

REBUILD NC APPEALS PROCEDURE

Purpose: Applicants have the right to appeal any determination issued by the ReBuild NC Homeowner Recovery Program (HRP) or the Strategic Buyout Program (SBP) that affects the applicant's eligibility or assistance determination. Tenants have the right to appeal any determination

Instructions for Submitting Appeal: If an applicant chooses to appeal, the appeal should be submitted in writing within **thirty (30)** calendar days of the eligibility or assistance determination letter using the *Request for Appeal Form*. If a tenant chooses to appeal, the appeal should be submitted in writing within **sixty (60)** calendar days of the eligibility or assistance determination. An appeal must include a detailed letter explaining the reason for the appeal and can include any supporting documents related to the appeal. An appeal may include more than one issue for consideration; but all reasons must be submitted in one appeal for the determination being appealed. ReBuild NC will provide a written response acknowledging receipt of the written appeal to the applicant within **fifteen (15)** business days.

If an applicant or tenant would like to submit an appeal to the program, the appeal may be submitted at a ReBuild NC Center or through one of the methods below.

Mailing Address:

NCORR Appeals Team
North Carolina Office of Recovery and Resiliency
PO Box 110465
Durham, North Carolina 27709

Email:

appeals@rebuild.nc.gov

Warning: Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States government.

Appeals

Appeal submitted by an applicant or tenant will be reviewed by the NCORR Appeals Team. A complete appeal submission for applicants in HRP and SBP includes a detailed letter of the issue and the *Request for Appeal Form*; the applicant may also include supporting documentation. A tenant filing a URA appeal only needs to submit at a minimum a written statement. All forms and documentation do not need to be submitted at the same time. The Appeals Team may reach out to the applicant or tenant to request additional documents or information; then, after review, will render an appeal determination. Information from third-party entities may be requested including, but not limited to, inspection report(s), amount of assistance received, and future assistance to be received. An appeal will be reviewed when all information and documentation requested by the program have been received or is deemed not attainable. In most cases, the program will issue an appeal determination to the applicant within **sixty (60)** calendar days of receiving a completed appeal package. Some appeals will require up to **one hundred and twenty (120)** days to review due to in-depth documentation. The program will provide an update on the progress during the review if a longer time is needed.

Appeal Determination

The *Appeal Determination Letter* will provide the program's decision with an explanation for the basis of that decision. The appeal determination is considered final. An applicant will receive an appeal consultation with an Appeals Team Member and sometimes their Case Manager for further assistance.

Extension Request for HRP and SBP

An applicant may request additional time to submit their complete appeal by submitting an *Extension Request Form*. This form will be accepted by the program only after the *Request for Appeal Form* has been submitted for HRP and SBP appeals. All *Extension Request Forms* should be submitted within **thirty (30)** calendar days of the date of the determination letter being appealed. An extension will extend the complete appeal package submission deadline by **thirty (30)** calendar days. Applicants can request an extension for their appeal **two (2)** times.

Submitting an Appeal Regarding Relocation

If the property has tenants occupying part of the property or is a rental property, such as a duplex unit, tenants have the right to appeal a determination concerning the eligibility for relocation assistance, the amount of relocation assistance, or any other aspect of the assistance. Tenants wishing to appeal a determination regarding relocation must submit their appeal in writing within **sixty (60)** calendar days of the date the determination letter is received. The program will provide a written acknowledgement to the tenant within **fifteen (15)** working days of receiving the written appeal. Tenants have the right to a judicial review after NCORR review and determination of the appeal.

Extension Request for an Appeal Regarding Relocation

A tenant may request additional time to submit their complete appeal by submitting an *Extension Request Form*. All extension request forms should be submitted within **sixty (60)** calendar days of the determination letter being appealed. An extension will extend the complete appeal package submission deadline by **thirty (30)** calendar days. Tenants can request an extension for their appeal **two (2)** times.

Applicant Withdrawal of Appeal

Applicants and tenants may voluntarily withdraw their appeal request at any time prior to a final appeal determination being sent. The applicant or tenant will be required to submit a signed letter via email or mail stating that they would like to withdraw their appeal. If an applicant or tenant chooses to withdraw the appeal submission, their status in the program will remain as it was prior to the appeal submission.

Questions about Appeals

If you have any questions or concerns, please email the NCORR Appeals Team at appeals@rebuild.nc.gov or contact your Case Manager for additional information.