Template Email to Homeowners

## **subject**: WERE YOU OR SOMEONE YOU KNOW AFFECTED BY HURRICANES LAURA OR DELTA?

Dear Homeowner,

The Restore Louisiana Homeowner Assistance Program invites homeowners impacted by Hurricanes Laura and Delta to complete a brief survey on the damage to your home. You can take the survey on any mobile device at [restore.la.gov](http://restore.la.gov/) or if you need assistance, by calling (866) 735-2001 from 8 a.m. to 5 p.m., Monday through Friday. A survey guide along with a brief video are available on the [website](https://www.restore.la.gov/) to provide a helpful overview to assist you in completing the survey.

If you sustained major/severe damage as determined by FEMA from Hurricanes Laura and Delta, you are strongly encouraged to complete the survey, which is the first step in registering for program assistance. The survey should take about 15 minutes to complete and does not require any documentation to be submitted. However, these items are needed to complete the survey:

* **Must have a working email address or mobile device that receives texts**
* **FEMA Registration Number(s) for disasters that damaged your home**
* **Hazard/Flood Insurance Provider and Policy Number (if applicable)**

Information you provide in your survey will help the program to continue analyzing unmet needs, and qualified applicants will be invited by the program to submit a full application when the program fully launches, which is anticipated in late Spring 2022. The survey is free and there is no deadline set for completing the survey.

After you complete the initial program survey, the program will begin to provide periodic text and/or email updates regarding program launch, application availability, and any next steps required. All information you provide in your initial survey will be verified by the program during the application process to determine final eligibility.

If you are not sure whether you sustained major/severe damage from Hurricanes Laura or Delta, or if would like to appeal a previous FEMA determination, please contact FEMA at 1.800.621.3362 or visit [fema.gov/assistance/individual/after-applying/appeals](http://www.fema.gov/assistance/individual/after-applying/appeals).

The program’s intent is to assist as many disaster-impacted homeowners as possible when funding becomes available, while prioritizing assistance for the most vulnerable homeowners. To learn more, please visit [restore.la.gov](http://restore.la.gov/).

Sincerely,