JORDAN DOWNS RELOCATION PLAN

RESPONSES TO RESIDENT COMMENTS RECEIVED DURING THE 30 DAY PUBLIC COMMENT PERIOD

BETWEEN NOVEMBER 21ST AND DECEMBER 12TH, 2016

Resident Question/Concern

RESPONSE

1. What kind of relocation assistance will be provided to tenants with disabilities?

HACLA and its Relocation Consultant will assist tenants with disabilities throughout the relocation process and closely follow all provisions under the Federal Code of Regulations to ensure that no displaced person with disabilities is excluded from participating in, denied the benefits of, or subjected to discrimination in the provision of relocation assistance because of the person's disability. The Relocation Plan acknowledges the needs of those tenants in relation to both relocation on-site at the redeveloped Jordan Downs or off-site with a Section 8 voucher, as follows:

"There are 60 known senior households (head of household or spouse 62 years or older), and 96 households reported having a member with physical and/or psychological disabilities that could affect the relocation process. Care will be taken to meet the special needs of each household, particularly as these needs involve physical access to accommodations. HACLA will take into consideration the number of replacement units needed to house all families with approved Reasonable Accommodations. In all cases involving physical or mental impairments, extra efforts will be made to provide close individual case monitoring." (p. 10)

"The Relocation Consultant will meet with all households to confirm their choices and relocation plans/needs and will provide all necessary assistance throughout the relocation process. Prior to, and upon completion of, the newly constructed units, the Relocation Consultant will do the following:

 Identify an appropriate replacement unit on site that meets HACLA occupancy requirements, which is suitable in its living conditions and has comparable amenities to the current unit;" (p. 12)

"Moving assistance will be provided to all households moving to newly constructed Project units or off-site to other permanent units. This assistance includes:

2. Packing, crating, uncrating and unpacking of personal property for people who request reasonable accommodations;" (p. 13)

"Through the Relocation Consultant, the following services will be provided to all households prior to the commencement of each applicable phase of the redevelopment of the property: Identifying and responding to special needs and reasonable accommodation issues and requests; Identifying available units that meet the needs of the households; Providing referrals to social service provider(s) as needed to address social service-related barriers to relocation" (p. 16) On a permanent basis, the newly constructed units at Jordan Downs will provide accommodations for disabled persons, as at least 10% of the units will be accessible to people with mobility impairments and at least 4% of the units will be accessible to people with communication disabilities, per the 2015 Minimum Construction Standards of the California Tax Credit Allocation Committee. HACLA's Section 8 inspectors will work with tenants and relocation consultants to inspect units selected for occupancy and ensure they meet all ADA requirements before allowing the tenant to move into the unit. 2. If I move before receiving my Notice of As stated in the General Information Notice, the FAQ and the Relocation Plan provided to Eligibility, will I be able to receive residents, households that choose to move off-site before receiving the Notice of Eligibility, priority or preference for the replacement which is the formal offer of relocation assistance, will not be given priority or preference to move into the replacement units newly constructed at Jordan Downs. However, there will be a siteunits at the redeveloped Jordan Downs? based wait list and anyone meeting income eligibility can apply for housing on site. The sitebased wait list will be used for all other non-replacement units. The General Information Notice (GIN) sent to all residents states the following: "You should continue to pay your rent and meet any other requirements specified in your lease." If you fail to do so, HACLA may have cause for your eviction. If you choose to move, or if you are evicted, prior to receiving a formal notice of relocation eligibility, you may become ineligible to receive relocation assistance. It is very important for you to contact us before making any moving plans." The following information is provided in the FAQ:

"What relocation assistance is available to households who voluntarily moved after they received the General Information Notice (GIN)? Households who voluntarily move after the receipt of the GIN and prior to receiving a Notice of Eligibility (NOE), are not eligible to receive relocation assistance. Former residents that have already moved, who feel they are eligible to receive relocation assistance, may request a review of their case to the Housing Authority of the City of Los Angeles. Again, please note that households should not move out of Jordan Downs until they receive a NOE. Should they move prior to receiving the NOE they may forfeit their rights to receiving relocation assistance and their right to return to a new unit at Jordan Downs." In addition, the Relocation Plan states: "All tenants in good standing will be afforded the "right to return" and move into a newly constructed Project unit (Attachment 5). Although all Jordan Downs residents retain the right to remain within the Jordan Downs Project and will be offered a one-time direct move into a newly constructed Project unit, they will also be offered three other permanent replacement housing options. Residents may elect to receive a tenant-based Section 8 voucher and move to a comparable replacement unit in a community of their choice, or they may choose to move to an available comparable public housing unit within a different public housing development owned by HACLA, if a unit is available at the time of their relocation. Relocation counselors will have pre-identified areas in the surrounding metro that meet the qualifications of not being minority or poverty concentrated areas and will access listings from the Housing Authority (public housing developments and Section 8 units) and market resources (including Section 8 units) in those areas and ensure that options are provided for families to move to those areas. If either of these alternative options is selected by the resident, they will forfeit their right to return to a Project unit." (p. 14) 3. When will HACLA begin the relocation HACLA will begin the relocation process prior to the first new units receiving a certificate of occupancy. The URA provides for a 90-day notice period but HACLA expects to provide process? tenants with notice earlier. The current schedule expects the first units to be delivered by April 2018. HACLA would like to provide tenants with a reasonable amount of time to make decisions and prepare for their move and expects to engage a relocation consultant in 2017 and begin working with tenants by Fall 2017. The redevelopment will proceed in phases which

		will allow new construction work to begin without dislocating existing households. HACLA's intent is to sequence the delivery of new units with demolition of existing obsolete units, so as to avoid the need for temporary relocation. Based on current development timelines, relocation will happen in small batches over the proposed six phases of development.		
4.	What if I move to another public housing site as the result of a reasonable accommodation prior to receiving a Notice of Eligibility? Will I still have a right to move into a replacement unit at the redeveloped Jordan Downs?	All tenants who will be required to relocate as a result of the redevelopment of Jordan Downs will receive a Notice of Eligibility for relocation assistance (see response to #2, above). If the tenant moves off site prior to receiving a Notice of Eligibility, they will not be given priority to move into the newly constructed units at Jordan Downs.		
5.	It's going to be hard for tenants to find Section 8 housing. What if they don't find Section 8 housing during the period that a voucher is issued? Will they still be able to move into a replacement unit? Will HACLA pay for temporary relocation costs?	Residents who elect to move permanently from Jordan Downs by means of other assisted housing or under the Housing Choice Voucher (HCV) Program will not be eligible to move into a replacement unit. HACLA will provide these tenants with assistance in searching for a new home. This assistance includes at least three referrals and will utilize all potential listings and market resources to identify appropriate units. HACLA intends to initiate the Notice of Eligibility early so that residents will be able to find housing and the voucher will not be in jeopardy. HACLA's Relocation budget covers moving allowance or actual movers; costs for transportation and childcare to make it easier for residents to look at potential properties; and provides discretionary funds for other appropriate relocation-related expenses.		
6.	In addition to a voucher and general moving expenses, what else will HACLA pay for to assist residents with relocating off-site?	 The moving assistance to be provided to relocated tenants includes: Transportation for the households and any personal property; Packing, crating, uncrating and unpacking of personal property for people who request reasonable accommodations; Storing of personal property (if applicable); Disconnecting, dismantling, removing, reassembling, and reinstalling relocated household appliances and other personal property as long as they have been installed with the approval of management and are in compliance with the lease; Reinstallation of utilities and/or services, i.e. telephone, gas and cable service; 		

		7. Insurance for the replacement value of the property in connection with the move and necessary storage;
		8. The replacement value of property lost, stolen or damaged in the process of moving (not through the fault or negligence of the displaced person) where insurance covering such loss, theft or damage is not reasonably available;
		9. Other moving related expenses deemed reasonable by the Relocation Coordinator, including any approved reasonable accommodations.
ten	ill HACLA pay a rent differential if the nant cannot find a unit comparable to the e they are in now at the voucher-sisted rate?	Voucher payment standards for different unit sizes are based on fair market rent levels, which in turn are established at least annually by the U.S. Department of Housing and Urban Development (HUD). Because HACLA is offering every household the right to move into a comparable unit at Jordan Downs, it is not subject to the obligation to pay rent differentials. HACLA has included in its budget some discretionary funds and will determine during the relocation process what costs it may cover to ensure successful relocation for all Jordan Downs households.
rep inc req	ow did HACLA ensure that the placement units being offered match the come, household size, or ADA quirements of existing Jordan Downs buseholds?	HACLA tracks the composition, incomes and disability status of all households at Jordan Downs as part of the redevelopment process and is working closely with its development partners to ensure that the replacement units in the redeveloped Jordan Downs will meet the needs of current residents who wish to remain at Jordan Downs.
9. Wi	ill residents be temporarily relocated off e during construction as a result of dust nerated by the construction process?	Residents will not be relocated temporarily off-site during construction. Under the terms of the approval of the Final Environmental Impact Report for the Jordan Downs redevelopment project, HACLA and its development partners must implement a series of measures to minimize and mitigate dust generated during construction. These measures include: 1. All haul trucks hauling soil, sand, and other loose materials shall be covered (e.g., with tarps or other enclosures). 2. Dust suppression methods when disturbing soil so as not to create visible dust emissions or cause soils that exceed site-specific clean-up goals, as approved by DTSC for the project site, to become airborne. 3. Apply water or dust palliative to the site and equipment as frequently as necessary to control fugitive dust emissions. Fugitive emissions generally must meet a "no visible dust" criterion either at the point of emission or at the right of way line as required by the SCAQMD.

- 4. Implement a dust control plan documenting sprinkling, temporary paving, speed limits, and expedited revegetation.
- 5. Use track-out reduction measures such as gravel pads at project access points.
- 6. Cover all transported loads of soils and wet materials prior to transport, or provide adequate freeboard (space from the top of the material to the top of the truck) to minimize emission of dust (particulate matter) during transportation.
- 7. Promptly and regularly remove dust and mud that are deposited on paved, public roads due to construction activity and traffic to decrease particulate matter.

In addition, all construction work is subject to South Coast Air Quality Management District's SCAQMD's Rule 403, which requires the following measures:

- 1. Control of fugitive dust with the best available control measures (BACM) so that it does not remain visible in the atmosphere beyond the property line of the proposed project.
- 2. Preparation/implementation of a dust control plan, which must be approved prior to construction.
- 3. Prohibits emissions of fugitive dust from any active operation, open storage pile, or disturbed surface area such that the dust remains visible in the atmosphere beyond the property line of the emission source; or the dust emission exceeds 20 percent opacity, if the dust emission is the result of movement of a motorized vehicle.
- 4. Prohibits active operations without utilizing the applicable best available control measures included in Table 1 of Rule 403.
- 5. Prohibits allowing PM10 levels to exceed 50 micrograms per cubic meter when determined, by simultaneous sampling, as the difference between upwind and downwind samples collected on high-volume particulate matter samplers or other U.S. EPA-approved equivalent method for PM10 monitoring.
- 6. Prohibits allowing track-out to extend 25 feet or more in cumulative length from the point of origin from an active operation; all track-out from an active operation shall be removed at the conclusion of each workday or evening shift.
- 7. No person shall conduct an active operation with a disturbed surface area of five or more acres or with a daily import or export of 100 cubic yards or more of bulk material without utilizing approved control measure/measures at each vehicle egress from the site to a paved public road.

	The purpose of these measures is to mitigate and control dust impact on and off the construction site. These mitigations are intended to adequately control dust so it will not impact residents, including residents who may have dust sensitivities. Housing Services will evaluate any and all requests for Reasonable Accommodation and work with each tenant individually on the most appropriate accommodation path.
10. Will Section 8 vouchers be provided to residents on a contingency basis?	HACLA will apply to HUD for tenant protection vouchers for all Jordan Downs households to be relocated to units that are not part of the Rental Assistance Demonstration (RAD) program. HACLA will also make housing choice vouchers available to the households who will occupy the 70 units being converted under the RAD program.
11. Will all of the public housing units be replaced?	All of the 700 public housing units at Jordan Downs will be replaced, on a one-for one basis with either a Rental Assistance Demonstration (RAD) unit or a Replacement Project Based Voucher (PBV) unit. Currently, HACLA is proposing to use 70 RAD units and 87 PBV units in the phases Phase 1A and 1B. HACLA also has a multi-phase RAD award for 120 units for conversion in the next four phases. HACLA in its FY 2016 CNI grant application, requested RAD conversion assistance for an additional 77 units for the Jordan Downs Redevelopment and expects to receive a reservation for those units. HACLA anticipates that through the build-out of Jordan Downs redevelopment, 267 RAD units and 433 PBV units will be created, for a total of 700 Replacement units.
12. Will the Relocation Plan be available for a 30-day comment period as stated in the FAQ?	HACLA posted the Relocation Plan on its website on November 21st, 2016 and has made copies of the Relocation Plan, in English and Spanish, available at the Jordan Downs management office, community center and RAC offices. The Relocation Plan was brought before the Board of Commissioners on November 29, 2016 where testimony and public comments were submitted. The Relocation Plan will be heard by the Board of Commissioners on December 22, 2016. Starting with the date of its first posting, the Relocation Plan will have been available for public comment for 32 days prior to the Board's final consideration. The Relocation Plan is also available on the HACLA web site at the following link: http://www.hacla.org/Portals/0/Attachments/BOC%20Audio/ITEM%20VII%20C2%2011-29-16%20BOC%20SPECIAL%20MEETING.pdf

JORDAN DOWNS RELOCATION PLAN – RESIDENT COMMENTS RECEIVED <u>AFTER DECEMBER 12, 2016</u>

Resid	lent Question/Concern	RESPONSE
	ng will it take to complete tion of the new Jordan Downs?	It is anticipated that construction will take approximately 10 years from start to finish.
2. What is	the phasing of the relocation?	HACLA anticipates that the first buildings demolished will be those in the area around the recreation and community center. Therefore, residents of those buildings will be the first to receive their Notices of Eligibility for relocation benefits. Additionally, all residents from Units 1-30 who were transferred to another unit on site will have priority for relocation benefits. After we complete those relocations, HACLA and the developer will determine, based on funding and logistics, which buildings will be demolished next. The demolition and relocation may not happen in the same numerical order as the six phases planned for the Jordan Downs redevelopment.
	in the first area to be relocated, ill I receive my Notice of ty?	HACLA expects to issue Notices of Eligibility earlier than legally required so there is more time to work with residents to review their options and search for housing if the tenant chooses to move off-site. The first new buildings are expected to be ready for occupancy in Spring 2018. Therefore, HACLA expects to issue the first notices in Fall 2017.
	rill residents who live in buildings s 5 and 6 be relocated?	At this time, exact dates for relocation of residents in later phases have not been determined. HACLA and the developer will make those decisions after completing relocation for the first phase. In any case, residents will be notified well in advance of demolition of their unit and will receive assistance in understanding their options and searching for housing if necessary. HACLA expects to continue to host regular update meetings with all residents of Jordan Downs Public Housing. Updates will include any updates on phasing plans.
5. When w available	ill Section 8 vouchers be e?	Households may have two opportunities to receive a Section 8 voucher. The first opportunity is when the Notice of Eligibility for relocation benefits is issued; at that time, the household may choose to take a Section 8 voucher and move off-site. For tenants that choose to move into a new unit at the redeveloped Jordan Downs, there will be a second opportunity for a Section 8 voucher. HUD requires under both RAD and PBV for a mobility voucher to be available to tenants once they have been living in a new unit at Jordan Downs for at least one year. In that case, the household must choose to move voluntarily, be in compliance with their lease, and be eligible for the voucher under the Section 8 program.
	dent decides to move to another ousing site instead of moving into	No. Only those residents who have lived in a new unit at the redeveloped Jordan Downs for at least one year may be eligible for a Section 8 voucher.

a new unit at Jordan Downs or taking a	
Section 8 voucher, will they still be	
eligible to receive a Section 8 voucher	
after one year?	
7. If I receive a 14-day late payment notice	No. A late payment notice does not make a tenant ineligible for relocation benefits, according
for my rent, will I be out of compliance	to HUD standards for re-screening and eligibility. However, tenants are strongly encouraged
with my lease and make me ineligible for	to comply with their leases and pay rent on time. Significant or continued lease violations can
relocation benefits?	lead to eviction, which compromises relocation rights.

JORDAN DOWNS UPDATED RELOCATION PLAN – RESIDENT COMMENTS RECEIVED <u>AFTER APRIL 18, 2018</u>

	Resident Question/Concern	RESPONSE
1.	Who will be the first families to move into the new units?	The first phase of demolition that could trigger relocation is anticipated to begin in fall 2018 at the area between 99th Street and East 101st Street. Remaining households from the 30 units that were demolished and were transferred to other public housing units in Jordan Downs, may also get a preference to move into Phase 1A or 1B. Households living in different areas of Jordan Downs may relocate at different times. If redeveloped units become available after accommodating residents from the immediate next phase, HACLA may select right sized and income eligible households from those units that are located in the footprint of the following phases.
2.	Where is the next phase going to be?	Phase 2A, 2B, and 2C are in the area between 101 st Street and 102 nd Street, and in the area northeast of Juniper and 102 nd Street. Similar to Phase 1, households living in different areas of Jordan Downs may relocate at different times. If redeveloped units become available after accommodating residents from the immediate next phase, HACLA may select right sized and income eligible households from those units that are located in the footprint of the following phases.
3.	Will the homes that are for homeownership be available for residents to purchase?	It is anticipated that the Homeownership phase will be developed as a mix of affordable/workforce for sale housing and market rate for sale housing. HACLA and the master developers will begin discussions on selection of mission based merchant builders to develop the for-sale component of the Jordan Down redevelopment project. All residents who would qualify for homeownership should consider purchasing a home in Jordan Downs redevelopment.
4.	What options do we have when it comes to having to move?	All tenants in good standing will be afforded the "right to return" and move into a <u>newly</u> <u>constructed Project unit</u> (Attachment 4). Although all Jordan Downs residents retain the right to remain within the Jordan Downs Project and will be offered a one-time direct move into a

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	newly constructed Project unit, they will also be offered two other permanent replacement
	housing options.
	Residents may elect to receive a tenant-based Section 8 voucher and move to a comparable
	replacement unit in a community within a 50-mile radius, or they may choose to move to
	an available comparable public housing unit within a different public housing development
	owned by HACLA, if a unit is available at the time of their relocation.
5. How much will our rent be?	Rent levels for public housing replacement units in the new community will still be based on 30%
	of your household's adjusted gross income, just as it is now. For the majority of households, your
	rent will only change for the same reasons it could change now: for instance, if your household
	income changes or your family size changes. However, if your household income is over 80%
	Area Median Income; you are currently paying a flat rent; or you have household members who
	are not legal residents, you may be subject to other rent adjustments. In these limited cases, if
	your rent increases more than 10% and requires you to pay more than \$25 per month in additional
	rent, your new rent will be phased in over 3 years.
6. Are we receiving county or city Section 8?	Residents that elect to receive a tenant-based Section 8 voucher from HACLA must use the
o. Are we receiving county of city section 8?	
	voucher within HACLA's jurisdiction. Below is the link to included neighborhoods:
	http://home.hacla.org/Portals/0/Attachments/S8/cities.pdf
	Residents that elect to receive a Section 8 voucher are also eligible for portability. Portability is
	the transfer process that enables Housing Choice Voucher holders to relocate and select housing
	anywhere in the United States. The Housing Authority works with other housing authorities in
	the portability process in order to further increase a participant's residential choice and mobility
	and encourage social and economic integration. The Housing Authority briefs Section 8
	applicants and participants on the benefits of portability. If a Housing Authority Section 8 chooses
	to move under portability, he/she must contact their assigned Advisor or Eligibility Interviewer.
	to move under portuonity, no she must contact their assigned ravisor of Englothty Interviewer.
	Vou must use your Section 9 youshor to live in the HACLA's invisdiction for at least and user If
	You must use your Section 8 voucher to live in the HACLA's jurisdiction for at least one year. If
	you are not willing to live in Los Angeles for one year, your application will be withdrawn.

7. Does the Section 8 program work the same as the public housing program?	The Section 8 units are not the same as a public housing units operated by HACLA. The Section 8 program is financed by the U.S. Department of Housing and Urban Development (HUD) to provide rent subsidies in the form of housing assistance payments (HAP) to private Landlords on behalf of extremely low, very low-income individuals/families, senior citizens, and persons with disabilities.
	Households will have two opportunities to receive a Section 8 voucher. The first opportunity is when the Notice of Eligibility for relocation benefits is issued; at that time, the household may choose to take a Section 8 voucher and move off-site. For tenants that choose to move into a new unit at the redeveloped Jordan Downs, there will be a second opportunity for a Section 8 voucher. HUD requires under both RAD and PBV for a mobility voucher to be available to tenants once they have been living in a new unit at Jordan Downs for at least one year. In that case, the household must choose to move voluntarily, be in compliance with their lease, and be eligible for the voucher under the Section 8 program.
8. Will our Section 8 voucher be based off our income?	HACLA establishes Voucher Payment Standards (VPS) based on the Fair Market Rents (FMR), which are established annually by U.S. Department of Housing and Urban Development (HUD). The Tenant portion of rents are based on family's adjusted monthly income.
9. How much notice will we receive when it is time to move?	You will get a written Notice of Eligibility (NOE) describing these relocation benefits at least 90 days before you will be required to move, and you will receive relocation advisory assistance before that. If you move before you receive a NOE you will not be eligible for relocation assistance and benefits. Households should not move out of Jordan Downs until they receive a NOE. If they move prior to receiving the NOE, they may forfeit their rights to receiving relocation assistance and their right to return to a new unit at Jordan Downs.
10. What section is going to be moving first?	See Question No. 1 of this section.
11. Is the name of the community going to change? Will it still be called Jordan Downs?	No, the name of the community will not change and will remain Jordan Downs.
12. How do we know which bedrooms we will qualify for?	HACLA will first determine the appropriate number of bedrooms for families in accordance with the below chart, based on Section 8 occupancy standards. HACLA will then approve one additional bedroom to accommodate a live-in aide provided the aide has met the requirements of Section 6.12 of HACLA's Administrative Plan.

		Occupancy S	Standard	
		Family Size	Number of	
			Bedrooms in Unit	
		1-2	1	
		3-4	2	
		5-6	3	
		7-8	4	
		9-10	5	
		11-12	6	
	Section 8 Voucher size be required to move we qualifies so they are retime of their relocation temporarily over-hour	olds will be eligible for HAze, not the size of the unit. with a voucher for the numight-sized. If a household on, HACLA will provide the sed in an on-site unit at no vailable in that phase or a sized unit.	Similarly, under-house ber of bedrooms for wh cannot be immediately he household with the of additional cost to the h	d households may nich the household right-sized at the ption to be nousehold. When
13. Will me and my 13 year old son have to share a room since it is only us two?	members of the house	sed subsidy standards do no ehold as a means of determ use or share a bedroom/sle	nining bedroom size. T	
14. Will there be units that are only one level?	Many of the larger be	droom units in Phase 1A a	nd 1B are Townhome	style with multiple levels.
15. Are they going to do interview again regarding relocation?		ultant will meet with all ho provide all necessary assist		•
16. What happens when a landlord decides they do not want to rent to someone who has a voucher? Will you help us find another place?	HACLA will provide includes at least three identify appropriate residents will be able	e tenants with assistance be referrals and will utilize units. HACLA intends to to find housing and the vo	in searching for a ne e all potential listings initiate the Notice of ucher will not be in jec	w home. This assistance and market resources to Eligibility early so that opardy.
17. Do you still provide assistance if we move our own things?	the State of Californi provided 1) advisory execute your move; 2	ill be provided in accordan a Relocation Assistance C assistance and services by 2) assistance with reasonab moving expenses. If a hor	Guidelines (Guidelines) HACLA's Relocation le increased out of poo	Each household will be a Coordinator to plan and eket housing costs; and 3)

10. Hamlana da Ilhana ta mana anas I am	of Jordan Downs, the household will be offered at least one comparable housing unit, and where possible, three or more comparable units and will be provided with a Tenant Protection Voucher.
18. How long do I have to move once I am notified?	See Question No. 9 of this section.
19. What is the difference between a Housing Choice Voucher and Section 8 Voucher?	A Housing Choice Voucher and Section 8 Voucher are the same. The voucher is attached to the tenant. When you move, the assistance can move with you.
20. What is a "Tenant Protection Voucher"?	Tenant Protection Vouchers (TPVs) are available to residents who do not want to move into a new unit in the Jordan Downs redevelopment. TPVs are meant to ensure there is no displacement of low-income residents.
21. We received a downgraded notice who can I speak to about staying in my current household size unit?	If you were given a notice to downgrade please contact your management office to talk about this issue.
22. Can someone possibly contact me about "Housing Choice Voucher" "Section 8" and if I can transfer it to Las Vegas, NV?	Relocation representatives are located in the Jordan Downs community center ready to assist tenants Monday through Friday (traditional business hours).