

Updated: Tuesday, December 14, 2021



**VINCENT K. TIBBS SENIOR BUILDING
111 WEST STREET, ENGLEWOOD, NJ 07631**

**RECOVERY FAQ
(FREQUENTLY ASKED QUESTIONS)
FOR TIBBS RESIDENTS
www.111WestStreet.org
info@ehahousing.org
201-871-3451**

Dear residents of 111 West Street,

The purpose of this Frequently Asked Questions (FAQ) document is to provide a consistent method of providing you with answers to commonly asked questions. To ensure you have access to accurate and timely information, a new website has been created (www.111WestStreet.org) to house the FAQ document. We will send a text message to the phone numbers in our contact list whenever we post an updated version of the document. Please note, we will send out updates frequently. Our goal is to be transparent by providing you with answers to your questions based on the information we have on hand. Keep in mind we do not have all the answers, but we are working hard to get you what you need thanks to the generous assistance of government and community organizations along with the many unsung community volunteers. If you have questions or suggestions on how we can do better, please submit them to info@ehahousing.org.

**December 14, 2021
Summary Update**

Given 111 West Street will not be habitable for approximately a year and a half (18 months), the Englewood Housing Authority along with our community partners are focused on helping the displaced residents move to permanent housing. Many of our residents at the hotels have already moved in with family or have moved into permanent housing. Many more are in the process of doing so. We anticipate that by January 2022, we will only have approximately 60 hotel rooms remaining.

Updated: Tuesday, December 14, 2021

As such, on Friday, January 7, 2021, the remaining residents at the Hampton Inn Teaneck will relocate to the Crowne Plaza Englewood located at 401 South Van Brunt Street. Check-out time is at noon at the Hampton Inn and check-in at the Crowne Plaza is at approximately 3pm. The Crowne Plaza Englewood has provided us the use of their Junior Ballroom for your use while the hotel gets your room ready. You will need to make your own transportation arrangements relative to your move to the Crowne Plaza Englewood.

For existing and future guests of the Crowne Plaza, please note that you may be required to periodically move to a different room within the hotel to accommodate the hotel's needs. We anticipate that some of the existing Crowne Plaza guests with two beds will need to move to a single bed hotel room to accommodate future hotel bookings.

Finally, the Crowne Plaza Englewood has informed us that the lobby area is not to be used as a gathering location for our residents. This area is designed to be used by newly arriving guests. The Crowne Plaza has generously provided our residents the use of the Junior Ballroom as a gathering and meeting location (when it is not being used for other events).

The Englewood Housing Authority's goal remains to permanently house all the residents of the hotel within the next few months. The Bergen Family Center has already met with many of you to assist you in securing permanent housing. Residents that do find permanent housing will be placed at the top of our 111 West Street wait list when the building is again habitable.

As stated previously, a Housing Authority does not have the legal obligation and therefore does not have the funds to cover hotels. We have therefore asked the federal government via FEMA to cover the hotel stays. However, FEMA requires that residents seek permanent housing rather than stay in hotels for a year and a half. The hotel stays will come to an end. The Englewood Housing Authority has therefore provided all residents with Section 8 vouchers so that you may find apartments in the community of your choice rather than have FEMA choose for you.

Please note that you should not consider the Crowne Plaza hotel your residence for the next year and a half. You will likely be required to move to other housing options in the near future. We therefore strongly encourage you to utilize your

Section 8 voucher or accept one of the apartments we have offered from other housing authorities.

14 de diciembre de 2021
Actualización resumida

Dado que 111 West Street no será habitable durante aproximadamente un año y medio (18 meses), la Autoridad de Vivienda de Englewood junto con nuestros socios comunitarios se centran en ayudar a los residentes desplazados a mudarse a una vivienda permanente. Muchos de nuestros residentes en los hoteles ya se han mudado con su familia o se han mudado a una vivienda permanente. Muchos más están en proceso de hacerlo. Anticipamos que para enero de 2022, solo tendremos aproximadamente 60 habitaciones de hotel restantes.

Como tal, el viernes 7 de enero de 2021, los residentes restantes en el Hampton Inn Teaneck se trasladarán al Crowne Plaza Englewood ubicado en 401 South Van Brunt Street. La hora de salida es al mediodía en el Hampton Inn y la entrada en el Crowne Plaza es aproximadamente a las 3:00 p. M. El Crowne Plaza Englewood nos ha proporcionado el uso de su salón de baile Junior para su uso mientras el hotel prepara su habitación. Deberá hacer sus propios arreglos de transporte en relación con su mudanza al Crowne Plaza Englewood.

Para los huéspedes actuales y futuros del Crowne Plaza, tenga en cuenta que es posible que se le solicite que se mude periódicamente a una habitación diferente dentro del hotel para adaptarse a las necesidades del hotel. Anticipamos que algunos de los huéspedes actuales del Crowne Plaza con dos camas necesitarán mudarse a una habitación de hotel con una cama individual para acomodar futuras reservas de hotel.

Finalmente, el Crowne Plaza Englewood nos ha informado que el área del vestíbulo no debe usarse como un lugar de reunión para nuestros residentes. Esta área está diseñada para ser utilizada por huéspedes recién llegados. El Crowne Plaza ha proporcionado generosamente a nuestros residentes el uso del salón de baile Junior como lugar de reunión y reunión (cuando no se está utilizando para otros eventos).

El objetivo de la Autoridad de Vivienda de Englewood sigue siendo albergar permanentemente a todos los residentes del hotel en los próximos meses. El Centro Familiar de Bergen ya se ha reunido con muchos de ustedes para ayudarlos

a conseguir una vivienda permanente. Los residentes que encuentren una vivienda permanente serán colocados en la parte superior de nuestra lista de espera de 111 West Street cuando el edificio vuelva a ser habitable.

Como se indicó anteriormente, una Autoridad de Vivienda no tiene la obligación legal y, por lo tanto, no tiene los fondos para cubrir los hoteles. Por lo tanto, hemos pedido al gobierno federal a través de FEMA que cubra las estadías en hoteles. Sin embargo, FEMA requiere que los residentes busquen una vivienda permanente en lugar de quedarse en hoteles durante un año y medio. Las estancias hoteleras llegarán a su fin. Por lo tanto, la Autoridad de Vivienda de Englewood ha proporcionado a todos los residentes vales de la Sección 8 para que puedan encontrar apartamentos en la comunidad de su elección en lugar de que FEMA elija por usted.

Tenga en cuenta que no debe considerar el hotel Crowne Plaza como su residencia durante el próximo año y medio. Es probable que se le solicite que se mude a otras opciones de vivienda en un futuro próximo. Por lo tanto, le recomendamos encarecidamente que utilice su vale de la Sección 8 o acepte uno de los apartamentos que le hemos ofrecido a otras autoridades de vivienda.

2021년 12월 14일

요약 업데이트

111 West Street이 약 1년 반(18개월) 동안 거주할 수 없다는 점을 감안할 때 Englewood 주택 당국은 지역 사회 파트너와 함께 실항민이 영구 주택으로 이동할 수 있도록 돕는 데 중점을 두고 있습니다. 호텔에 거주하는 많은 주민들은 이미 가족과 함께 이사했거나 영구 주택으로 이사했습니다. 더 많은 사람들이 그렇게 하는 과정에 있습니다. 2022년 1월까지 약 60개의 호텔 객실만 남게 될 것으로 예상합니다.

따라서 2021년 1월 7일 금요일에 Hampton Inn Teaneck의 나머지 거주자는 401 South Van Brunt Street에 위치한 Crowne Plaza Englewood로 이전하게 됩니다. Hampton Inn의 체크아웃 시간은 정오이며 Crowne Plaza의 체크인 은 대략 오후 3시입니다. Crowne Plaza Englewood는 호텔이 방을 준비하는 동안 주니어

볼룸을 사용할 수 있도록 해주었습니다. Crown Plaza Englewood로의 이동과 관련하여 교통편을 직접 준비해야 합니다.

Crowne Plaza의 기존 및 미래 투숙객은 호텔의 요구 사항을 수용하기 위해 주기적으로 호텔 내 다른 객실로 이동해야 할 수 있습니다. 2개의 침대가 있는 기존 Crowne Plaza 고객 중 일부는 향후 호텔 예약을 수용하기 위해 싱글 베드 호텔 객실로 이동해야 할 것으로 예상합니다.

마지막으로, Crowne Plaza Englewood는 로비 공간이 우리 주민들을 위한 모임 장소로 사용되어서는 안 된다고 알려왔습니다. 이 공간은 새로 오신 손님이 사용하도록 설계되었습니다. Crowne Plaza는 주니어 볼룸을 모임 및 회의 장소(다른 행사에 사용되지 않는 경우)로 아낌없이 제공했습니다.

Englewood Housing Authority의 목표는 앞으로 몇 달 안에 호텔의 모든 거주자를 영구적으로 수용하는 것입니다. Bergen Family Center는 이미 많은 분들과 만나 영구 주택을 확보하는 데 도움을 드리고 있습니다. 영구 주택을 찾은 거주자는 건물이 다시 거주할 수 있게 되면 111 West Street 대기자 명단의 맨 위에 놓일 것입니다.

앞서 언급한 바와 같이 주택 당국은 법적 의무가 없으므로 호텔을 관리할 자금이 없습니다. 따라서 우리는 FEMA를 통해 연방 정부에 호텔 숙박 비용을 부담하도록 요청했습니다. 그러나 FEMA는 거주자들이 1년 반 동안 호텔에 머물기보다 영구 주택을 구하도록 요구합니다. 호텔 숙박이 종료됩니다. 따라서 Englewood 주택 당국은 FEMA가 귀하를 대신해 선택하는 대신 귀하가 선택한 커뮤니티에서 아파트를 찾을 수 있도록 모든 거주자에게 섹션 8 바우처를 제공했습니다.

Crowne Plaza 호텔을 향후 1년 반 동안 거주할 것으로 간주해서는 안 됩니다. 가까운 장래에 다른 주택 옵션으로 이사해야 할 것입니다. 따라서 섹션 8

바우처를 사용하거나 다른 주택 당국에서 제공한 아파트 중 하나를 수락할 것을 강력히 권장합니다.

Table of Contents

1.)	Why was the building evacuated?	8
2.)	Was everyone evacuated safely?	8
3.)	When will the building be repaired?	8
4.)	Were the Englewood Housing Authority’s offices impacted?.....	8
5.)	Why is no one answering the phones in the office?	8
6.)	Where do the repairs stand?	9
7.)	Will the rehabilitation of the building take into consideration the possibility of future flooding?	9
8.)	Who will pay for the repairs to the building?.....	9
9.)	Given electricity has been shut off, what do I do with the contents of my refrigerator/freezer if I can’t get in the building?	9
10.)	When can I enter the apartment to gather up personal effects?	10
11.)	Can anyone get into my apartment?	10
12.)	Is there building security?.....	10
13.)	Do I continue to pay rent while I’m displaced?	10
14.)	Do I need to complete the annual income recertification?	10
15.)	Have you towed my car from the parking lot?.....	10
16.)	My apartment is on the first floor but I didn’t purchase renter’s insurance. Do I have any options to get money to replace my personal property?.....	10
17.)	Should I cancel/suspend subscriptions being delivered to the building?	11
18.)	Do I need to cancel cable?	11
19.)	Do I cancel my landline phone?	11
20.)	Where do I get my mail?.....	11
21.)	What are my housing options?.....	11
22.)	How can we access additional social services while we are displaced?.....	12

Updated: Tuesday, December 14, 2021

- 23.) What are our options regarding covering the cost of food while I’m in the hotel?..... 12
- 24.) Will there be assistance to help me replace my furniture? 12
- 25.) I have doctor’s appointments coming up, how will I get there? 12
- 26.) How will the Bergen County Board of Social Services handle recertification for food stamps and Medicaid if they cannot come to 111 West Street? 13

Photo of 1st Floor apartments looking into EHA’s offices at the far end:



1.) Why was the building evacuated?

The City of Englewood inspected the property on September 3rd and determined late that evening that the property was no longer safe due to the extensive damage caused by the flooding to the mechanical systems of the building which were all fully submerged in over 12 feet of water. Given the extensive damage, it was ordered that the building must be vacated by September 4th end of day for safety reasons. The Englewood Fire Department provided a fire watch during this time-period.

2.) Was everyone evacuated safely?

Thankfully, yes. Residents were transported to hotels or assisted living facilities or were picked up by family/friends.

3.) When will the building be repaired?

Due to the extensive damage to the building, it is likely the repairs will take **1.5 years** before the building can again be occupied by residents. It is too early in the process to provide a better time estimate. Residents should assume the building will not be habitable until sometime in 2023.

4.) Were the Englewood Housing Authority's offices impacted?

Yes, because our offices are located on the first floor of 111 West Street, they were also flooded. The office has already been completely gutted down to the studs. We are currently working out of remote locations. In addition, 95% of our tools, equipment, supplies and files were destroyed since they were in the basement or in the office, so we are beginning the process of getting back on our feet.

The Englewood Housing Authority (EHA) now has remote offices at the hotels so you therefore have daily access to our staff during business hours. Our staff has been provided with laptops and Internet hotspots so that they can more effectively work remotely.

5.) Why is no one answering the phones in the office?

Since we no longer have our administrative offices, and most of us do not have ready access to desktop phones, we are unable to answer your calls when you contact us. However, please leave a voicemail or email message and we will respond to you as soon we are able.

6.) Where do the repairs stand?

The water remediation began on Thursday, September 23rd. Given the size of the project and given there were so many others in the same position, it was difficult finding a water remediation company with the proper staff and equipment. At points in the project, there was a crew of 60 people working 12 hour shifts 7 days a week. The entire first floor of 111 West Street, including 22 apartments, have been gutted. The remediation company also simultaneously worked on remediating the basement since it fully flooded as well with Level 3 toxic blackwater. The water remediation company currently has a crew of 15 completing the clean up. We anticipate they will have completed the clean up by the end of December.

The water to the building has again been turned on. PSEG has also reestablished limited electricity to the common areas of the building. However, apartments still do not have electricity. Installation of a new temporary fire alarm panel is complete. We have also ordered a temporary heating system so that we can keep the building above freezing during the winter months to protect the fire suppression system and your belongings.

EHA will publicly bid the Request for Proposal for new elevators on Tuesday, December 14th.

7.) Will the rehabilitation of the building take into consideration the possibility of future flooding?

EHA has proposed moving all or most of the mechanical equipment from the basement to locations above the floodplain. This will include relocating mechanical equipment that was lost during the flood, i.e.: elevator equipment, fire suppression equipment, electrical panels, heat and hot water equipment, generator equipment, hallway air conditioning, security camera equipment, etc. Although this is an unprecedented event, with these proposed changes, future floods should not impact the long-term habitability of the property.

8.) Who will pay for the repairs to the building?

We are currently working with our various insurance companies and will also be working with FEMA and HUD to cover the costs of rehabilitating the property.

9.) Given electricity has been shut off, what do I do with the contents of my refrigerator/freezer if I can't get in the building?

Our staff has gone into every apartment and discarded the contents of the refrigerators and freezers and any perishable food items that may have been left out so that they do not rot in the apartments.

In addition, to prevent mold, all apartments and corridors were wiped clean per the recommendation of an industrial hygienist.

10.) [When can I enter the apartment to gather up personal effects?](#)

As of Monday, November 25th, residents have been able to return to the building by appointment to gather their personal items.

11.) [Can anyone get into my apartment?](#)

No one will enter your apartment without permission unless they are accompanied by a housing authority employee.

12.) [Is there building security?](#)

Yes, the building has a monitored security alarm system.

13.) [Do I continue to pay rent while I'm displaced?](#)

No, you will not pay rent while the building is shut down. You will receive a refund for the month of September.

14.) [Do I need to complete the annual income recertification?](#)

No, not at this time.

15.) [Have you towed my car from the parking lot?](#)

As you are aware, the cars in the parking lot were all severely damaged or totaled. We have not towed away any of the cars. However, we have utilized a tow company to relocate the few remaining vehicles within the lot so that we can get equipment delivered for the remediation. We encourage you to have the cars towed away in consultation with your insurance company as soon as possible. There are approximately 6 cars still left in the parking lot.

16.) [My apartment is on the first floor but I didn't purchase renter's insurance. Do I have any options to get money to replace my personal property?](#)

Our insurance does not cover personal items. If you have renter's insurance, please file a claim with your insurance provider. In addition, FEMA may be able to help. If you have not done so already, you can apply online at www.disasterassistance.gov or call 1-800-621-FEMA (3362).

17.) [Should I cancel/suspend subscriptions being delivered to the building?](#)

Yes, because you will not be returning for many months, you should cancel or suspend subscriptions to newspapers, magazines, recurring deliveries of medication, etc.

18.) [Do I need to cancel cable?](#)

We have asked Spectrum to suspend basic cable and Internet service to the building so there should be no charge to you while you are away. However, we cannot suspend your phone service nor your premium channels. Therefore, please reach out to your provider to cancel or suspend the service directly. For example, there are 30 residents that have phone service with Spectrum that we cannot cancel. You must call yourself.

Regarding cable equipment, tenants on the first floor with damaged equipment will be billed for the equipment. Tenants on the other floors need to return their equipment so as not to get charged.

19.) [Do I cancel my landline phone?](#)

Please contact your phone service provider for options because you will be out of the building for some time. Note, if you are considering moving to a new apartment, you may want to transfer that number to your new dwelling.

20.) [Where do I get my mail?](#)

Your mail is being held at the Post Office located at 55 Smith Street in Englewood. You should also consider submitting a change of address either online or in person at any Post Office to have your mail forwarded to a new address.

21.) [What are my housing options?](#)

Given the length of time the building will be uninhabitable, we are issuing all residents a Section 8 voucher which can be used to rent an apartment. You can choose to rent an apartment in Englewood with the voucher but you can also choose to rent an apartment anywhere within the U.S. When you rent an apartment, the lease is typically for a year so you will need to stay there for the lease term. However, you will be at the top of the wait list for the next vacancy at 111 West Street should you wish to move back.

In addition, several local housing authorities have provided us access to their vacancies. We have had several residents already move to these apartments. Please let us know if you are interested in future vacancies.

22.) [How can we access additional social services while we are displaced?](#)

Bergen Family Center (BFC), located in Englewood, is collaborating with the Englewood Housing Authority to provide mental health counseling and other services during these stressful times. BFC completed a full assessment of the residents at the Hampton Inn and Crowne Plaza Englewood. We are working together with the assistance of various community organizations to meet the tenants' needs as much as possible.

23.) [What are our options regarding covering the cost of food while I'm in the hotel?](#)

Breakfast is being provided by the hotels. If you need assistance with food, please speak to a staff member or someone from Bergen Family Center. No one will go hungry.

Moreover, the Crowne Plaza Englewood has included microwaves in every room so that you may prepare or heat meals. In addition, through a generous grant, microwaves have also been provided in every room at the Hampton Inn Teaneck.

24.) [Will there be assistance to help me replace my furniture?](#)

You need to apply to FEMA for assistance if you do not have renter's insurance.

25.) [I have doctor's appointments coming up, how will I get there?](#)

Access Link NJ Transit

1-800-955-2321

Hearing impaired 1-800-772-2287

24 Hour Access 973-275-5555

Bergen County Community Transportation

201-368-5955

American Cancer Society (for Cancer patients)

1-800-277-2345 ext. 5

NJ FIND A RIDE

1-877-652-1148 or dial 2-1-1

Information service that finds agencies that provide transport

Updated: Tuesday, December 14, 2021

26.) How will the Bergen County Board of Social Services handle recertification for food stamps and Medicaid if they cannot come to 111 West Street?

Please reach out directly to the Bergen County Board of Social Services with any questions.