

Homeowner Recovery Program Appeals Procedures



Applicants have the right to appeal any determination issued by the ReBuild NC Homeowner Recovery Program that affects the applicant's eligibility or assistance determination.

Instructions to Appeal

If an applicant chooses to appeal, the appeal must be submitted in writing within **thirty (30)** calendar days of the eligibility or assistance determination letter using the Request for Appeal Form. The appeal must include a detailed letter explaining the reason for the appeal and any supporting documents related to the appeal. An appeal may include more than one issue for consideration yet must be submitted as one appeal. The Homeowner Recovery Program will provide a written response acknowledging receipt of the written appeal to the applicant within **fifteen (15)** working days.

If an applicant would like to submit an appeal to the Program, the appeal may be submitted at a ReBuild NC Center or through one of the following methods below:

Address: ReBuild NC Appeals Team

Email: Appeals@rebuild.nc.gov

ATTN: Homeowner Recovery Program

North Carolina Office of Recovery and Resiliency

PO Box 110465

Durham, North Carolina 27709

Level I Appeal Process

The first written appeal submitted by an applicant is identified as a Level I Appeal and will be reviewed by the Appeals Team. The Appeals Team may reach out to the applicant to request additional documents or information. The Appeals Team, after review, will send all appeal related documents to the Level I Appeal Committee for an appeal determination. The Program, in most cases, will issue an appeal determination to the applicant within **thirty (30)** calendar days of receiving a completed appeal package. A completed appeal package includes a detailed letter of the issue, Request for Appeal Form, and receipt of all supporting documentation. An appeal is not deemed ready for review or complete until all information and documentation requested by the Program has been received. If the Level I Appeal Committee requires additional time to resolve the appeal, the Program will notify the applicant in writing to inform them that an extension is needed to finalize the determination of the appeal.

Appeal Determination

The Level I appeal determination letter will include options for the applicant to select a response to the Program's determination. The response options will be the following: an acceptance of the decision, an appeal of the decision, a consultation, or withdrawal from the Program. An applicant may request an appeal consultation by contacting their case manager for further assistance. If the applicant does not respond to the determination letter within **thirty (30)** calendar days, the Appeal Committee's determination will be considered final.

ReBuild NC is a program of the North Carolina Office of Recovery and Resiliency
Last Updated: May 26, 2020



Extension Request

If an applicant believes additional time is needed to submit all of the appeal related documents, the applicant may request an extension using the Extension Request Form. This form will only be accepted by the Program after the Request For Appeal Form has been submitted. All extension requests must be in writing and submitted within **thirty (30)** calendar days of the initial determination letter date. Each extension request will be reviewed and the applicant will be notified whether the extension has been granted. Extension requests in and of itself may not exceed **thirty (30)** calendar days.

Level II Appeals

If an applicant disagrees with the Level I appeal determination, a second written appeal may be submitted to the North Carolina Office of Recovery and Resiliency (NCORR) Level II Appeal Committee. The second written appeal must be submitted within **thirty (30)** calendar days from the date of the Level I appeal determination letter. The NCORR Level II Appeal committee will review the Level I appeal determination and any additional documentation submitted by the applicant to render a determination. In most cases, a determination for the second appeal will be issued within **thirty (30)** calendar days of receiving the second appeal request from the applicant. The Level II appeal determination will be final; thus, the applicant is encouraged to provide all additional supporting documentation for the Level II appeal review.

Submitting an Appeal Regarding Relocation

If the property is a rental property, tenants have the right to appeal a determination made by the ReBuild NC Homeowner Recovery Program concerning eligibility for relocation assistance or the amount of relocation assistance. Tenants wishing to appeal a determination regarding relocation eligibility or benefits must submit their appeal in writing within **sixty (60)** calendar days of the date on the determination letter. The Program will provide written response to the applicant within **fifteen (15)** working days upon receipt of the written appeal.

Extension Request for Relocation

Appeal requests concerning relocation eligibility or benefits for tenants may request an extension of **thirty (30)** calendar days by submitting the Extension Request Form. This form must be submitted within **sixty (60)** calendar days from the date of the determination letter. The extension requested in and of itself may not exceed **thirty (30)** calendar days.

Applicant Withdrawal of Appeal

Applicants may decide to voluntarily withdraw their appeal request at any time prior to a final appeal determination being sent. The applicant will be required to submit a signed letter via email or mail stating that they would like to withdraw their appeal. If an applicant chooses to withdraw the appeal submission, the applicant's status in the Program will remain as it was prior to the appeal submission.

Questions about Appeals

If you have any questions concerning the appeal process, please call 833-ASKRBNC (833-275-7262) to reach your Case Manager, or you may contact your Case Manager directly.