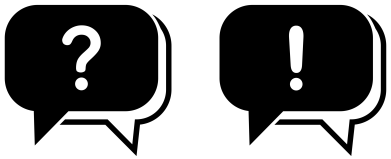
FAQ



Q: Do I need to empty my cabinets?
A: Yes. Please remove all items from your kitchen cabinets, counters, and appliances.

Q: Will I still be able to use my kitchen during the renovation?
A: The kitchen will be out of service during work hours while our team is on-site. After Day 1, and once the team has confirmed it's safe, you may use the kitchen after hours — but not during active work times. Please plan meals ahead and feel free to use the hospitality unit accommodations if needed.

Q: What time will workers be in my home?
A: Work is typically scheduled between 8:00 AM and 4:00 PM. Please ensure access during these hours.

Q: Will the water be turned off?
A: In some cases, yes — but you'll be notified in advance. Water interruptions are brief and typically do not exceed 3 hours.

Q: What if something unexpected happens or I have concerns?
A: We must get access to each apartment as scheduled. If you need to make special arrangements, please contact field staff or management to find a solution

Preparation Checklist

Before Renovation:

- ☐ Clear all Counter Tops
- ☐ Empty all cabinets
- ☐ Remove everything from drawers
- ☐ Ensure unit access
- ☐ Secure fragile items

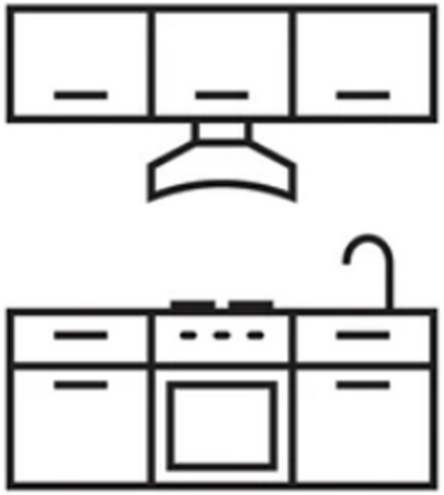
Day Before Renovation:

- ☐ Prepare or plan meals ahead
- ☐ Finish packing kitchen items
- ☐ Confirm Schedule
- ☐ Be Ready for Access
- ☐ Store Fragile and Electronic Items

Attention – Renovation Requirement

A responsible adult (18 or older) must be present on-site during all renovation activities for safety, communication, and decision-making.

HARLEM PACT



Kitchen Renovation Guide

What to Expect During Your Kitchen Renovation

Timeline

Timeline
Your Kitchen renovation typically takes 6 to 7 days, depending on the scope of work. Work hours are generally from 8 AM to 4 PM each day. If additional time is needed, we will notify you in advance. Please note, the schedule may be subject to change. Our team works efficiently to minimize disruption and will keep you informed throughout the process.

Access & Coordination
Please make sure our renovation team can access your apartment on all scheduled dates. If the head of household will not be available, someone (18 Years or older) authorized to grant access, should be present. Clear coordination is important to keep the work on track and avoid any delays.

Packing & Storage
For your safety and convenience, please secure all personal belongings, including fragile, electronic, and valuable items. If you need assistance, complimentary packing boxes are available upon request—just let us know.

Lounge
To help maintain your comfort during the renovation, we offer access to a hospitality unit from 8 AM to 4 PM on your scheduled renovation day(s). This space is prepared to meet your needs during work hours. Access to the hospitality unit is coordinated through the Management Office.

Please call us in advance to make any changes to your schedule.



Important Contact Information

For any questions, concerns, or assistance during your renovation, please reach out to the appropriate contacts below:

Amy Mohedano

646-612-0955