

This program is administered by the Louisiana Office of Community Development, with funding from the U.S. Department of Housing and Urban Development.

Restore LA supports Fair Housing/
Equal Employment Opportunity/
ADA Accessibility.



RESTORE
LOUISIANA

SURVEY GUIDE



LOUISIANA
Office of
COMMUNITY
DEVELOPMENT

Instructions



Thank you for your interest in the Restore Louisiana Homeowner Assistance Program. Completing the survey is the first step toward registering for program assistance. Your responses will assist the program in continuing to analyze the unmet needs of homeowners affected by Hurricanes Laura, Delta, Ida, and the May 2021 Severe Storms, along with other 2020 and 2021 federally declared disasters. All homeowners impacted by these listed disasters are strongly encouraged to complete the survey.

This survey guide is a tool to assist you in filling out the Restore Louisiana Homeowner Assistance Program survey.

If you have any questions not addressed by this survey guide, please call **1-866-735-2001** to speak with a program representative.

The survey can be completed on any mobile device, such as your phone or online at **restore.la.gov**.

To receive follow up info, you must have a mobile device that receives texts or an active email address.

 **866.735.2001**

 **Info@Restore-La.Org**

ITEMS NEEDED TO COMPLETE THE SURVEY:

- FEMA Registration Number(s) for all disasters
- Hazard/Flood Insurance Provider and Policy Number (if applicable)

 **Restore.La.Gov**

Survey Account Registration and Activation



To start the survey online, click the **TAKE SURVEY** button found at restore.la.gov.

If you do not complete the survey in one session, your progress in each section is saved when you click on the **NEXT** button. You may logout and return to the survey at any time by clicking the **LOG ON TO YOUR SURVEY** button found at restore.la.gov.

TO REGISTER AS A FIRST TIME USER

You will be prompted to enter your name, phone number, email and password to register your account.

- The password should be at least eight characters long and should contain one number, one uppercase letter, and one special character.
- Complete all required fields, follow the reCAPTCHA prompts and click **CREATE ACCOUNT**.

You will be assigned a six-digit Account ID that will be used to login to your account. You will need this number along with your Last Name and Password to login to the survey.

You will also receive a one-time activation link in an automated email sent to the registered email address and/or to your registered mobile number. Click the activation link in the text/email message on your mobile device. Once you click the link, you will be logged into your account and may begin to complete the survey.

The screenshot shows the registration interface for the Restora Louisiana Homeowner Assistance Program. On the left is a dark sidebar with the CIVIX logo and 'eGrants Menu' at the top, containing 'Login' and 'Register' options with right-pointing arrows. The main content area is titled 'eGRANTS MOBILE FRIENDLY' and 'Restora Louisiana Homeowner Assistance Program'. It features a 'User Details' section with a heading 'Choose a preferred device for eGrants.' and a note: 'The eGrants Account Setup will be emailed after all requirements are entered.' Below this are input fields for 'First Name (Required)', 'Last Name (Required)', 'Mobile Phone Number (Mobile Phone Accepting Text is Email is Required)', and 'Email (Mobile Phone Accepting Text is Email is Required)'. A 'User Account' section follows with 'Password (Required)' and 'Confirm Password (Required)' fields. At the bottom, there is a checkbox for 'I'm not a robot.' and a reCAPTCHA logo.

LOGGING INTO YOUR ACCOUNT

You will receive a one-time verification code each time you login to your account, enter the verification code sent to the registered phone number and/or email address. The code will expire after 30-minutes. Once entered, you will be logged in to complete/view your survey.

The screenshot shows the mobile app interface for the Restora Louisiana Homeowner Assistance Program. On the left is a dark sidebar with a 'CIVIX eGrants Menu' header and two options: 'Login' and 'Register', both with right-pointing arrows. The main content area has a light blue header with 'eGRANTS MOBILE FRIENDLY' and a home icon. Below the header, the title 'Restora Louisiana Homeowner Assistance Program' is displayed. The 'Login' section includes a message: 'Chrome is a preferred browser for eGrants. The Login button will be enabled after all required fields are entered.' The form fields are: 'Account ID: (Required)' with the value '200085', 'Last Name: (Required)' with the value 'Perkins', and 'Password: (Required)' with masked characters. Below these is a section titled 'One More Thing....' with the text: 'We need to confirm your account. We've just sent you a one-time code to your email. Please check your email or mobile phone and enter the code below.' This is followed by a 'Verification Code: (Required)' field with a yellow border and a link for 'Request another one-time code'. A note at the bottom of this section says 'Please call 866-735-2001 for help related to your account.' At the bottom of the form is a 'reCAPTCHA' widget with a green checkmark and the text 'I'm not a robot', and a 'Login' button.



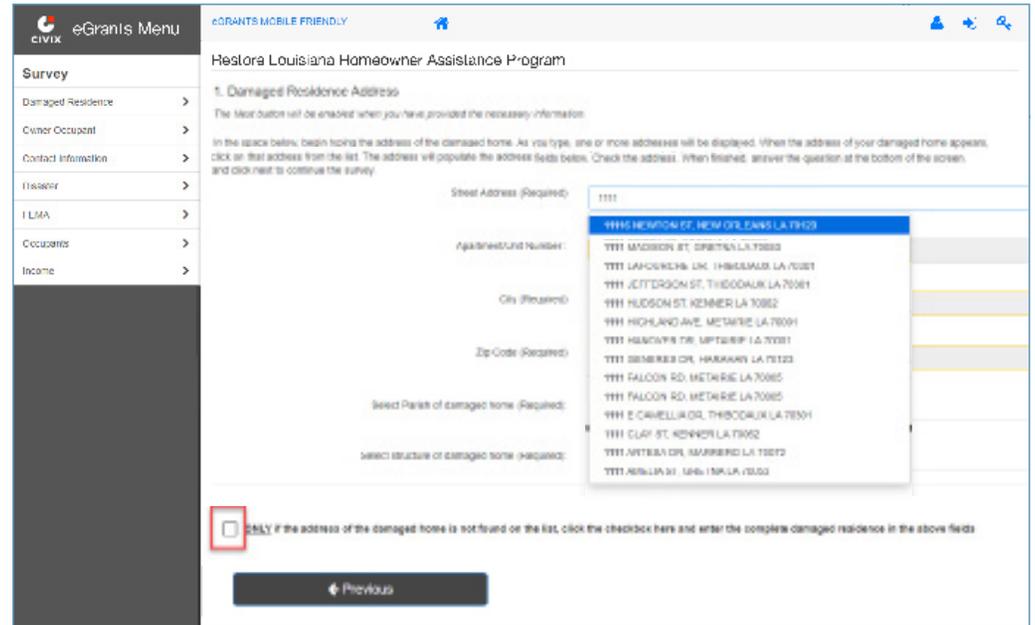
LOGIN to the survey to begin at restore.la.gov.

On each page, the **NEXT** button will be enabled when you have provided the necessary information.

1. DAMAGED RESIDENCE ADDRESS

In the **STREET ADDRESS** field below, begin typing the address of the damaged home. As you type, one or more addresses will be displayed. When the address of your damaged home appears, click on that address from the list. The **CITY** and **ZIP CODE** fields will auto fill. Check the information for accuracy.

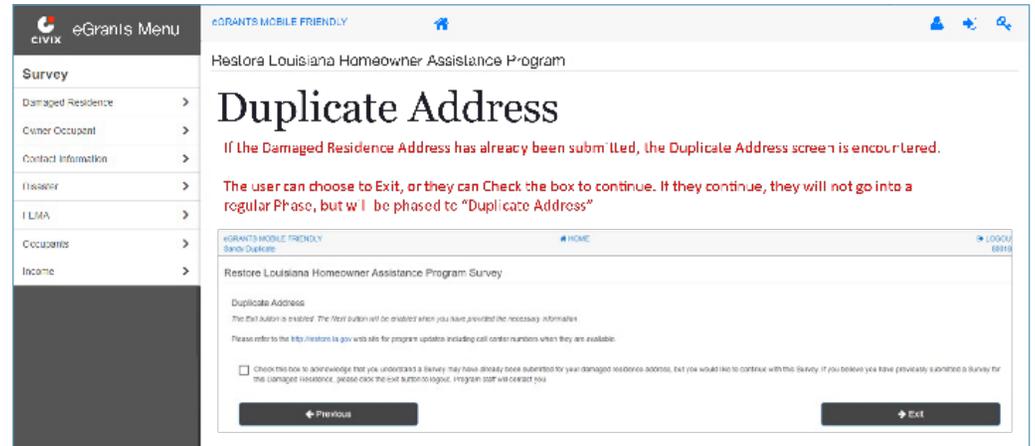
When address is filled in, select the **PARISH** and **STRUCTURE TYPE** of the damaged home. Click **NEXT** to continue the survey.



If you do not find your address in the list, click the checkbox to manually enter the address.

Note: If your address did not autofill, this indicates your address is not associated with a registered FEMA account for one of the 2020-2021 federally declared disasters which is a requirement of this program.

If the Damaged Residence Address has already been submitted, the **DUPLICATE ADDRESS** screen will appear. It is not recommended to complete two surveys for the same address. If you encounter this screen, you can choose to **EXIT**, or you can check the box to continue. If you continue, a program representative will contact you for further verification.





Select the parish of your damaged home from the drop-down menu.

Select the structure type of your damaged home from the drop-down menu: (below are further descriptions to help you identify the accurate structure type of your home)



SINGLE-FAMILY HOME

A dwelling unit composed of a single living unit that is surrounded by permanent open spaces. A single-family home is one building with one address.



DUPLEX

A dwelling containing two separate living units that is surrounded by permanent open space.



CONDOMINIUM /TOWNHOME

A dwelling containing separate living units with different owners for each unit.

STRUCTURE TYPES (CONTINUED) →



MOBILE HOME - DOUBLE-WIDE - ON LEASED LAND

A dwelling unit composed of two components substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is not owned by the homeowner, such as in a trailer park.



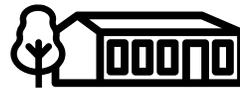
MOBILE HOME - SINGLE-WIDE - ON LEASED LAND

A dwelling unit substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is not owned by the homeowner, such as in a trailer park.



MOBILE HOME - DOUBLE-WIDE - ON OWNED LAND

A dwelling unit composed of two components substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is owned by the homeowner.



MOBILE HOME - SINGLE-WIDE - ON OWNED LAND

A dwelling unit substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is owned by the homeowner.

1A. OWNER OCCUPANT

Are you an owner of this damaged home and did you occupy it as your permanent residence at the time of disaster?

- a. Yes
- b. If No, please identify one owner-occupant of this damaged home
 - iii. First Name
 - iv. Last Name
 - v. Primary Phone #
 - vi. Email Address (optional)

The screenshot shows a mobile application interface for the 'eGrants' system. The top navigation bar includes the 'eGrants Menu' and 'eGRANTS MOBILE FRIENDLY' text. The main content area is titled 'Heslora Louisiana Homeowner Assistance Program' and displays the '1A. Owner Occupant' section. A message states: 'The Next button will be enabled when you have provided the necessary information.' Below this, a question asks: 'Are you an owner-occupant of this damaged home and occupied it as your permanent residence at the time of the disaster?' with a 'No/Yes' toggle switch. A note follows: 'Please complete the remainder of the Survey as if you are the Homeowner and provide the following details for the Homeowner.' The form includes input fields for 'First Name', 'Last Name', 'Primary Phone #', and 'Email Address'. At the bottom, there are 'Previous' and 'Next' navigation buttons.

After entering your information, check the box at the bottom of the page to confirm that the information is correct before proceeding to next question.

To be eligible for assistance, you (the Primary Applicant) must have owned the damaged property at the time of the disaster.

If you select “Yes,” you will later be asked to provide proof of ownership and occupancy during the application process.

If the User completing the survey is not the Homeowner, check the “No” checkbox and complete the remainder of the survey as if you are the Homeowner.

2. CONTACT INFORMATION

Would you like to provide an address and contact information that is different than the address of your damaged home?

- a. Yes
- b. If No, skip to next question

eGrants MOBILE FRIENDLY

Restora Louisiana Homeowner Assistance Program

No/Yes

Would you like to provide an address and contact information that is different from the address of your damaged home? If no, skip it

Enter Contact Information:

Name: Sandy Training

Street Address (Required): Street Address

Apartment/Unit Number: Apartment/Unit No

City (Required): City

State (Required): Select State

Zip Code (Required): Zip Code

Primary Phone (Required): Phone

Mobile Phone: Phone

Email Address: Email

Please enter either MOBILE PHONE or EMAIL ADDRESS

The information above is correct

If you answer “Yes,” or you are not currently residing in your damaged home, you may want to provide an alternate address where you are receiving your mail. Please provide a mobile phone number or email address where the program can easily contact you regarding next steps.

After entering your information, check the box at the bottom of the page to confirm that the information is correct before proceeding to next question.

3. DISASTER

Which major disaster damaged your home?

Select all that apply.

- a. Hurricane Laura (2020)
- b. Hurricane Delta (2020)
- c. Hurricane Zeta (2020)
- d. February 2021 Winter Storm Event
- e. May 2021 Flood Event
- f. Hurricane Ida (2021)

The screenshot shows a mobile application interface for the 'eGrants Menu'. The main content area is titled 'Restora Louisiana Homeowner Assistance Program' and displays question '3. Disaster'. Below the title, it says 'The Next button will be enabled when you have provided the necessary information.' There are six checkboxes with corresponding disaster names: Hurricane Laura (2020), Hurricane Delta (2020), Hurricane Zeta (2020), February 2021 Winter Storm Event, May 2021 Flood Event, and Hurricane Ida (2020). At the bottom, there are 'Previous' and 'Next' navigation buttons. A dark grey bar at the bottom of the screen obscures the bottom portion of the survey options.

You may select more than one event, but please only select the disaster events that led to damage for the property that you, the Primary Applicant, referenced in Question 1.

Please note that the state has only been allocated funding for Hurricanes Laura, Delta, Ida, and the May 2021 Severe Storms (May 2021 Flood Event)

4. FEMA REGISTRATION NUMBER

Did you apply for FEMA Individual Assistance?

If so, please enter the FEMA registration number that you were given when you applied for Individual Assistance for each storm event that impacted your home.

- a. Hurricane Laura (2020) _____
- b. Hurricane Delta (2020) _____
- c. Hurricane Zeta (2020) _____
- d. Feb. 2021 Winter Storm Event _____
- e. May 2021 Flood Event _____
- f. Hurricane Ida (2021) _____
- g. Hurricane Ida (2021) _____

The screenshot shows the 'eGrants Mobile Friendly' interface for the 'Hestora Louisiana Homeowner Assistance Program'. The current step is '4. FEMA Registration Number'. A message states: 'The Next button will be enabled when you have provided the necessary information.' The main question is 'Did you apply for FEMA Individual Assistance?' with a 'Yes' toggle selected. Below this, there are two input fields for FEMA registration numbers for Hurricane Laura (2020) and Hurricane Ida (2021). Both fields have red error messages: 'At least one FEMA Registration number entry required.' There are also two checkboxes for additional information: 'Check this box if you had more than one (1) foot of flooding on the ground floor of your home.' and 'Check this box if your roof was significantly damaged by wind and you were/are required to replace the roof.' At the bottom, there are 'Previous' and 'Next' navigation buttons.

A field to enter your FEMA registration number will appear for each of the disaster events you selected on the previous page. If you (the Primary Applicant) or another owner of the damaged property applied for FEMA assistance for the damaged property, regardless of what the assistance was for, for any of the listed events, select “Yes.” Each storm event will have a unique 9-digit FEMA number.

If you or other owners of the damaged property did not apply for FEMA assistance, select “No.”

If you applied for FEMA assistance for multiple disaster events, please provide your registration number for each individual event in the space provided.

4. FEMA REGISTRATION NUMBER (CONTINUED)



If you do not know your 9-digit FEMA registration number, you may call the FEMA Disaster Helpline at 1-800-621-3362, and select the “For calls related to disaster assistance” option and request assistance with acquiring your registration ID number from a FEMA Disaster Helpline agent.

Check this box if you had more than one (1) foot of flooding on the ground floor of your home.

If the damaged property received more than one foot of flooding on the ground floor of your home during the disaster event/s you selected in Question 4, please check the first box. This question will help the program verify the damage level to your home.

Check this box if your roof was significantly damaged by wind and you were/are required to replace the roof.

If the roof of the damaged property was significantly damaged by wind during the disaster event/s you selected in Question 4, requiring you to replace the roof in its entirety, please check the second box. This question will help the program verify damage level to your home.

5. OCCUPANTS

Information about the occupants of the house at the time of the disaster(s) that damaged your home.

(If multiple, use the time of the most recent disaster.)

The screenshot shows a mobile application interface for the 'eGrants Menu'. The main content area is titled 'Heslora Louisiana Homeowner Assistance Program'. The survey question is: '5. Information about occupants of the house at the time of the disaster(s) that damaged your home (if multiple, use the time of the most recent disaster.)'. Below the question, there are three toggle switches, each with a 'No/Yes' label to its right. The first toggle is for 'Was any occupant an owner who was age 62 or older?' and is currently turned off. The second toggle is for 'Was any occupant of the home disabled?' and is also turned off. The third question is 'How many people will occupy the home as a permanent resident once reconstruction is completed?' with a dropdown menu showing '2'. At the bottom, there are two buttons: '← Previous' and '→ Next'.

Was any occupant an owner who was age 62 or older?

This question is not used to determine eligibility but may determine who is prioritized for assistance.

Was any occupant of the home disabled?

This question is not used to determine eligibility but may determine who is prioritized for assistance.

How many people occupied the home as permanent residents at the time of the disaster? (1 - 8+)

Please select from the dropdown menu how many occupants resided in the home at the time of the disaster.

All household members should be included here, regardless of their age or relationship to one another; this may include both related and unrelated persons, as well as multiple families.

6. HOUSEHOLD INCOME

Using the table above, select the income range that matches the total gross income for all members of the household (age 18 and older).

- a. \$44,901 - or more
- b. \$28,051 - 44,900
- c. \$16,851 - 28,050
- d. \$0 - 16,850

eGrants MOBILE FRIENDLY

Houma Louisiana Homeowner Assistance Program

6. Household Income

The Next button will be enabled when you have provided the necessary information.

Parish: Jefferson

Household Members: 2

Income Categories Table	
Category	Income Range (\$\$)
A	\$ 44,901 - or more
B	\$ 28,051 - 44,900
C	\$ 16,851 - 28,050
D	\$ 0 - 16,850

Using the table above, select the inc...

Using the table above, select the income range that matches the total gross income for all members of the household.

Section: A

← Previous

Next →

The Parish and Household Members fields should autofill from information provided in previous questions. Please select the appropriate range of income for ALL household members 18 years or older, not just owners at the time of disaster. The range you select should be a sum, adding together all incomes for household members.

Your gross income—also known as gross pay on your paycheck—is the individual’s total pay from all sources before taxes or other deductions.

7. INSURANCE

Did you have homeowners' insurance (hazard) on the structure of your home?

- If Yes, please enter the name of the insurance company.
- If Yes, please enter that policy number.

The screenshot shows the '7. Insurance' section of the 'Restora Louisiana Homeowner Assistance Program' survey. The survey is titled '7. Insurance' and includes the following questions:

- Did you have homeowners' insurance (hazard) on the structure of your home? (Yes is selected)
- Did you have National Flood Insurance Program (NFIP) insurance on the structure of your home? (No/Yes)
- Did you have private flood insurance on the structure of your home? (No/Yes)
- How much insurance proceeds have you received, or how much do you anticipate receiving, from all insurance policies for repairs to the structure of the home? This amount should ONLY include the structure of your home—not other aspects, including the contents of the home. (Details Insurance Proceeds Range)
- Have you ever received federal assistance (FEMA, SBA, CDBG) from a previous disaster prior to 2020-2021? (No/Yes)
- Have you received a residential management firm's services from your local jurisdiction due to the damage to your home? (No/Yes)

Navigation buttons for 'Previous' and 'Next' are visible at the bottom of the screen.

Select whether you had homeowners' insurance at the time of the disaster/s when your home was damaged by selecting "Yes" or "No."

If you select "Yes" for this question, you will be asked to answer two additional questions regarding your homeowners' insurance.

If you select "No," for this question, you will proceed to the next section of Question 10.

If you select "Yes," please then enter the name of your insurance company and associated policy number. Note: The insurance company question is a required field and must be answered in order to access the next screen.

Please note that if a homeowner's insurance policy was in place for only one of major disaster events listed, but your property was damaged during multiple disaster events, you should still select "Yes" for Question 1 and submit the insurance company name and policy number. If you do not know your policy number, you may call your insurance company to verify.

7. INSURANCE (CONTINUED)



Did you have National Flood Insurance Program (NFIP) insurance on the structure of your home?

Select whether you had National Flood Insurance Program (NFIP) insurance at the time of the disaster/s when your home was damaged by selecting “Yes” or “No.”

If you select “Yes,” please then enter your insurance policy number.

If you select “No,” you will proceed to the next section of Question 10.

Please note that if a National Flood Insurance Program (NFIP) insurance policy was in place for only one of major disaster events listed, but your property was damaged during multiple disaster events, you should still select “Yes” for Question 1 and submit the insurance number.

Did you have private flood insurance on the structure of your home?

Select whether you had private insurance at the time of the disaster/s when your home was damaged by selecting “Yes” or “No.”

If you select “Yes,” please then enter the name of your insurance company and associating policy number.

If you select “No,” you will proceed to the next section. Note: The insurance company question is a required field and must be answered in order to access the next screen.

Please note that if a private flood insurance was in place for only one of major disaster events listed, but your property was damaged during multiple disaster events, you should still select “Yes” for Question 1 and submit the insurance company name and policy number.

7. INSURANCE (CONTINUED)



How much in insurance proceeds have you received, or how much do you anticipate receiving, from all insurance policies for repairs to the structure of the home?

This amount should ONLY include the structure of your home—not other purposes, including the contents of the home.

Please select the range that matches the monetary amount of all insurance proceeds you have received or expect to receive to repair the damage done to the structure of your home, not for contents or living expenses, following the disaster event/s that damaged your home. This number should reflect all funding or reimbursement for repairs in response to any of the major disaster storm events.

Have you ever received federal assistance (FEMA, SBA, CDBG) from a previous disaster prior to 2020-2021?

If Yes, Were you required to maintain flood insurance?

If Yes, Have you maintained flood insurance since the previous disaster?

Prior to the major disaster events listed below, select “Yes” or “No” to answer whether you have received federal assistance of any previous event, regardless of assistance scope or amount:

Hurricane Laura (2020); Hurricane Delta (2020); Hurricane Zeta (2020); February 2021; Winter Storm Event; May 2021 Flood Event; and Hurricane Ida (2021)

If you select “Yes” for this question, you will be asked to answer two additional questions regarding your federal assistance.

If you select “No,” for this question, you will proceed to the next section.

If you answered “Yes,” to the first question:

Select whether you were required to maintain flood insurance after you received federal assistance from the previous disaster event.

Select whether you have maintained flood insurance after you received federal assistance from the previous disaster event.

7. INSURANCE (CONTINUED)



Have you received a Substantial Damage Determination from your local jurisdiction due to the damage to your home?

Substantial Damage Determination letters (SDL) are only issued to properties located in a Special Flood Hazard Area. If your local jurisdiction made a determination of substantial damage to your home following the disaster event's that led to damage, please select "Yes." When the cost of the repairs equals or exceeds 50% of the pre-damage market value of the home, the damages are considered Substantial Damage.

If no determination was made, please select "No."

8. YEAR HOUSE WAS CONSTRUCTED

Was your home constructed prior to 1978?

If your home was constructed prior to 1978, please select “Yes.” Homes constructed before 1978 were constructed using lead-based paint in the home, so this question helps determine if lead-based paint may need to be addressed during the repair process. This question does not determine eligibility.

Do you know if this home has gone through a major renovation since 1978, including new paint to the exterior and/or interior of the home?

Please to the best of your ability answer whether this home has gone through a major renovation since 1978.

Do you have a concern of lead-based paint in the home?

Please state whether you have a concern that there is currently lead-based paint in the damaged home.

The screenshot shows a mobile app interface for the 'eGrants Menu' with a 'Survey' sidebar. The main content area is titled 'Houma Louisiana Homeowner Assistance Program' and displays the question '8. Year House Was Constructed'. Below the question, there is a note: 'The Next button will be enabled when you have provided the necessary information.' The question is followed by three toggle switches, each with a 'No/Yes' label to its right. The first toggle is for 'Was your home constructed prior to 1978?' and is currently turned on (blue). The second toggle is for 'Do you know if this home has gone through a major renovation since 1978, including new paint to the exterior and/or interior of the home?' and is also turned on (blue). The third toggle is for 'Do you have a concern of lead-based paint in the home?' and is currently turned off (grey). At the bottom of the screen, there are two buttons: '← Previous' and '→ Next'.

9. ABOUT HOME REPAIRS

Have any repairs been done for storm-related damage on your home?

Please select “Yes” if repairs have been completed to the damaged property, including repairs that have been partially completed but still require additional work. These repairs could have been completed by you, an organization, a contractor, or a handyman. The Program will verify all completed and remaining repairs through an inspection.

If you select “Yes” for this question, you will be asked to answer four additional questions regarding your home repairs.

If you select “No,” for this question, you will proceed to the next section.

Have you engaged a contractor?

If you answered “Yes” to the first question:

Please select whether you hired a contractor to conduct repair work on the damaged home.

Have you completed the repairs?

Please answer whether you have concluded the repairs on the damaged home.

The screenshot displays the 'eGrants Mobile Friendly' interface for the 'Houma Louisiana Homeowner Assistance Program'. The survey is titled '9. About Home Repairs'. A navigation menu on the left lists sections: Survey, Damaged Residence, Owner Occupant, Contact Information, Disaster, FEMA, Occupants, and Income. The main content area shows the question: 'Have any repairs been done for storm-related damage on your home?' with a 'No/Yes' toggle set to 'Yes'. Below this are four more questions, each with a 'No/Yes' toggle: 'Have you engaged a contractor?' (No), 'Have you completed the repairs?' (No), and 'Are you back in your home?' (No). A text input field asks for the 'estimated dollar amount of materials purchased and labor paid to date for your repairs?'. Below this is question 10: 'If you have not completed the repairs, are you interested in rebuilding/repairing your home?' (Yes). Question 11: 'If you do not want to rebuild your home, would you be interested in selling your home?' (No). A note states: 'Please note: This option is not available at this time, but the Louisiana Office of Community Development will review situations on a case-by-case basis to determine the cost effectiveness of buying a home from an eligible household that wishes to sell the property.' At the bottom are 'Previous' and 'Next' buttons.

9. ABOUT HOME REPAIRS (CONTINUED)



Are you back in your home?

Please select whether you have moved back into the repaired home as your full-time place of residence.

What is the estimated dollar amount of materials purchased and labor paid to date for your repairs?

Please to the best of your ability provide the dollar amount estimate culminating the total materials purchased and labor paid up to this point in time for all structural repairs on the home. Please keep all of your receipts. You may be requested to substantiate these costs with receipts or paid invoices during the application process.

If you have not completed the repairs, are you interested in rebuilding/repairing your home?

If you select “Yes” for this question, you will not fill out the rest of this section and can proceed to the end of the survey.

If you select “No” for this question, please answer the next question regarding home repairs.

If No, If you do not want to rebuild your home, would you be interested in selling your home?

Please note: This option is not available at this time, but the Louisiana Office of Community Development will review situations on a case-by-case basis to determine the cost effectiveness of buying a home from an eligible household that wishes to sell the property.

If you select “Yes” for this question, a program representative will reach out to you to discuss potential options as they become available.

You have finished answering the questions.



You are ready to submit the survey.

The **SUBMIT** button will be enabled when you have provided the necessary information.

You can use the **PREVIOUS** button or the left panel navigation tabs to review or update the current responses to the survey questions.

HOW TO SUBMIT THE SURVEY

After you have read and acknowledged the text on this screen, you should submit the survey.

By submitting this survey, I certify that the information I have given is complete and correct. Failure to provide complete, accurate and truthful information may result in my ineligibility for grant assistance.*

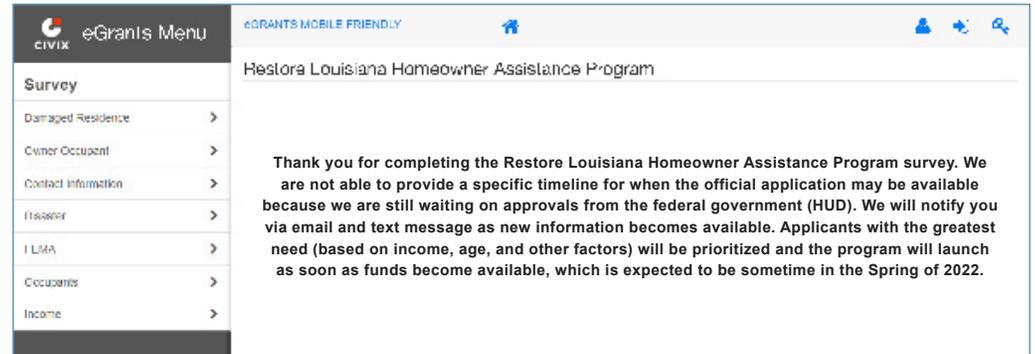
Click the Submit button one time and you will receive an automated email or text response that confirms it has been submitted.

The screenshot shows the 'eGrants Menu' on the left with a 'Survey' section containing links for 'Damaged Residence', 'Owner Occupant', 'Contact Information', 'Disaster', 'LIMA', 'Occupants', and 'Income'. The main content area is titled 'Heslora Louisiana Homeowner Assistance Program' and contains the following text: 'You have finished answering the questions. You are ready to submit the survey. The Submit button will be enabled when you have provided the necessary information. Before clicking the Submit button, please use the Previous button or the left panel menu navigation tabs to review or update the current responses to each of the survey questions. After all responses have been reviewed for accuracy, use the Next button to navigate to this last page of the Survey and follow the below instructions. When you click the button below, you will submit your survey. Until you are notified that you can start your application, you may return to update your survey responses and resubmit your survey. You have completed the survey. After you have read and acknowledged the text on this screen, you should submit the survey.' Below this text is a checkbox with the text 'BY SUBMITTING THIS SURVEY, I certify that the information I have given is complete and correct. Failure to provide complete, accurate and truthful information may result in my INELIGIBILITY FOR GRANT ASSISTANCE.' At the bottom are two buttons: 'Previous' and 'Submit'.

AFTER SUBMITTING THE SURVEY

Most applicants will receive the first message.

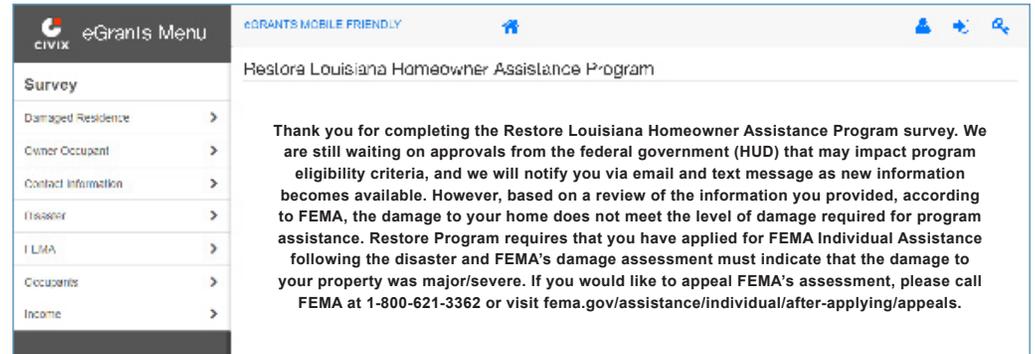
Thank you for completing the Restore Louisiana Homeowner Assistance Program survey. We are not able to provide a specific timeline for when the official application may be available because we are still waiting on approvals from the federal government (HUD). We will notify you via email and text message as new information becomes available. Applicants with the greatest need (based on income, age, and other factors) will be prioritized and the program will launch as soon as funds become available, which is expected to be sometime in the Spring of 2022.



AFTER SUBMITTING THE SURVEY (CONTINUED)

Applicants whose Damaged Homes do not meet the FEMA Major/Severe will receive the second message.

Thank you for completing the Restore Louisiana Homeowner Assistance Program survey. We are still waiting on approvals from the federal government (HUD) that may impact program eligibility criteria, and we will notify you via email and text message as new information becomes available. However, based on a review of the information you provided, according to FEMA, the damage to your home does not meet the level of damage required for program assistance. Restore Program requires that you have applied for FEMA Individual Assistance following the disaster and FEMA's damage assessment must indicate that the damage to your property was major/severe. If you would like to appeal FEMA's assessment, please call FEMA at 1-800-621-3362 or visit fema.gov/assistance/individual/after-applying/appeals.



AFTER SUBMITTING THE SURVEY (CONTINUED)



Until you are notified that you can start your application, you may return to update your survey responses by logging on using your Account ID and resubmitting your survey.

For information about eligibility criteria and phases in which homeowners will be invited to submit a full program application, please see restore.la.gov/faqs.

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