

Updated: Thursday, October 7, 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.

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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.

Currently, approximately a third of our residents are with family/friends. A third of the residents are at the Hampton Inn Teaneck. Most tenants that were at CareOne were transferred to the Crowne Plaza Englewood on Tuesday, September 21st. CareOne evaluated our residents prior to releasing them to the hotel. Several of our tenants were deemed eligible for assisted living or skilled nursing care and so stayed at CareOne. Although 111 West Street is independent living, the Englewood Housing Authority recognized that many of our residents have significant underlying health conditions, and we are therefore very thankful for CareOne's assistance and guidance.

3.) When will the building be repaired?

Due to the extensive damage to the building, it is likely the repairs will take **9-12 months** before the building can again be occupied by residents. It is too early in the process to provide a better time estimate.

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 both 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. The work has begun with a crew of 50 people and they are working 12 hour shifts. The entire first floor of 111 West Street, including 22 apartments, have been gutted. The company is also simultaneously working on remediating the basement.

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 fire alarm panel will be installed within 2 weeks. 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.

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

All or most of the mechanical equipment will likely be moved from the basement to the second floor or to elevated platforms on the exterior of the building. 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. In addition, our offices may also move to the second floor with the community room being relocated to the first floor. 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 restoring 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.

10.) When can I enter the apartment to gather up personal effects?

Unfortunately, the building is still being remediated and is unsafe. We hope to have the building safe enough for you to be escorted to your apartments in the next few weeks.

If you need emergency items, e.g. a passport for immediate travel, we will have staff available to retrieve those items for you on a very limited basis. You can let our staff know or send us an email (info@ehahousing.org) regarding what you need. Please note that this is a tentative plan subject to change.

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 currently has a security guard onsite 24x7 while remediation is ongoing.

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.

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 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 and you may have premium channels or cable packages that we cannot suspend. Therefore, please reach out to your provider to cancel or suspend the service directly. For example, there are at 30 residents that have phone service with Spectrum that we cannot cancel. You must call yourself.

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?

Residents are eligible to receive a Section 8 voucher which can be used to rent an apartment. Several vouchers have already been issued to interested residents. 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 accept apartments with those housing authorities. 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.) [When will we be reimbursed for out-of-pocket hotel stay?](#)

Please submit your receipts with your name and contact information to Sonja Alston. Please keep copies of the receipts. You can drop off the receipts in the drop box in front of our administrative offices. You can also send them via email to SAlston@ehahousing.org. Or, you can mail them to Sonja Alston, Englewood Housing Authority, 111 West Street, Englewood, NJ 07631.

24.) [I received my medication from the ShopRite in Englewood but since that was damaged, what is ShopRite doing?](#)

ShopRite Englewood has reopened.

25.) [All of my important documents got damaged in the flood. How can I get all of that information again?](#)

For the first-floor tenants that lost their possessions, please let us know which documents you need to replace so we can find the resources to help you begin getting replacement documents.

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

Breakfast is being provided by the hotels. In addition, moving forward, dinner will be provided by Feed the Frontlines 6 nights a week. In addition, other local community organizations have also been generously providing meals to fill the gaps. 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.

27.) 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.

28.) 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

29.) 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.

30.) Where do I vote?

Your normal polling location for November will be in Englewood City Hall.

Mail-in ballots for Englewood for the 2021 General Election were mailed out 9/21/21. Voters with active requests who do not receive their ballot by 9/28/2021 should call 201-336-7020 to request a duplicate. The deadline for the Bergen County Clerk's office to receive Vote by Mail Applications for the 2021 General is 10/26/2021. To check your status contact the Bergen County Clerk's Office at 201-336-7020 or electionsclerk@co.bergen.nj.us

In addition, please see the attached flyer for additional options.

Important Notice from your Bergen County Elections Offices

Bergen County Clerk's Elections Division • 201-336-7020
Superintendent of Elections • 201-336-6109
Board of Elections • 201-336-6230

3 WAYS TO VOTE!

FOR THE NOVEMBER 2, 2021 GENERALELECTION

Choose one of the following:

- 1. Go to your regular polling location on Election Day, Tuesday, November 2nd, 2021.**
 - The polls are open from 6am to 8pm.
 - Check your sample ballot for your polling location or visit vote.nj.gov
- 2. Vote by Mail.**
 - If you are not set up to receive one already, applications must be received by October 26th. To check your status contact the Bergen County Clerk's Office at 201-336-7020 or electionsclerk@co.bergen.nj.us
 - You may cast your vote by mail ballot by:
 - Mailing it in as soon as possible. Your ballot must be postmarked on or before Election Day.
 - Deposit in a Secure Ballot Drop Box no later than 8pm on Election Day. Drop box locations can be found at www.bergencountyvotes.com
 - Deliver your Vote by Mail ballot in person to the Board of Elections located at 1 Bergen County Plaza - Room 310 by 8pm on Election Day.
- 3. Vote at any In-Person Early Voting Location.**
 - Early Voting Locations will be open Saturday, October 23rd through Sunday, October 31st.
 - Hours will be Monday-Saturday, 10am to 8pm and Sunday, 10am to 6pm.

QUESTIONS

FOR QUESTIONS ABOUT YOUR VOTE-BY-MAIL BALLOT, please contact the BERGEN COUNTY CLERK'S ELECTIONS DIVISION at electionsclerk@co.bergen.nj.us OR (201) 336-7020

FOR QUESTIONS ABOUT YOUR POLLING PLACE, OR LOCATIONS OF SECURE DROP BOXES, please contact the BERGEN COUNTY BOARD OF ELECTIONS at elections@co.bergen.nj.us OR (201) 336-6230

FOR QUESTIONS ABOUT VOTER REGISTRATION, OR TO REPORT A POTENTIAL ELECTION VIOLATION, please contact the OFFICE OF THE BERGEN COUNTY SUPERINTENDENT OF ELECTIONS at soe@co.bergen.nj.us OR (201) 336-6109

TO TRACK YOUR VOTE-BY-MAIL BALLOT, LOCATE YOUR POLLING LOCATION or SECURE BALLOT DROP BOXES, or CHECK THE STATUS OF YOUR VOTER REGISTRATION, please visit vote.nj.gov