

TENANT INTERIM LEASE (TIL) PROGRAM – STORAGE FREQUENTLY ASKED QUESTIONS

Q.1. What type of storage does HPD provide for TIL relocated tenants?

A. HPD contracts for long term storage. Unlike self-storage or mini storage, long term storage anticipates keeping items safely stowed away for long periods of time. The long-term storage is typically in a warehouse setting.

Also unlike mini-storage or self-storage, your items in long-term storage have been put onto pallets and/or in crates. The items are densely packed to remain secure and immobile. Once the items are crated or wrapped in pallets they are not opened unless a request is made by HPD to the storage facility and you, the tenant, are there to view your property.

Q.2 Where are my items being stored?

A. Your items are being stored by Triple Crown Moving & Storage located at:
**2095 Expressway Drive North
Hauppauge, NY 11788**

Q.3 How can I get access to my stored items?

A. Contact your HPD building coordinator by phone to set up an appointment. Appointments must be made ahead of time.

Q.4 When can I get access to my stored items?

A. Your building coordinator will help make arrangements for storage access. You should not go to the storage facility without receiving confirmation from HPD on the date and time of your visit to the storage facility.

Triple Crown provides access as follows:

**Monday – Thursday (except holidays)
10:00 a.m. – 3:00 p.m.**

Q.5 Who will be allowed to access my stored items?

A. HPD will require the name(s) of the person(s) that will be visiting the storage facility.

- Only you, the tenant of record, will be allowed to access the stored items, plus up to two other people per visit.
- If you cannot visit the facility, but want someone else to access your property, you will need to provide HPD with a notarized letter authorizing that person to access your stored items.

Q.6 How many people can access my stored items in one visit?

A. No more than three (3) people can come to the storage facility per visit. HPD and Triple Crown must be informed of who these individuals are in advance.

Q.7 How many times can I access my stored items?

A. Tenants may visit the storage facility once per month, unless there are special circumstances requiring more frequent access, which you can discuss with your building coordinator.

Q.8 What identification will be required to access my stored items?

A. Government-issued photo identification (e.g., driver's license, NYC ID) will be required for all visitors to gain access to the storage facility.

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Q.9 How do I get to the storage facility?

A. You are responsible for organizing your own transportation to and from the storage facility. If using public transportation, suggested route is:

- Take the MTA to Jamaica Queens
- Take the Long Island Railway (eastbound) to Central Islip
- Take a cab/ taxi from Central Islip station to Triple Crown storage facility

If driving from New York city,

- Follow directions to get to I-495 East/ Long Island Expressway
- Take exit 56 toward Smithtown/ Islip/ NY-11
- Continue on Express Drive South / Long Island Expressway South Service Road
- Drive to Expressway Drive North/ Long Island Expressway North Service Road
- Use the left lane to turn left onto Wheeler Road
- Turn left at the 1st cross street onto Expressway Drive North/ Long Island Expressway North Service Road
- Arrive at Triple Crown storage facility

Q.10 How will I pay for my transportation costs?

A. Tenants may be issued a rent concession of up to \$200 to offset transportation costs.

This will be applied as follows:

- Tenants will be responsible for making transportation payments at the time of receiving services (e.g., pay for train ride, pay for cab/ taxi ride, pay for moving truck, fuel costs).
- Tenants should request and keep all receipts related to transportation expenses.
- Tenants will submit all documentation showing their transportation expenses to their assigned HPD building coordinator.
- HPD will issue a rent concession of up to \$200 to the Tenant.

Q.11 What happens when I arrive at the storage facility?

- A.
- You will be required to present your photo identification.
 - An employee from Triple Crown will escort you to the loading dock to view your items.
 - Any property removed must be signed for by the tenant of record or the person notarized to access the items by the tenant of record.
 - A receipt will be issued to the Tenant and a copy added to the inventory listing.
 - Your remaining property will be repackaged for long term storage by Triple Crown.
 - You will be responsible for transporting your retrieved items.

Q.12 Can I retrieve partial items or all my items from the long term storage and make other arrangements?

A. You can retrieve partial items. The remaining property will be repackaged by Triple Crown. You can also retrieve all your items from HPD's long term storage and move them into self-storage or mini-storage for easier access. You would need to make these arrangements yourself and coordinate the transportation to the new storage facility. Contact your HPD building coordinator to discuss receiving a rent concession for the monthly cost of the new storage.