

# KNOW BEFORE YOU APPEAL

## Housing Repair and Replacement Program for Hurricane Irma

### OVERVIEW

The Rebuild Florida Housing Repair and Replacement program provides applicants with an opportunity to appeal program decisions. You are eligible to appeal only after you have received an official determination regarding your eligibility status and corresponding grant award (if applicable), and before you have signed your grant agreement.

- Applicants must submit their appeals in writing within 30 calendar days from the date on their grant or eligibility determination letter.
- The appeals team only applies current program policies and cannot reach outside those current policies to make a decision.

### PREPARING TO APPEAL

As the applicant, it is your responsibility to support your case. This means choosing a very specific reason for the appeal, providing all supporting documentation at the time the appeal is submitted and ensuring the appeals team has everything needed to do a thorough review. The appeals team is not responsible for collecting or requesting missing or additional information.

You can appeal for the following reasons.

REASON	EXAMPLES
Denial of my application based on eligibility requirements	Ownership, Occupancy, Damage Level, Flood Insurance Non-Compliance, etc.
Denial of my application based on my structure type	Apartments, Detached Structures, Portions of Residential Structures Dedicated to Home Businesses, etc.
The amount of my award for rehabilitation, elevation, or reconstruction of my home	Low-to-Moderate Income (LMI) Status (income/household size), Escrow/Homeowner Responsibility, SBA, FEMA, Private Insurance, NFIP, Other DOB Funds
Requirement to rebuild my home	Estimated Cost of Repairs, Scope of Work
Other	Ineligible Prior to Application Submission, Ineligible Due to Non-Responsiveness

### PROCESS OVERVIEW

Most appeal decisions will be made within 30 calendar days following your appeals hearing and an appeal determination letter will be mailed to you via mail. If represented by an attorney, the appeal determination letter will be mailed to your attorney. The appeal determination letter explains the decision of the appeals team and provides instruction for next steps.

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
Applicant receives official determination regarding their eligibility status.	Applicant files an appeal with supporting documentation within 30 calendar days from the date of the award or eligibility determination letter.	Appeals team reviews entire file along with new submitted documents and conducts a telephonic hearing with the applicant.	Appeals team renders a decision within 30 calendar days following the appeals hearing.	If the applicant disagrees with the decision of the appeals team, they can file an appeal with the Division of Administrative Hearings.