



FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
REBUILD FLORIDA HOUSING REPAIR AND REPLACEMENT PROGRAM

HOW TO FILE AN APPEAL
(STEP-BY-STEP)

Step 1:

Applicant receives the Eligibility Determination Letter denying eligibility for the program.

- The letter includes:
 - Eligibility Determination Letter
 - Know Before You Appeal
 - DEO Informal Appeal and Complaints
 - Notice of Informal Appeal form

Step 2:

The applicant must submit a written request to informally appeal to DEO within 30 calendar days from the date listed on the Eligibility Determination Letter using the Notice of Informal Appeal along with any additional supporting documentation to:

- **Email:** CDBG-DRAppeals@deo.myflorida.com
- **Mail:** Attention: Office of Disaster Recovery, Appeals Lead
Florida Department of Economic Opportunity
Division of Community Development
107 East Madison Street
Caldwell Building, MCS 160
Tallahassee, FL 32399

The Notice of Informal Appeal form can be found on the Rebuild Florida website at the following link:

[http://floridajobs.org/docs/default-source/office-of-disaster-recovery/hurricane-irma/notice-of-informal-appeal-\(english\).pdf?sfvrsn=6](http://floridajobs.org/docs/default-source/office-of-disaster-recovery/hurricane-irma/notice-of-informal-appeal-(english).pdf?sfvrsn=6)

Step 3:

Appeals team reviews the entire file along with any new supporting documentation.

- If determined necessary, the applicant will be scheduled for a telephonic hearing within 15 calendar days from receipt of the Notice of Informal Appeal.
- A Notice of Hearing will be mailed, listing the date, time and contact information for the scheduled hearing.



Florida Department of Economic Opportunity | Caldwell Building |
107 E. Madison Street | Tallahassee, FL 32399
850.245.7105 | www.FloridaJobs.org
www.twitter.com/FLDEO | www.facebook.com/FLDEO

An equal opportunity employer/program. Auxiliary aids and service are available upon request to Individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TTD equipment via the Florida Relay Service at 711.



Step 4:

A telephonic hearing is held on the date and time listed on the Notice of Hearing, and a decision is rendered by the Appeals team.

- During the hearing: the appeals team will conduct a fact-finding interview, review supporting documentation, and allow for any additional statements from the applicant.
- The Appeals team will render an Appeals Determination Letter within 30 calendar days following the hearing.
 - The Letter includes:
 - Appeals Determination
 - DEO Informal Appeals and Complaint

Step 5:

If the applicant disagrees with the decision rendered by the appeals team, they can file a formal appeal with the Division of Administrative Hearings to:

- **Email:** Agency.Clerk@deo.myflorida.com
- **Mail:** Agency Clerk
Department of Economic Opportunity
Office of General Counsel
107 East Madison Street, MSC 110
Tallahassee, FL 32399-4128
- **Fax:** (850) 921-3230

Frequently Asked Questions (FAQs)

Is there a particular form I need to use?

Yes, all Informal Appeals must be submitted with a completed Notice of Informal Appeal. This form is located under the *Housing Repair and Replacement Program Informal Appeal Process* section at: <http://floridajobs.org/community-planning-and-development/assistance-for-governments-and-organizations/disaster-recovery-initiative/hurricane-irma/irma-housing-repair-and-replacement-program>

Where can I find the Notice of Informal Appeal?

The Notice of Informal Appeal is located under the *Housing Repair and Replacement Program Informal Appeal Process* section at: <http://floridajobs.org/community-planning-and-development/assistance-for-governments-and-organizations/disaster-recovery-initiative/hurricane-irma/irma-housing-repair-and-replacement-program>

Can I submit the Notice of Informal Appeal electronically?

Yes, the Notice of Informal Appeal can be submitted via email or mail by sending the completed form, along with any supporting documentation, to: CDBG-DRAppeals@deo.myflorida.com or by mail:

Attention: Office of Disaster Recovery, Appeals Lead
Florida Department of Economic Opportunity
Division of Community Development
107 East Madison Street
Caldwell Building, MCS 160
Tallahassee, FL 32399

Can I fax the Notice of Informal Appeal?

No, the Notice of Informal Appeal can only be submitted by mail or email.

How long does the Informal Appeals process take?

Once a completed Notice of Informal Appeal, along with any supporting documentation, is submitted to DEO, a telephonic hearing will be scheduled within 15 calendar days of receipt of the Notice of Informal Appeal, if necessary.

After the telephonic hearing, the Appeals team will render an Appeals Determination letter within 30 calendar days.

Will I be able to receive an update on my Informal Appeal if I call back?

Yes, applicants can call their Case Manager to check the status of their appeal. However, the Appeals team's determination will not be available until the Appeals Determination Letter is mailed.

What does the telephonic hearing consist of? Do I have to appear at the hearing? Do I have to be there in-person?

The telephonic hearing consists of the appeals team conducting a fact-finding interview with the applicant, review of supporting documentation, and allow for any additional statements from the applicant.

Yes, the applicant must attend the telephonic hearing. Due to the hearing being held over the phone, the applicant does not have to attend in-person.

What documentation do I need to submit with my Informal Appeal?

All Informal Appeals must be submitted with a completed Notice of Informal Appeal and any supporting documentation the applicant deems necessary. Examples of supporting documentation include, but are not limited to, proof of ownership and receipts documenting completed allowable repairs.

What if I disagree with the Informal Appeal determination?

If an applicant disagrees with the decision rendered by the Appeals team, they can file a formal appeal with the Division of Administrative Hearings to:

- **Email:** Agency.Clerk@deo.myflorida.com
- **Mail:** Agency Clerk
Department of Economic Opportunity
Office of General Counsel
107 East Madison Street, MSC 110
Tallahassee, FL 32399-4128
- **Fax:** (850)921-3230