

Resolutions and Appeals

What is the resolutions process? When will the applicant find out about the resolution of their case?

Applicants who believe the program's determination of their funding award calculation or their eligibility status is incorrect can work through *The Road Home's* Resolution process. An applicant may contact the Resolution team by phone or in writing. If an applicant expresses disagreement about their calculation or their eligibility status by phone, the applicant's case is forwarded to a Resolution advisor who works to resolve the applicant's issue or issues.

The Road Home makes every effort to resolve an applicant's issue or issues during the Resolution process in a timely manner. Due to the variety of issues, requirements for additional documentation, and reliance on outside verifying sources, it is impossible to predict the timeframe needed to resolve issues presented by homeowners and/or move an application from Resolutions to Closing.

Once issues are resolved, including checking or revising award calculations, applicants will receive a phone call from *The Road Home* informing them of the decision reached in Resolution. Applicants can convey by phone whether or not they are satisfied with the Resolution decision. If an applicant is satisfied with the Resolution decision, the case is forward to the Closing team for processing and transmittal to the closing company. If an applicant is not satisfied with the Resolution decision, they have two choices:

- An applicant can decide to close on their current award amount and dispute the decision reached in Resolution by submitting a formal appeal in writing to *The Road Home* Appeals Office after completing their closing.
- An applicant can also decide to submit a formal appeal in writing to *The Road Home* Appeals Office before going to closing.

What can be disputed?

- Pre-Storm Value (PSV)
- Estimated Cost of Damage (ECD)
- Insurance amount received or whether they had insurance
- Structure Type: mobile home on leased land or not, stick built, condominium
- Appraisal
- Affordable compensation grant calculation
- Elevation
- FEMA information
- Eligibility

How does an applicant file an appeal?

If the applicant is not satisfied with the Resolution Team's decision, the applicant can file a formal appeal in writing to *The Road Home* Appeals Office. No one from *The Road Home* staff can do this for an applicant. One of the following situations must have taken place before the appeal will be accepted by *The Road Home* Appeals Office:

- An applicant received notification of the Resolution Team's decision, does not agree with the decision, and would like to submit a *Road Home* appeal.
- An applicant received notification of the Resolution Team's decision, has gone to one closing, and would like to submit a *Road Home* appeal after one closing.

If the applicant chooses to formally appeal a Resolution Team's decision, the applicant must submit the appeal in writing to the Appeals Office within 30 days from the date they were notified of the Resolution decision or the date of the first closing. The Appeals Office will only accept communication that is mailed to *The Road Home* Appeals Office. Faxes, emails, telephone calls, or other methods of communication will not be accepted as an appeal but can be followed up with a mailed letter.

When submitting a *Road Home* appeal, the applicant's letter or document must include the following information:

- Full name of all homeowners/applicants
- Complete address of damaged residence

- Complete current address
- Application ID number (beginning with 06HH)
- Signature of applicant or co-applicant
- Telephone number(s)
- Specific reason for appealing *The Road Home* decision

All information related to the formal appeal must be mailed to:

The Road Home Appeals Office

P.O. Box 4669

Baton Rouge, Louisiana 70821

The Appeals Office staff will research the issue thoroughly and objectively and will provide a decision to the homeowner within 60 days upon accepting all appeal documents. All official communication from the Appeals Office will be provided in writing through certified mail. All decisions will be made by an Appeals Board based on the information included in the application, award calculations made by *The Road Home*, program policies, and documents mailed with the applicant's appeal. All Board decisions including policies reviewed will be recorded in an Appeal Determination Report and mailed directly to the applicant. The Appeals Office will also forward the Appeal Determination Report to the Louisiana Office of Community Development.

What if an applicant wants to submit an appeal directly without first working with the resolution team?

In order to submit an appeal to *The Road Home* Appeals Office, the applicant must first attempt to resolve the issue with *The Road Home* Resolution Team.