

KNOW BEFORE YOU APPEAL

Homeowner Recovery Program



OVERVIEW

ReBuild North Carolina 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 or assistance determination and before you have signed your grant agreement.

- You must submit your request for appeal, or request for an extension, in writing within thirty (30) calendar days of the date of your eligibility or assistance determination letter. Appeals filed after the thirty (30) days will not be considered unless an extension is approved.
- The Appeal Committee applies only current program policies and cannot reach outside those parameters to make a decision.

PREPARING TO APPEAL

As the applicant, it is your responsibility to support your case. This means choosing a very specific reason(s) for the appeal, providing all supporting documentation at the time the appeal is submitted, and ensuring the Appeal Committee has everything needed to do a thorough review. All appeals must be submitted using the Request for Appeal Form, must include a detailed letter explaining the reason for the appeal, and must be accompanied by any supporting documents related to the appeal. The Appeal Committee is not responsible for collecting or requesting missing or additional information, although you will be contacted if additional information is needed to resolve your appeal.

You may appeal using the following six reason codes.

REASON	EXAMPLES
Denial of my application based on eligibility requirements	Ownership, Occupancy, Damage Level, Flood Insurance Non-compliance, Income, etc.
The repairs (scope of work) listed in my inspection reports	Damage Repair Verification, Estimated Cost of Repairs, Scope of Work
The amount of my award for reimbursement, rehabilitation, elevation, or reconstruction of my home	Low-to-Moderate Income (LMI) Status (income/household size), Escrow/Homeowner Responsibility, SBA, FEMA, Private Insurance, NFIP, Other DOB Funds
Requirement to rebuild my home	Estimated Cost of Repairs, Scope of Work
Escrow amount owed to the Program	Escrow/Homeowner Responsibility, SBA, FEMA, Private Insurance, NFIP, Other DOB Funds
Other	Involuntary Withdrawal due to Non-responsiveness

PROCESS OVERVIEW

All appeals must be submitted before you have signed a homeowner grant agreement; the Program is unable to accept appeals submitted after a homeowner grant agreement has been signed. Most appeal decisions will be made within thirty (30) calendar days of receipt of your complete appeal submission, and an Appeal Determination Letter will be sent to you in writing. This letter explains the Appeal Committee's decision and provides instruction for next steps. If you are represented by Legal Aid, upon your request, the Appeal Determination Letter can be mailed or emailed directly to your Legal Aid attorney.

If the appeal cannot be resolved within thirty (30) calendar days, you will be sent an Additional Time Needed Letter explaining the reason for the delay and providing a new estimated resolution timeframe.

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
Applicant receives official determination regarding their eligibility or assistance.	Applicant submits the Request for Appeal Form, appeal (letter), and supporting documentation within thirty (30) calendar days of the date of their determination letter.	Appeal Team sends the Appeal Acknowledgement Letter within fifteen (15) working days of receiving the Request for Appeal Form.	Appeal Committee reviews appeal and all applicant-provided supporting documentation.	Appeal Committee issues an appeal determination, normally within thirty (30) calendar days of receiving an appeal request.	Appeal Committee sends applicant an Appeal Determination Letter.