



APPEALS PROCEDURE

Applicants in the ReBuild NC Strategic Buyout Program may appeal an eligibility or assistance determination issued by the Program. All determinations made by the ReBuild NC Strategic Buyout Program will be communicated in writing to the applicant. If an applicant disagrees with the Program's determination, the applicant may submit a written appeal with supporting documentation to the ReBuild NC Strategic Buyout Program. The Program will review the appeal and supporting documentation and request additional information from the applicant if necessary. A Request for Appeal Form and all related supporting documentation must be submitted before the appeal can be reviewed and a determination letter issued.

Submitting an Appeal Request

An appeal must be submitted to the Program in writing within **thirty (30)** calendar days from date of the written notification of the determination. The applicant must provide a Request for Appeal Form, a detailed statement explaining the reason for the appeal, and any supporting documents related to the appeal. The ReBuild NC Strategic Buyout Program will acknowledge receipt of the appeal, in writing, to the applicant within **fifteen (15)** working days.

Appeals may be submitted in person at a ReBuild NC Center or through one of the methods below. ReBuild NC Center locations may be found at www.rebuild.nc.gov, or by contacting your Case Manager.

Mailing Address:

ReBuild NC Appeals Team

Attn: Strategic Buyout

North Carolina Office of Recovery and Resiliency

PO Box 110465

Durham, NC 27709

Email:

BuyoutAppeals@rebuild.nc.gov

If the appeal is related to relocation eligibility or benefits, please review the "Submitting an Appeal Regarding Relocation" section below.

Submitting an Appeal Regarding Relocation

If the property is a rental property, tenants have the right to appeal a determination made by the ReBuild NC Strategic Buyout Program concerning their eligibility for relocation assistance or the amount of relocation assistance. Tenants wishing to appeal a determination regarding relocation eligibility or benefits must submit their appeal in writing within **sixty (60)** calendar days of the date on the written determination letter. The Strategic Buyout Program will acknowledge receipt of the appeal, in writing, to the tenant within **fifteen (15)** working days.

Extension Requests

If an applicant needs additional time to submit an appeal, an extension may be requested using the Extension Request Form. This form will only be accepted by the Program after an initial Request for Appeal Form has been submitted. The request must be submitted, in writing, within **thirty (30)** calendar days of the date of the determination letter (or **sixty (60)** calendar days if appealing a relocation determination), and must contain the reason for requesting the extension. Each extension request will be reviewed and the applicant will be notified whether the extension has been granted. Extension requests in and of itself may not exceed **thirty (30)** calendar days.

Level I Appeals

The Level I Appeals Committee will render a decision on the applicant’s appeal within **thirty (30)** calendar days from when the appeal is complete and ready for review. The Appeals Team may reach out to the applicant to request additional documents or information. All information and supporting documentation must be submitted in order for an appeal to be considered complete. The Appeals Team will inform the applicant in writing of the Level I Appeal Committee determination. All determinations will be consistent with federal regulations and applicable program policies and procedures, as outlined in the relevant ReBuild NC action plan and 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, 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 Appeal Committee’s decision, the applicant may appeal the decision to the North Carolina Office of Recovery and Resiliency (NCORR) Level II Appeal 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 Appeal Committee. The Appeal Determination Letter sent by the Level I Appeal Committee will also contain directions for pursuing a Level II Appeal.

Mailing Address:

ReBuild NC Appeals Level II
 Attn: Strategic Buyout Program
 North Carolina Office of Recovery and Resiliency
 PO Box 110465
 Durham, NC 27709

Email:

NCORRappeals@rebuild.nc.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. The Program will acknowledge the applicant’s request to withdraw in writing.

Questions about Appeals

Applicants with questions about the appeal process can call their Case Manager or 833-ASK-RBNC (833-275-7262). Applicants with questions specifically about their appeal should contact their Case Manager directly for further assistance.