



INDIANA DEPARTMENT OF TRANSPORTATION

Relocation Agent Expectations of INDOT

A Relocation Agent should know and understand the Uniform Relocation Assistance Act and the purposes of assisting Displacees affected by State and Federal Projects by helping them with Advisory Services, Replacement Housing Payment and Moving Entitlements. Relocation Agents must have an Indiana Real Estate Broker's License and sufficiently pass the Relocation Exam with a score of a 75% and above. Relocation Agents must continue to strengthen their education and knowledge base to help keep them informed of the latest Real Estate Laws, Policies, Regulations, Practices and Procedures. Relocation Agents must have good communication and listening skills to help explain the program to Displacees. Relocation Agents must understand the process of submitting vouchers and the timeframes associated with receiving payment, filing appeals and parcel deadline expirations. Although Relocation Agents are representatives for the acquiring agency, Agents must maintain a professionalism toward all Displacees by providing the utmost services for them and making sure that they are given all information regarding what they are entitled to due to a road project that has affected their property. W9's are to be submitted as soon as you receive them, NOT when it's time to pay the parcel.



