

## OVERVIEW

ReBuild NC 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 or assistance 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.
- Tenants submitting an appeal under URA have sixty (60) calendar days to appeal from the date they received a written notification of determination regarding relocation eligibility or assistance.
- The Appeal review and determination apply to current program policies, as well as federal and state regulations. The Program cannot reach outside those parameters to base 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, 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 may be contacted if additional information is needed to resolve your appeal.

Below are several appeal reasons and examples to assist in filing your appeal.

REASONS TO APPEAL	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
Appraisal or purchase offer price of my home	The appraisal value, Initial Offer Determination, or Incentive Award Determination
Determination of a URA benefit	Amount of storage or rental assistance
Other	Involuntary Withdrawal due to Non-responsiveness, tenant relocation eligibility or assistance

## PROCESS OVERVIEW

For applicants, appeals must be submitted before you have signed either a homeowner grant agreement or a buyout offer; the Program is unable to accept appeals submitted after a homeowner grant agreement or buyout offer has been signed. Most appeal decisions will be made within sixty (60) calendar days of receipt of your complete appeal submission, appeals requiring in-depth documentation may take up to one hundred and twenty (120) days. An Appeal Determination Letter will be sent to you in writing after completion of the appeal review. This letter explains the Appeal Committee's decision and provides instruction for next steps. If a Legal Aid submitted your appeal, as your Communication Designee, the Appeal Determination Letter can be mailed or emailed directly to your Legal Aid attorney.

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
Applicant or tenant 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 <sup>1</sup> .	Appeals Team sends the Appeal Acknowledgement Letter within fifteen (15) working days of receiving a complete appeal.  Applicant/tenant is offered an appeal consultation.	Appeals Team reviews appeal and all supporting documentation by the applicant or tenant.	Appeals Team issues an appeal determination, normally within sixty (60) calendar days of receiving an appeal request.  If for relocation assistance, tenant will receive the determination letter.	Appeals Team sends an Appeal Determination Letter. A second consultation will be offered to the applicant/tenant.

<sup>1</sup> For relocation appeals, the tenant submits the Request for Appeal For, appeal (letter), and supporting documentation within sixty (60) calendar days of the date of their determination letter.