

# KNOW BEFORE YOU APPEAL

## OVERVIEW

The ReBuild North Carolina 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 (if applicable).

- Applicants must submit their appeals or request for an extension in writing within 30 calendar days from the date on their grant or eligibility determination letter. Appeals filed after the 30-day mark will not be considered unless an extension is approved.
- The appeals team only applies 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 for the appeal, providing all supporting documentation at the time the appeal is submitted, and ensuring the appeals team has everything needed to do a thorough review. The appeals team is not responsible for collecting or requesting missing or addition information.

You can appeal using one of the following five reason codes and can only appeal each reason code once.

REASON	EXAMPLES
Denial of my application based on eligibility requirements	Ownership, Occupancy, Damage Level, Flood Insurance Non-Compliance, etc.
Denial of my application based on my structure type	Apartments, Detached Structures, Portions of Residential Structures Dedicated to Home Businesses, etc.
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
Other	Ineligible Prior to Application Submission, Ineligible Due to Non-Responsiveness

## PROCESS OVERVIEW

Most appeal decisions will be made within 15 calendar days of receipt of your appeal, and an appeal determination letter will be mailed to you via certified mail. The appeal determination letter explains the decision of the appeals team and provides instruction for next steps. If a decision cannot be reached within 15 calendar days, the appeals team will send an appeal receipt letter providing a new estimated timeframe.

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
Applicant receives official determination regarding their eligibility status or grant award.	Applicant files an appeal with supporting documentation within 30 calendar days from the date of the award determination letter.	Appeals team reviews entire file along with new submitted documents.	Appeals team renders a decision.	Appeals decision is communicated to applicant attorney within 15 calendar days of the appeal submission date.

*If the appeal cannot be resolved in 15 calendar days, the appeals team will send a letter within 15 calendar days of receipt of the appeal explaining why it cannot be resolved in 15 calendar days and providing a new resolution timeframe.*