable as determined by TxDOT and supported by receipts. Prior to taking action or incurring any moving expenses verify eligibility for reimbursement with your relocation assistance counselor.

Fixed Moving Cost Schedule

Or you may choose to be paid on the basis of a fixed moving cost schedule. This payment is based on the number of rooms in your dwelling. Receipts are not necessary. Under this option you will not be eligible for reimbursement of related expenses.

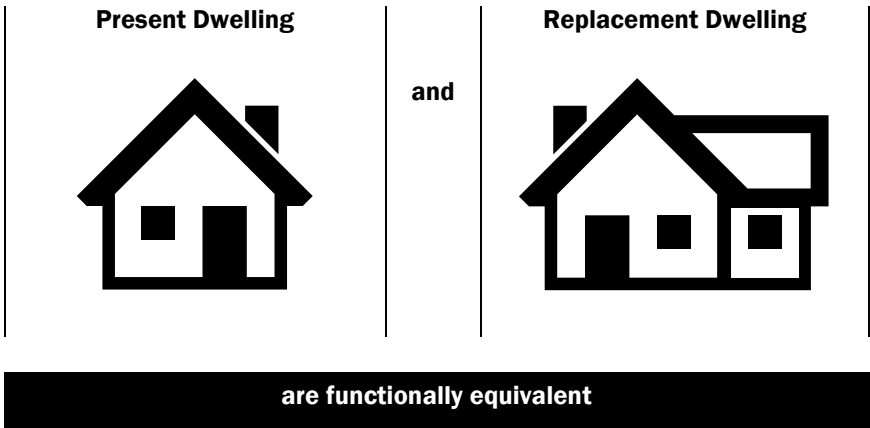
Replacement Housing Payments

Replacement Housing Payments can be better understood if you become familiar with the definition of the following terms . .

- Comparable
- Decent, Safe and Sanitary (DSS)

These terms are explained on the following pages.

A Comparable Replacement means that your...



This is regarding:

- Number of rooms
- Living space
- Location
- Square footage

A comparable replacement dwelling must be decent, safe, and sanitary, and should be functionally equivalent to your present dwelling. While it may not necessarily be identical to your present dwelling, the replacement should have certain attributes:

- Similar number of rooms and living space.
- Located in an area not subject to unreasonable adverse environmental conditions.
- Generally not be less desirable than your present location with respect to public utilities and commercial and public facilities.
- Located on a site that is typical size for residential development with normal site improvements.
- Currently available to you and within your financial means.

Decent, Safe, and Sanitary (DSS) ...

Replacement housing must be decent, safe, and sanitary. This means it meets all of the minimum requirements established by the state and conforms to applicable housing and occupancy codes. The dwelling shall:

- Be structurally sound, weather tight and in good repair.
- Contain a safe electrical wiring system adequate for lighting and electrical appliances.
- Contain a heating system capable of sustaining a healthful temperature (approximately 70 degrees) except in those areas where local climatic conditions do not require such a system.
- Be adequate in size with respect to the number of rooms and area of living space needed to accommodate the displaced person(s).
- Contain a well-lighted and ventilated bathroom providing privacy and containing a sink, bathtub or shower stall, and a toilet, all in good working order and properly connected to appropriate sources of water and sewage drainage system.
- Contain a kitchen area with a fully usable sink, properly connected to potable hot and cold water and to a sewage drainage system, with adequate space and utility connections for a stove and refrigerator.
- Have unobstructed egress to safe, open space at ground level.
- Be free of any barriers that prevent reasonable ingress, egress, or use of the dwelling in the case of a displaced person that is disabled.

Replacement Housing Payments Are Separated Into Three Basic Types:

- Purchase Supplement (page 12)
- Rental Assistance (page 13)
- Down Payment Assistance (page 13)

The type of payment depends on whether you are an owner or a tenant, and how long you have lived in the property being acquired prior to negotiations.

Occupancy Time Periods and What You Are Entitled To

There is one basic length-of-occupancy requirement that determines the type of replacement housing payment to which you are entitled. Length-of-occupancy simply means the number of days that you occupied a dwelling immediately before the date of initiation of negotiations by the acquiring agency.

Owners who were in occupancy 90 days or more immediately prior to the initiation of negotiations may be eligible for a purchase supplement.

If you are a tenant who has been in occupancy 90 days or more immediately prior to the initiation of negotiations, you may be eligible either for rental or down-payment assistance.

If you have been in occupancy less than 90 days before the initiation of negotiations and the property is subsequently acquired, or if you move onto the property after the initiation of negotiations and you are still in occupancy on the date of acquisition, you may be eligible for rental or down-payment assistance. Check with the relocation assistance counselor for more details.

Purchase Supplement (Owner-Occupants of 90 Days or More)

If you are an owner and have occupied your home for 90 days or more immediately prior to the initiation of negotiations you may be eligible, in addition to the just compensation for your property, for a purchase supplemental as well as assistance with incidental costs necessary to purchase a comparable decent, safe, and sanitary replacement dwelling. The department will compute the maximum payment you are eligible to receive. **You must purchase and occupy a DSS replacement dwelling within one (1) year.**

The Purchase Supplement Includes:

Price Differential

The price differential payment is the amount that a replacement dwelling exceeds the acquisition cost of the displacement dwelling. The price differential payment and the following payments are in addition to the acquisition price paid for your property.

Increased Mortgage Interest Costs

You may be reimbursed for increased mortgage interest costs if market interest rates for a new mortgage exceed that of your present mortgage. To be eligible, your acquired dwelling must have been encumbered by a bona fide mortgage, which was a valid lien for at least 180 days immediately preceding the initiation of negotiations.

Incidental Expenses for Replacement Housing

You may also be reimbursed for other expenses such as reasonable costs incurred for loan applications, recording fees and certain other closing costs. This does not include prepaid expenses such as real estate taxes and property insurance or costs for services normally paid by sellers of residential properties or provided by title companies and closing agents as part of other services.

The Rental Assistance Supplement (Owner-Occupants of Less Than 90 Days and Tenants)

The rental assistance supplement is designed to assist you when renting a decent, safe and sanitary (DSS) replacement dwelling. If you choose to rent a replacement dwelling and the rental payments are higher than you have been paying, you may be eligible for a rental assistance payment. TxDOT will determine the maximum payment you may be eligible to receive in accordance with established procedures. The rental assistance payment will be paid in a lump sum unless TxDOT determines that the payment should be paid in installments. You must rent and occupy a DSS replacement dwelling within one (1) year to be eligible.

All eligible displacees have a freedom of choice in the selection of replacement housing. If a person displaced decides not to accept the replacement housing offered by TxDOT, he or she may choose a replacement dwelling of their choice, providing it meets DSS housing standards.

Down Payment Assistance

Owner-occupants of less than 90 days and tenants may be eligible for down-payment assistance and related incidental expenses, not to exceed the amount of the approved rental assistance supplement. Incidental expenses for replacement housing include the reasonable costs of loan applications, recording fees and certain other closing costs. These do not include prepaid expenses such as real estate taxes and property insurance. You may also be eligible for the reimbursement of loan origination or assumption fees, if such fees are normal to real estate transactions in your area and do not represent prepaid interest. Remember, you must purchase and occupy a DSS replacement dwelling within one (1) year of your moving date (for owners) or one (1) year of the date of the 90-day notice to vacate (for tenants).

Fair Housing Law

The Fair Housing Law (Title VIII of the Civil Rights Act of 1968) sets forth the policy of the United States to provide, within constitutional limitations, for fair housing. This act and later acts and amendments make discriminatory practices in the purchase and rental of most residential units illegal if based on race, color, religion, sex or national origin. Whenever possible, minority persons shall be given reasonable opportunities to relocate to decent, safe and sanitary replacement dwellings, not necessarily located in an area of minority concentration, that are within their financial means.

This policy, however, does not require an acquiring agency to provide a person a larger payment than is necessary to enable a person to relocate to a comparable replacement dwelling.

To All Residential Displacees

The most important thing to remember is that the replacement dwelling you select must meet the basic “decent, safe and sanitary” standards to receive any benefits.

Do not:

- Execute a sales contract or a lease agreement until a representative from TxDOT has inspected and certified in writing that the dwelling you propose to purchase or rent does meet the basic standards.
- Jeopardize your right to receive a replacement housing payment by moving into a substandard dwelling.

Section II: Businesses, Farms and Nonprofit Organizations

Moving Cost Reimbursement

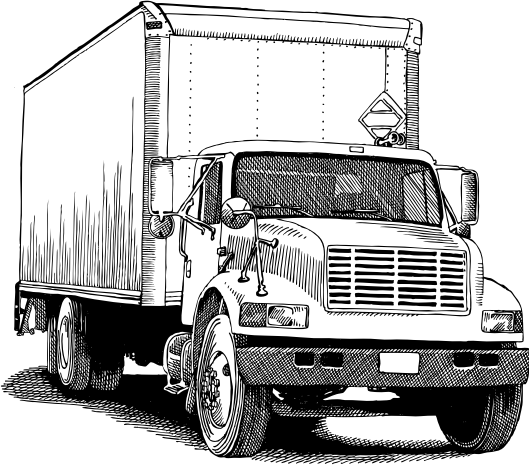
Owners or tenants may be reimbursed on the basis of actual reasonable moving costs and related expenses or, under certain circumstances, a fixed payment.

A. Actual reasonable moving expenses may be paid when the move is performed by a professional mover or if you move yourself (page 16). Related expenses, such as personal property losses (page 18), and expenses in finding a replacement site (page 18) may also be reimbursable. You may also be reimbursed for expenses incurred in the reestablishment of your business (page 18).

or,

B. You may be eligible to receive a fixed payment. This payment is based on the annual net earnings of the business or farm, not to exceed \$40,000. For a nonprofit organization the fixed payment is the average of two (2) year's annual gross revenues less administrative costs. To qualify for a fixed payment, certain conditions must be met. See page 19.

Actual Reasonable Moving Costs



Including

Personal Property Losses

Plus

Expenses in Finding a Replacement

Plus

Expenses In Reestablishing Your Business

Reimbursements for moving expenses are limited to reasonable and necessary expenses incurred for a move not more than a 50-mile distance from the original location.

Caution

Expenses must be necessary and reasonable as determined by TxDOT and supported by receipts. Prior to taking action or incurring any moving expenses verify eligibility for reimbursement with your relocation assistance counselor.

Two Ways to Move Your Enterprise

- *Professional Mover.* You may be reimbursed the actual reasonable costs of your move carried out by a professional mover. All of your expenses must be supported by paid receipts or invoices to ensure prompt payment of your moving cost claim. Certain other expenses are also reimbursable, such as packing, crating, unpacking, uncrating, disconnecting, dismantling, removing, reassembling, and reinstalling relocated machinery, equipment and other personal property. Other expenses such as temporary storage costs, insurance while in transit or storage, and the cost of new licenses and permits may also be reimbursable.
- *Self-Move.* If you elect to take full responsibility for all or part of the move, TxDOT may approve a negotiated reimbursement payment not to exceed the lowest acceptable bid or estimate prepared by qualified moving firms, moving consultants or a qualified department employee. If two acceptable bids or estimates cannot be obtained, or you decide to move yourself on an actual cost basis, your moving payment may be based on actual, reasonable moving expenses supported by receipted bills or other evidence of the actual expenses. Cost estimates or bids for negotiated self-move payments shall be obtained by TxDOT. Moreover, self-move payments must be approved by TxDOT before the start of the proposed move.

Notification and Inspection

To assure eligibility and prompt payment for moving expenses, you must provide TxDOT with advance written notice of the approximate date of the planned move and a list of items to be moved so that TxDOT may inspect the personal property at the displacement and replacement sites and monitor the move.

Direct Losses of Tangible Personal Property/ Purchase of Substitute Personal Property

Displaced businesses, farms and nonprofit organizations may be eligible for a payment for the actual direct loss of tangible personal property or the purchase of substitute personal property that is incurred as a result of the move or discontinuance of the operation. This payment will vary depending upon whether the item is replaced or not; however, it may never exceed the estimated cost of moving and reinstallation.

Your relocation assistance counselor will explain this procedure in detail if you are faced with this situation.

Reestablishment Expenses for Replacement Site

A small business (not more than 500 employees), farm or nonprofit organization may be eligible to receive a payment, not to exceed \$25,000 for expenses actually incurred in relocating and reestablishing at a replacement site. These reestablishment expenses must be reasonable and necessary as determined by TxDOT. Your relocation assistance counselor will explain the eligible expenses included under this category of relocation assistance.

Searching Expenses for Replacement Property

Displaced businesses, farms and nonprofit organizations are entitled to reimbursement for actual reasonable expenses incurred in searching for a replacement property, not to exceed \$2,500. Expenses may include transportation, meals and lodging when away from home; the reasonable value of the time spent during the search; fees paid to real estate agents, brokers, or consultants (excluding commissions); and other expenses determined as reasonable and necessary by TxDOT.

Fixed Payment (in Lieu)

Displaced businesses, farms and nonprofit organizations may be eligible for a fixed payment in lieu of actual moving expenses, reestablishment expenses, personal property losses and searching expenses. The fixed payment may not be less than \$1,000 or more than \$40,000.

For a business to be eligible for a fixed payment, TxDOT must determine that all of the following apply:

1. The business owns or rents personal property that must be moved in connection with its displacement and for which expense would be incurred in its move.
2. The business cannot be relocated without a substantial loss of its existing patronage.
3. The business is not part of a commercial enterprise having more than three other entities not being acquired and are under the same ownership and engaged in the same or similar business activities.
4. The business is not operated at a displacement dwelling solely for the purpose of renting such dwelling to others.
5. The business is not operated at the displacement site solely for the purpose of renting the site to others.
6. The business contributed materially to the income of the displaced person during the two (2) taxable years prior to displacement.

For the owner of a farm to be eligible for a fixed payment, the farm operation must be displaced either by total or partial acquisition. In the case of a partial acquisition, TxDOT must determine that the acquisition caused the operator to be displaced or it caused a substantial change in the nature of the farm operation.

For a nonprofit organization to be eligible for a fixed payment, it must furnish proof of its nonprofit status under applicable federal or state law.

Applications for fixed payments in lieu of actual expenses must be filed with TxDOT prior to the planned move from the displacement property.

- When the fixed payment claim is selected, a displaced business, farm, or nonprofit organization may not claim any other type of moving expenses.
- Not all displaced businesses, farms or nonprofit organizations will qualify for this type of payment. Check with the relocation assistance counselor for more details.

Section III: Advertising

The owner of any outdoor advertising display(s) is eligible for a relocation payment for actual moving and related expenses.

Types of Payments for Advertising Signs

Actual Costs

Actual reasonable moving expenses may be paid when the move is performed by a qualified mover (page 8). Claims for such expenses must be supported with itemized receipts or other verifiable evidence of the expense(s) incurred.

Self-Move

If you elect to take full responsibility for all or part of the move, TxDOT may approve a negotiated payment as described on page 17. Negotiated self-move payments must be approved by TxDOT prior to the start of the planned move.

- **Direct Loss of Personal Property Expenses**

This payment is based on the depreciated value of the sign in place as determined by TxDOT less the proceeds from its sale, or the estimated cost of moving the sign, but with no allowance for storage, whichever is the lesser amount.

or

- **Purchase of Substitute Personal Property**

This payment is based on the replacement cost of like-type sign less the sale/trade-in of current signs, or the estimated cost of moving the existing sign, but with no allowance for storage, whichever is the lesser amount.

Searching Expenses

Owners of displaced advertising signs are entitled to reimbursement for actual reasonable expenses incurred in searching for a replacement sign site (page 18), not to exceed \$2,500.

Caution

To assure eligibility and prompt payment for all moving expenses, you must provide TxDOT with advance written notice of the approximate date of the planned move and a sketch of the displaced sign showing its size (dimensions), number of poles, type of materials, lighting and advertisement.

Also, advertising signs that are moved to locations that do not conform with the highway beautification provisions of the Texas Litter Abatement Act will not be eligible for a relocation reimbursement.

Section IV: Relocation Services

Relocation Assistance Services

Any individual, family, business or farm displaced by a state highway or transportation program shall be offered relocation assistance services for the purpose of locating a suitable replacement property. Relocation services are provided by qualified personnel employed by TxDOT. These services are to help you successfully relocate. Relocation assistance agents are there to help and advise you; be sure to make full use of their services. Do not hesitate to ask questions to ensure you understand fully all of your rights and relocation benefits.

Personal Contact

A relocation assistance counselor will contact you personally. Relocation services and payments will be explained in accordance with your eligibility. During the initial interview, your housing needs and desires will be determined as well as your need for assistance. You cannot be required to move unless at least one comparable replacement dwelling is made available to you. When possible, comparable housing will be inspected prior to being made available to you to assure that it meets decent, safe and sanitary standards.

In addition, the relocation assistance counselor will give you current listings of other available replacement housing. Transportation will be provided to inspect available housing, especially if you are elderly or disabled. The department will also provide counseling or help you get assistance from other available sources to minimize hardships in adjusting to your new location. Information concerning other federal, state and local housing programs offering assistance is also available.

Business and Farm Assistance

The relocation assistance counselor will assist in locating commercial properties and farms. Steps will be taken to minimize economic harm and to increase the likelihood of relocating into the affected community. The counselor will also explore and provide advice about possible sources of funding and assistance from other local, state and federal agencies.

Social Services Provided by Other Agencies

Your relocation assistance counselor will be familiar with the services provided by other public and private agencies in your community. If you have special needs, the counselor will make every effort to secure the services of those agencies with trained personnel to help you. Make your needs known so you may receive the proper assistance.

Relocation Office

In addition to personal contacts by the relocation assistance counselor, TxDOT agency may establish a relocation office on or near a project where a considerable number of people are to be relocated. Project relocation offices are open during convenient hours, including evening hours when necessary.

The office maintains a variety of information concerning:

- Listings of available replacement properties
- Local housing ordinances building codes
- Social services
- Security deposits interest rates and terms
- Typical down payments
- Veterans Affairs (VA) and Federal Housing Administration (FHA) loan requirements
- Real property taxes
- Consumer education literature on housing

Visit your relocation office if one has been established. You will be more than welcome.

Relocation Advisory Assistance

Checklist

This checklist is a summary of the relocation advisory assistance you may reasonably expect to receive if you are displaced by a state highway or transportation project. In addition, TxDOT is required to coordinate its relocation activities with other agencies causing displacements to ensure that all persons displaced receive fair and consistent relocation benefits.

The relocation assistance counselor will personally interview persons displaced to:

- Determine needs and preferences
- Explain relocation benefits
- Offer assistance
- Offer transportation if necessary
- Assure the availability of a comparable residential property in advance of displacement
- Provide current listing of comparable properties
- Provide the amount of the replacement housing payment in writing
- Inspect residential dwellings for DSS acceptability
- Supply information on other federal and state programs offering assistance
- Provide counseling to minimize hardships

Section V: Claim for Payment

How Do I Obtain My Relocation Payment?

You must file a claim for reimbursement. The department will provide required claim forms, assist you in completing them and explain the documentation to submit to receive your relocation reimbursement. If the expenses that you must meet prior to your move cause a hardship, discuss your financial needs with TxDOT.

When Should I File My Claim?

You must have all your claims submitted to TxDOT no later than 18 months from the date you move, or are required to move. However, it is to your advantage to file as soon as possible after you move. The sooner you submit your claim, the sooner it can be processed and paid. If you are unable to file your claim within 18 months, TxDOT may extend this time period for good cause. The department is required to pay you promptly after you file an acceptable claim. If there is any question regarding your right to a relocation payment or the amount of the payment, you will be notified, in writing, of the problem and the action you may take to resolve the matter.

Duplicate Payments

No payment will be made under the Relocation Program if the displaced person is eligible to receive another payment provided by law that has substantially the same purpose and effect as the relocation payment.

Another Important Benefit



No Adverse Effects on:

Social Security Eligibility

Welfare Eligibility

Income Taxes

No relocation payment received will be considered as income for the purpose of the Internal Revenue Code or for determining eligibility or the extent of eligibility of any person for assistance under the Social Security Act or any other federal law.

Section VI: Right of Appeal

If you believe that TxDOT has failed to properly determine your eligibility, or the amount of a payment, you may appeal to TxDOT's Relocation Assistance Review Committee. Applications for appeal must be submitted in writing. TxDOT will assist you in filing an appeal and explain the procedures to follow. You will be given a prompt and full opportunity to be heard by the review committee. You have the right to be represented by legal counsel or other representative at your own expense.

The review committee will consider all pertinent justification and material submitted by you and other available information needed to ensure a fair review. The committee will provide a written determination resulting from the appeal with an explanation of the basis for the decision.

Section VII: Civil Rights

In accordance with Title VI of the Civil Rights Act of 1964 and related statutes, it is the policy of the department to ensure that no person shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any of our programs or activities on the grounds of race, religion (where the primary objective of the financial assistance is to provide employment. 42 U.S.C. §2000d-3), color, national origin, sex, age, retaliation or disability.

If you believe you have been discriminated against or your rights have been violated under any program or activity of the department, you may file a Title VI Discrimination Complaint.

The Title VI Discrimination Complaint Form can be obtained by:

- Visiting TxDOT's website at <http://www.txdot.gov/inside-txdot/office/civil-rights/contact.html>
- Contacting the Office of Civil Rights (866) 480-2518
- Visiting the Office of Civil Rights located at
200 E. Riverside Dr., 2nd floor, Austin Tx 78704

If you have questions about completing the form, contact the Office of Civil Rights at the number listed above. Upon request, assistance will be provided if you have limited English proficiency or are disabled. Complaints also may be filed using an alternative format, such as computer disk, audio tape or in braille. If you have a speech or hearing impairment, call Texas Relay at (800) 735-2988 or 711 for assistance.

The department's Office of Civil Rights will notify you when it receives your complaint.

Notes

Notes

Notes

Relocation Office

Contact the Relocation Assistance Office for relocation advisory assistance and information pertaining to the state law and procedures that regulate this program.