



HOPE AWARD REPAYMENT: FREQUENTLY ASKED QUESTIONS

Why am I being directed to repay money that was awarded by the HOPE Program?

The HOPE Program administers federal funds that have very specific rules for awarding rent and utility bill assistance to eligible applicants. Funds must be repaid to the program when:

- The award was duplicated because funds were received from another source for the same purpose and the exact same time period or an overlapping time period.
- The rent or utility bill balance changed between the time an application was submitted and when assistance was mailed, resulting in a payment that was larger than the actual balance owed.
- There was a change in an applicant's eligibility status or the award was paid to the wrong person/entity (referred to as the Payee).
- The person who applied as a tenant has been found to also be the homeowner.
- There has been a violation of the HOPE Landlord-Tenant Agreement or program policy.

Who is subject to the repayment process? The person or entity who received the funds, (also known as the Payee).

How does the repayment process work? First, the reasons and amounts for repayment are determined following a thorough review by HOPE compliance specialists. The information is then forwarded to HOPE/NCORR Finance reviewers where the Initial Notice and Final Notice (if necessary), including a repayment plan agreement, are finalized and sent to the Payee.

Is there a standard repayment plan? No, the repayment plans are based upon the amount owed, not to exceed 12 months.

I don't understand why I am receiving this notice of repayment? Please review the Repayment Notice you received. The notice includes the reason for the repayment request.

What if I do not repay the amount shown in the Notices of Repayment? Your repayment will be considered in default. That means you have failed to meet your obligation under terms of the documents you signed as a participant in the HOPE Program. Failure to pay could result in a referral to the NC Department of Justice for collection.

Is there an appeal process? There is no appeal process.

Where can I send a check or money order for repayment?

NC Department of Public Safety
ATTN: HOPE Repayment/Tara Williams-Brown, Controller
4220 Mail Service Center
Raleigh, NC 27699-4220

Can I make my payment(s) online? There is not an option for making online payments.

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