

COMPLAINTS, CONSTRUCTION GRIEVANCES, AND WARRANTY CLAIMS

GENERAL PROGRAM COMPLAINTS

Applicants can submit a general program complaint at any time during their experience with the Restore Louisiana Homeowner Assistance Program. Potential reasons for general program complaints include eligibility, overall processes, grant award calculation, closing or construction activities.

SOLUTION 1 CONSTRUCTION GRIEVANCES

Solution 1 applicants may submit grievances with their Solution 1 contractor for work that is not in keeping with established homebuilding contractor standards and workmanship. Grievances must be submitted prior to applicant's sign-off on final inspection.

COMPLAINTS AND SOLUTION 1 CONSTRUCTION GRIEVANCES CAN BE SUBMITTED IN ONE OF THE FOLLOWING WAYS:

1. Online by visiting the Program website to complete an online complaint or grievance form:
restore.la.gov/homeowner-assistance-file-a-complaint-grievance
2. By calling the Program at **866-735-2001** to receive assistance from a customer service representative
3. Via U.S. mail to:

Attention: RLHP Applicant Relations Department
10000 Celtic Drive
Oak Tree Building
Baton Rouge, Louisiana 70809

The Program will provide a response to the complaint or grievance filed by the applicant within fifteen (15) working days of the receipt of the complaint or grievance.

SOLUTION 1 WARRANTY CLAIMS

The Restore Louisiana Homeowner Assistance Program offers a one-year warranty on home repairs made by the program contractor. The warranty information is provided to the applicant at the final inspection along with the final acceptance form. The warranty is limited to the cost of reasonable repairs and shall not exceed the Repair Estimate ("Scope of Work") determined by the Restore Louisiana Homeowner Assistance Program.

If a defect occurs in an item covered by the warranty, the contractor will repair, replace or pay the owner the reasonable cost of repairing or replacing the defective item(s) within a reasonable time after the builder's inspection discloses the problem.

To submit a warranty claim, the applicant must mail the form and any additional documentation to:

IEM
Attn: Legal
8550 United Plaza Boulevard, Suite 400
Baton Rouge, LA 70809-2256

The program will reach out to applicants once the warranty claim documentation is received.

SOLUTION 2 CONSTRUCTION GRIEVANCES

Solution 2 (Homeowner-Managed Construction) homeowners will resolve conflicts with the homebuilding contractor directly, as the state is not a party to the contract between the applicant and the homebuilding contractor.

APPEALS

The Restore Louisiana Homeowner Assistance Program provides applicants with an opportunity to appeal program decisions. Applicants are eligible to appeal only after receiving an official determination regarding their eligibility status and corresponding grant award (if applicable), and before signing their grant agreement.

For more details about this process, see the Know Before You Appeal guidance document at:
restore.la.gov/program-informational-materials