

# Homeowner Recovery Program Withdrawal Procedures



The ReBuild NC Homeowner Recovery Program is voluntary, and homeowners may withdraw if they no longer wish to participate – this is called **voluntary withdrawal**. Further, homeowners are required to be responsive to all program requests. If it appears that a homeowner no longer wishes to participate and has become non-responsive to program requests and other communication, the withdrawal process will be initiated on the homeowner's behalf – this is called **involuntary withdrawal**.

Voluntarily or involuntarily withdrawing does not prevent you from re-entering the Program while it remains open and accepting applications. If after withdrawing you would like to re-enter, call 833-ASK-RBNC (833-275-7262) or contact your Case Manager.

## Voluntary Withdrawal

**Withdrawing in Steps 1-5:** If you no longer wish to participate in the Program, you may withdraw at any point before signing your Homeowner Grant Agreement (HOGA), which occurs in Step 5. To withdraw, you must complete the Voluntary Withdrawal Request Form, available at [rebuild.nc.gov](http://rebuild.nc.gov). Once the completed form has been received and reviewed by program staff, you will receive a Voluntary Withdrawal Confirmation Letter confirming your withdrawal.

**Withdrawing after Step 5:** If you have signed a HOGA and received funds from the Program, and you wish to withdraw, then you must repay the full amount of any funds received before you will be considered officially withdrawn; additionally, if you previously deposited an escrow amount, the Program will return your full escrow amount to you

## Involuntary Withdrawal

If you are non-responsive to requests and other communication from the Program, such as requests for documentation and/or other information that enables program staff to review and move your application forward, the Program will initiate the withdrawal process on your behalf.

If you are non-responsive, you will receive an Initial Non-responsive Letter, asking you to contact the Program within thirty (30) days to continue your participation. Over the next thirty (30) days after sending the Initial Non-responsive Letter, the Program will attempt to contact you at least four additional times. If you do not contact the Program within the thirty-day period, you will receive an Involuntary Withdrawal Notification Letter, asking you to contact the Program within fifteen (15) days to continue your participation. If you do not contact the Program within fifteen (15) days of the date of your Involuntary Withdrawal Notification Letter, your application will be withdrawn, and you will no longer be considered for assistance. You will receive an Involuntary Withdrawal Confirmation Letter confirming your withdrawal.

If you are non-responsive and receive an Involuntary Withdrawal Confirmation Letter, you will be required to repay the full amount of any funds received or spent on your property by the Program up to that point.

