Talking POints

### Overview

* On Tuesday, February 1, the Restore Louisiana Homeowner Assistance Program survey opened, allowing homeowners impacted by the federally declared disasters in 2020-2021 to submit an initial survey. Completing a survey is the first step in registering for program assistance.
* The brief survey can be completed on any mobile device or computer at any time at [**restore.la.gov**](https://www.restore.la.gov/)
* Homeowners who sustained major/severe damage as determined by FEMA from Hurricanes Laura and Delta are strongly encouraged to complete the survey.
* Homeowners impacted by other disasters in 2020 and 2021 may complete the survey, although funds for these disasters have not yet been secured and program assistance is not yet available:
  + Hurricane Zeta (2020)
  + Severe Winter Storms (February 2021)
  + Severe Storms, Tornadoes, and Flooding (May 2021)
  + Hurricane Ida (2021)
* The full launch of the Restore Louisiana Homeowner Assistance Program is anticipated in late Spring of 2022, however, beginning Feb. 1, program representatives can be reached for general survey questions and assistance at 866-735-2001 from 8 a.m. to 5 p.m., Monday through Friday (excluding holidays). No in person meetings are available at this time.
* 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.
* At this time, there are still several federally required steps that must be completed before federal funds can be made available to the state for Restore Louisiana.
* While the state awaits funding approval from HUD for Hurricanes Laura and Delta, the Louisiana Office of Community Development is launching the initial program survey to move quickly in making program applications available and providing homeowners with the federal funds for their recovery when made available by HUD.

### Survey

* 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)
* The survey includes questions related to household income, homeowner age, whether any member of the household has a disability, assistance applied for and/or received from other federal sources (FEMA, SBA, etc.), assistance received from insurance providers, and whether the damaged home’s repairs are complete or incomplete.
* There is a [Survey Guide and video located on the website](https://cdn2.assets-servd.host/utopian-bustard/production/Restore_Survey-Guide_FInal.pdf) that provides a helpful overview for reference.
* Information provided in the 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.
* The survey does not have to be completed in one session, and progress can be saved so you may return to complete the survey at your convenience using the Account ID assigned to you and the login tab at the top right of the website homepage.
* 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.
* For more information, please see [Frequently Asked Questions](https://restore.la.gov/faqs).