



KNOW BEFORE YOU APPEAL

OVERVIEW

The Restore Louisiana Homeowner Assistance Program provides applicants with an opportunity to appeal program decisions. Once an applicant completes their application, including submitting all required documentation, and is deemed eligible, an award acknowledgement will be issued to the applicant. Applicants have 60 days to either accept the award, request an award consultation or file an appeal. **Once the award has been accepted, homeowners may no longer file an appeal.**



TAKE NOTE:

- Applicants must file an appeal **within 60 days** from entering the Award Acknowledgment file status. Appeals filed after the 60-day mark may not be considered.
- The Appeals Team only applies to current program policies and **cannot reach outside of those parameters** to make a decision.
- If you are claiming Contractor Fraud or Theft/Vandalism, the review **must occur prior to the execution of the grant agreement**. (If you have experienced contractor fraud, please see the FAQ for advice on next steps at restore.la.gov)
- Applicants can **request assistance** from their case manager who has the ability to select the appeal option for the applicant.

PREPARING FOR YOUR APPEAL

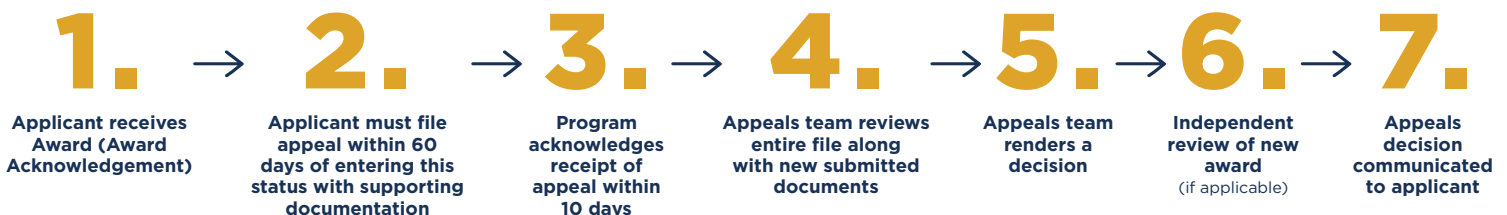
As the applicant, it is your responsibility to support your case. This means choosing a very specific reason for the appeal, providing all supporting documentation at the time the appeal is submitted in eGrants, and ensuring the Appeals Team has everything needed in order to do a thorough review. The Appeals Team is not responsible for collecting or requesting missing or additional information. Applicants may not appeal policies that have been approved and incorporated by the Program, such as the Program's process for assessing the value of materials eligible under the Program.

You can appeal using one of the following five reason codes and can only appeal each reason code once. All appeal determinations are final:

REASON	EXAMPLES
Program Eligibility	Ownership, Occupancy, Damage Level, Flood Insurance Non-Compliance
Grant calculations prior to execution of grant agreement	Low-to-Moderate Income (LMI) Status (income/household size), Escrow/Homeowner Responsibility
Repair or Reimbursement Estimates <i>(limited to measurements of the home and quantities of damaged materials only)</i>	Estimated Cost of Repairs (ECR) Scope of Work, Reimbursement Scope of Work
Duplication of Benefits	FEMA, Private Insurance, NFIP, Other DOB funds, Receipt Review
File Closure	Ineligible prior to Application Submission, Ineligible due to Non-Responsiveness

PROCESS OVERVIEW

You will receive notice of the receipt of your appeal within 10 days of filing your appeal. The appeal decision will typically be made within 30 days of the notice to applicant and an appeal determination letter will be uploaded to your account and mailed to you via certified mail. The appeal determination letter explains the decision of the Appeals Team and provides instruction for next steps.



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