



APPEALS PROCEDURES

Applicants to the Strategic Buyout Program may appeal a determination that affects their eligibility or the assistance they may receive from the program. Program determinations will be communicated in writing to the applicant. If an applicant disagrees with a determination, the applicant may submit a written appeal and provide supporting documentation to the Strategic Buyout Program. The appeal and supporting documentation will be reviewed and the program may request additional information from the applicant, if necessary. A Request for Appeal form will be included with all program determination letters and applicants may use this form to submit an appeal. However, before an appeal can be reviewed and a determination issued to the applicant, a written statement and all supporting documentation must be submitted to the Strategic Buyout Program. If there is a co-applicant associated with the application, the appeal must be signed by both the applicant and the co-applicant.

Submitting an Appeal Request

An appeal must be submitted to the program in writing within **thirty (30)** calendar days from the date of the written determination the applicant receives. To submit an appeal, the applicant must provide a detailed statement explaining the reason for the appeal and include any supporting documents for the appeal. Applicants may use the Request for Appeal form provided to them by the program to capture this written statement, but are not required to do so. The Strategic Buyout Program will acknowledge receipt of the appeal, in writing, to the applicant within **fifteen (15)** working days.

Written appeals may be submitted in person at a ReBuild NC Center or through one of the methods below.

Mailing Address:

Appeals Team
ATTN: Strategic Buyout Program
North Carolina Office of Recovery and Resiliency
P.O. Box 110465
Durham, NC 27709

Email:

strategicbuyout@ncdps.gov

ReBuild NC Center locations may be found at www.rebuild.nc.gov or by contacting your case manager.

Submitting an Appeal Regarding Relocation

If the property is being rented, tenants have the right to appeal a determination made by the program concerning their eligibility for relocation assistance or the amount of relocation assistance. Tenants wishing to appeal a determination regarding relocation eligibility or benefits should refer to separate URA Appeals Procedures. If tenants have questions about URA appeals, they should contact their assigned URA specialist.

RFI Extension Requests

The Appeals Team may require additional information and/or documentation in order to fully review the appeal. If so, they will send a written Request for Information (RFI). If an applicant needs additional time to respond to the RFI, an extension may be requested using the RFI Extension Request form. The extension request must be submitted, in writing, before expiration of the RFI deadline, and must contain the reason for requesting the RFI extension. Each RFI extension request will be reviewed, and the applicant will be notified whether the extension has been granted. Extension requests may not exceed **thirty (30)** calendar days per extension, and only **two (2)** extension requests will be considered.

Level I Appeals

The Level I Appeals Committee will generally aim to provide a decision on an appeal within **thirty (30) to sixty (60)** calendar days from when the appeal is considered complete and ready for review. An appeal is considered to be complete when all information and supporting documentation has been submitted by the applicant. An appeal determination can take longer than **sixty (60)** calendar days if an appeal review requires further information, further analysis or consulting third-party organizations. If appeals involve revision to major programmatic tasks or require additional information, up to **one hundred twenty (120)** calendar days may be required from appeal submission to appeal determination. The Appeals Team may reach out to the applicant to request additional documents or information. When the appeal decision has been reached by the Level I Appeals Committee, the applicant will be notified in writing of the appeal determination. All determinations will be consistent with federal regulations and applicable program policies and procedures, as outlined in the relevant action plan and the Strategic Buyout Program Manual.

Applicant Response to Appeal Determination

Once the Appeal Determination Letter is sent to the applicant, the applicant is required to review the appeal determination and provide one of the following responses in writing within **thirty (30)** calendar days of the date of the Appeal Determination Letter: an acceptance of the decision, an appeal of the decision, a request for more information/consultation or withdrawal from the program. If no response is received within **thirty (30)** calendar days, the determination outlined in the Appeal Determination Letter will be considered final.

Level II Appeals

If the applicant disagrees with the Level I Appeals Committee decision, the applicant may appeal the decision to the North Carolina Office of Recovery and Resiliency (NCORR) Level II Appeals Committee. The applicant will have **thirty (30)** calendar days from the date of the Level I Appeal Determination Letter to submit a written request to the NCORR Level II Appeals Committee. The Appeal Determination Letter sent by the Level I Appeals Team will contain information on how to submit a Level II Appeal. Level II Appeal determinations are considered final and do not require a response from the applicant. Level II Appeals can be submitted by mail or email to the addresses below:

Mailing Address:

Appeals Level II
ATTN: Strategic Buyout Program
North Carolina Office of Recovery and Resiliency
P.O. Box 110465
Durham, NC 27709

Email:

strategicbuyout@ncdps.gov

Applicant Withdrawal of Appeal

Applicants may decide to voluntarily withdraw their appeal request at any time prior to a final appeal determination being sent. The applicant must submit a signed letter by email or mail to the addresses above, stating that they would like to withdraw their appeal. If an applicant chooses to withdraw their appeal, the applicant's status in the program will remain as it was prior to submission of the appeal.

Questions About Appeals

Applicants with questions about the appeal process can call 833-275-7262. Applicants with specific questions regarding their appeal should contact their case manager directly for further assistance.