

KNOW BEFORE YOU APPEAL

OVERVIEW

The Restore Louisiana Homeowner Assistance Program provides applicants with an opportunity to appeal program decisions. You are eligible to appeal only after you have received an official determination regarding your eligibility status and corresponding grant award (if applicable), and before you have signed your grant agreement.

TAKE NOTE

- A full file review is conducted on an appeal, which may result in positive **or negative** changes to your eligibility status, or an increase or decrease in your previous award amount.
- The Appeals Team only applies 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.

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.

YOU CAN APPEAL USING ONE OF THE FOLLOWING FIVE REASON CODES AND CAN ONLY APPEAL EACH REASON CODE ONCE. ALL APPEALS ARE FINAL:

REASON	EXAMPLES
Program Eligibility	Ownership, Occupancy, Damage Level, Flood Insurance Non-Compliance
Grant Calculation	Low-to-Moderate Income (LMI) Status (income/household size), Phasing (LMI status/ Age/Disability/Flood Zone), Escrow/Homeowner Responsibility
Repair/Reimbursement Estimate	Estimated Cost of Repairs (ECR) Scope of Work, Reimbursement Scope of Work
Duplication of Benefits	SBA, 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 written 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 written notice 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.

