



Tantra Lake Renovation

Frequently Asked Questions
February 2022

Timeline and Relocation

1. How long will the renovation take?
 - a. Each unit will take approximately 6-8 weeks to complete. Construction will last approximately 13 months for the entire property.*

2. When will my unit be renovated?
 - a. Please refer to the schedule that was shared in your resident notice on February 10th 2022. To clarify, we anticipate construction to start at the end of April 2022 with building 993 and for building 877 to start at the end of December 2022. Building 897 will start at the beginning of 2023.* **Your anticipated move date may change.** We will do everything we can to stay on schedule, but we ask for your patience and flexibility.

3. Where will I be relocated?
 - a. It is our goal to keep all residents on-site. We will try our best to temporarily relocate residents to similarly sized units as they reside in currently.

4. Once my unit is renovated, can I move back to it?
 - a. Yes, every resident will have the option to move back to their original unit. Some residents will have the option to permanently relocate to a renovated unit rather than moving twice. We will provide residents with this option if it is available, and it will be each resident's decision.

5. What about my rent and moving costs during temporary relocation?
 - a. Residents will not pay rent for the two months surrounding their move. If a resident chooses to move once permanently to a renovated unit, then they will be expected to pay full rent. All moving-related costs (ie: packing supplies, moving services) will be paid for by BHP.

6. How do I know if I need to qualify for an affordable apartment?
 - a. Qualification questions should be directed to community management.

*Please note this schedule is subject to change.

Moving and Packing

1. How much time will I have to pack?
 - a. Please use the schedule as a guide to give yourself enough time to pack. Packing supplies will be delivered to your apartment approximately 3 weeks prior to your move. We will also be visiting your apartment 6 – 8 weeks prior to your move and distributing moving notices 30 days before your move. If you need extra assistance packing, please contact our relocation coordinator.
2. Will I be expected to provide my own boxes and packing supplies?
 - a. No, we will deliver boxes and packing supplies to all units approximately 3 weeks before your scheduled move. If you would like supplies sooner, please contact our relocation coordinator.
3. Who will move my belongings?
 - a. We will be working with professional movers who will come to your apartment, load your packed belongings onto a truck, and unload them at your temporary unit. They will also move your belongings back to your original unit.

Improvements

1. What improvements will be made to the unit interiors?*

 - a. New finishes (including flooring, cabinets, countertops)
 - b. New Energy Star appliances and LED light fixtures
 - c. New paint
 - d. New doors
 - e. Kitchens will be reconfigured to allow for more usable space and to allow dishwashers to be relocated from under sink.
 - f. Energy efficiency upgrades

2. What improvements will be made to the exteriors?*

 - a. New windows, doors and sliding doors
 - b. New gutters and downspouts
 - c. New paint and siding repairs
 - d. Security improvements including fobbed entries and security cameras
 - e. Secure patio walls (townhomes only)
 - f. Balcony repairs (933 only)
 - g. Full renovation of all hallways and common spaces in apartment buildings (880, 903, 933, 993)

- h. Select re-grading around buildings
 - i. Sewer line work (807 only)
 - j. Upgraded boiler/hot water system
3. What improvements will be made to the site?*
- a. Safety, landscaping, and parking improvements
 - b. Repair/replace BHP-owned dumpster enclosures
4. Can I make a reasonable accommodation request for my unit, like if I need carpet rather than hard flooring?
- a. Yes, reasonable accommodation requests should be directed to community management.

*Please note that this list is not all inclusive and subject to change