



Select Committee on Hurricane Recovery

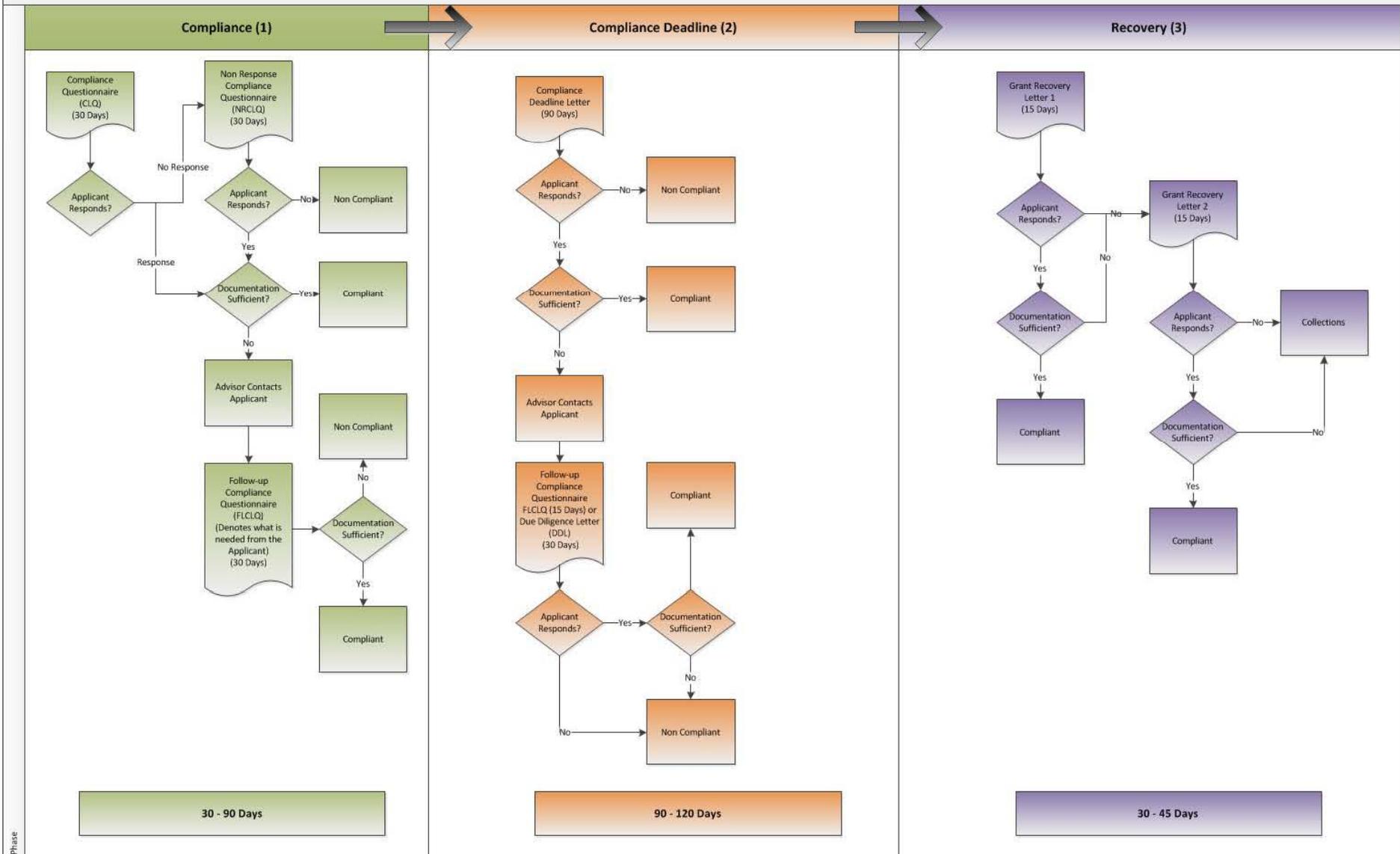
**Road Home Compliance and
Grant Recapture Letters**

March 6, 2014



Road Home – Sequence of Letters

Letter Process HAP



Total 150 – 255 Days

Phase



Road Home – Sequence of Letters

Initial Compliance/

Monitoring Questionnaire and Cover Letter



Road Home

Initial Compliance/ Monitoring Questionnaire

BOBBY JINDAL
GOVERNOR



KRISTY NICHOLS
COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of Community Development
Disaster Recovery Unit

<Date>
<First Name> <Last Name>
<Mailing Street Address>
<Mailing City> <Mailing State> <Mailing Zip Code>

<Applicant ID>

Please read this letter carefully and respond within 30 days of the date on this letter.

Re: Covenant and Elevation Monitoring with *The Road Home* Program

Dear «First_Name» «Last_Name» or Current Homeowner/Resident:

Our records indicate that you or a previous owner of this home received Federal assistance as a result of Hurricanes Katrina and Rita. The assistance provided was through a grant from *The Road Home Program*, received by you or a previous homeowner of the property listed below.

Applicant ID: «APPID»
Property: «Damaged_Add1» «Damaged_Add2»
«City», «State» «Zip»

The grant requires the homeowner to meet specific requirements listed in the agreements within the set compliance period. As a reminder, a summary of those requirements listed in the *Road Home* agreements that you or the previous homeowner signed at closing are as follows:

Option 1 Covenant Grant recipients are required to:

- Repair or rebuild the damaged property.
- Acquire and maintain any applicable insurance (homeowner's or flood).
- Owner occupies the damaged property within time frame set.

Option 1 Elevation Grant recipients are required to:

- Elevate the repaired or rebuilt residence to the level specified in the *Road Home* covenant
- Acquire the necessary elevation permits to verify the elevation
- Acquire and maintain any applicable insurance (homeowner's or flood).

Option 2 Grant Agreement recipients are required to:

Provide evidence of a replacement residence within the state of Louisiana.

- Acquire and maintain any applicable insurance (homeowner's or flood).
- Own and occupy a replacement property within time frame set

The time period for compliance with the aforementioned grant requirements is « **compliance date** ».



Road Home

Initial Compliance/ Monitoring Questionnaire

"If you are having challenges in meeting the covenant requirements of the program, please contact a Road Home representative immediately."

The Federal Department of Housing and Urban Development (HUD) requires monitoring for compliance. To accomplish this, you must complete the attached monitoring form. In addition, you will be asked to submit copies of certain documentation that supports your compliance with the grant requirements. **Once this documentation is received, a representative from the Compliance and Monitoring Department may conduct a site visit of your property.**

The Covenant and Elevation Incentive Agreements are attached to the land until the end of the set compliance period mentioned above. As such, if the property has been sold within the compliance period, the new homeowner assumes the responsibility to fulfill the covenant requirements through « **compliance date** ». The original homeowner **must** fully disclose the covenant responsibilities to the new homeowner in order to transfer all covenant responsibilities prior to the sale.

Option 2 Homeowners must provide evidence of replacement primary residence in the State of Louisiana. In addition, Option 2 homeowners may sell the replacement primary residence. But, homeowners are required to own and occupy a replacement property as their primary residence within the compliance period in the State of Louisiana. Option 2 Homeowners must provide proof of ownership and occupancy of the replacement property in Louisiana.

If you are having challenges in meeting the covenant requirements of the program, please contact a Road Home representative immediately. The State of Louisiana and the U.S. Department of Housing and Urban Development have revised policies to further assist you with compliance by allowing the following:

1. Post Closing Option Changes;
2. Covenant Extensions; and/or
3. Credit for an eligible additional loss through the unmet needs policy.

Our Outreach Advisors can discuss with you possible solutions to become compliant.

There are several ways to provide requested documentation, obtain information about these policy clarifications or answer any questions that you may have:

1. Visit the updated Road Home website: www.road2la.org to review compliance information and obtain sample forms provided there.
2. Call the Road Home Call Center at 1-888-762-3252 (TTY callers use 711 relay or 1-800-846-5277) to discuss the status of your file or schedule an appointment with an Outreach Advisor.
 - Advisor meetings take place in our New Orleans office, 2021 Lakeshore Drive. Office hours are Monday through Friday from 9 a.m. to 4 p.m.
3. Schedule an appointment to attend one of our Outreach Events.
 - Dates and locations will be updated on the Road Home website, www.road2la.org.

The completed form and requested documents must be received within **30 days** from the postmarked date on this letter **in order to avoid facing repayment of funds**. The enclosed envelope includes prepaid postage and our mailing address for your convenience.

The first priority of the Road Home program is to assist homeowners who are willing and able to return home. However, the state has a responsibility to assist neighborhoods and communities in the reduction of blighted properties, as well as an obligation to the taxpayers of the United States to ensure that these federal disaster recovery dollars are invested for their intended purpose.

Thank you for working with us as we support Louisiana citizens in rebuilding safer, stronger and smarter. We look forward to assisting you.

Sincerely,

The Road Home Program



Road Home

Initial Compliance/ Monitoring Questionnaire

The Road Home Compliance and Monitoring Form

Section A: Grant Award Information

Applicant Id No. <<Insert Applicant Id No.>>

1. Based on our records, you received the following grant award(s) from *The Road Home* Program.

- Option 1 Compensation Grant Option 1 Elevation Incentive Grant Option 2 Compensation Grant

Section B: Ownership

1. **Option 1:** Do you currently own the Damaged Residence? (If you chose Option 2 please proceed to question #2.) Check the box that applies:

- Yes, I currently own the Damaged Residence (If yes, but not original Road Home recipient, please complete New Owner contact information below.)

New Owner (list contact information) Name: _____ Phone No: _____

- No, (Renter of Damaged Residence) Name: _____ Phone No: _____

- No, Other: _____ Name: _____ Phone No: _____

Proceed to Section C

2. **Option 2:** Do you own a Replacement Property?

- Yes Please list the physical address of the Replacement Property **and** provide a copy of one of the items listed below:
- Recorded cash sale deed - HUD-1 Settlement Statement
 - Title - Tax record from most recent tax year
 - If the replacement property is a site built or mobile home on leased land, you can provide the bill of sale and electric permit issued to hook up electrical system **or** provide the health permit issued to hook up septic system.

Replacement Property Address:

Street Address: _____

City: _____

Zip Code: _____

- No Do you plan on owning a replacement property within your 3 year Compliance Period?

- Yes

No Please explain: _____

No I am a disabled person and my disability has prevented me from purchasing a replacement property in Louisiana or I have a disabled member of my household that has prevented me from purchasing a replacement property in Louisiana
Please explain: _____

****IF YOU ARE NOT THE OWNER OF THIS PROPERTY, PLEASE STOP HERE AND PROCEED TO SECTION I****



Road Home

Initial Compliance/ Monitoring Questionnaire

Section C: Occupancy

1. Are you currently occupying the Damaged Residence or Replacement Property as your primary residence?

Yes Please provide utility statement in homeowner's name with usage noted.

No Please explain: _____

Section D: Insurance

1. Is the residence property covered by a Homeowner's (Hazard) insurance policy?

Yes Please provide a copy of your most recent declaration page for any home insurance

No Please explain: _____

2. Is the residence property covered by a Flood insurance policy? (required if in a flood zone)

Yes Please provide a copy of your most recent declaration page for any flood insurance

No Please explain: _____

HUD and the State of Louisiana require you to maintain homeowner's insurance as well as flood insurance if you are in a flood zone. If this insurance is not maintained, you will not be eligible for federal assistance in the unfortunate event another natural disaster occurs.

Section E: Repairs/Rebuilding (complete if you received an Option 1 Compensation/Elevation Grant)

1. Is your home repaired or rebuilt? Yes No

2. If you have not repaired or rebuilt, select the reason(s) below that best explain why:

Forced mortgage payoff Fraud or Negligence by a Family Member

Contractor's Fraud/Negligence by La. Licensed Contractor Theft or Burglary

Contaminated Drywall Subsequent Damage

I am a disabled person and my disability has prevented me from repairing or rebuilding my home

I have a disabled household member which has prevented me from repairing or rebuilding my home

Other: _____

Section F: Elevation (complete if you received an Option 1 Elevation Grant)

1. Have you elevated your home?

Yes Please provide copies of both your initial and final elevation certificates

No Please explain: _____



Road Home

Initial Compliance/ Monitoring Questionnaire

Section G: Documentation Checklist

This checklist can be used to assist the Homeowner in providing the requested documents. **If you have any questions regarding this form, do not hesitate to contact *The Road Home* Compliance and Monitoring Department at 1-866-330-9253 or by email at compliancehap@road2la.org. Again, we thank you for completing the form and providing the requested information.**

Applicant Identification Number: «APPID»

Date Covenant/Grant Agreement Executed: «Closing Date»

Option 1 Compensation Grant and Option 1 Elevation Grant Documents

Required Documents

_____ **Completed and Signed Road Home Compliance and Monitoring Form** (this form)

_____ **Current utility statement** in homeowner's name with usage noted (electric, water, trash, cable, landline phone or gas bill)

_____ **Copy of most recent homeowner's insurance declaration page**

Required Documents (if applicable)

_____ **Copy of most recent flood insurance declaration page**

_____ **Elevation Certificate (Initial & Final) – If applicable (Option 1 Elevation Grant)**

Option 2 Grant Agreement Documents

Required Documents

_____ **Completed and Signed Road Home Compliance and Monitoring Form** (this form)

_____ **Current utility statement** in homeowner's name with usage noted (electric, water, trash, cable, landline phone or gas bill)

_____ **Copy of most recent homeowner's insurance declaration page**

_____ **Evidence of Ownership** (Recorded Cash Sale Deed, HUD-1 Settlement Statement, Title, or tax record from most recent tax year)

If the replacement property is a site built or mobile home on leased land, provide the bill of sale and electric permit issued to hook up electrical system or provide the health permit issued to hook up septic system.

Required Documents (if applicable)

_____ **Copy of most recent flood insurance declaration page**

If you cannot provide the required documentation, please explain why and when you will be able to provide the requested documents to *The Road Home* Program.



Road Home

Initial Compliance/ Monitoring Questionnaire

Section H: Certification

The undersigned agrees and acknowledges that the information provided in *The Road Home* Covenant Compliance Form is true and correct as of the date set forth opposite my/our signature and that any intentional or negligent misrepresentation of the information contained in this application may result in Civil Liability, including monetary damages, to any person who may suffer any loss due to reliance upon any misrepresentation that I/we have made on this application, and/or in criminal penalties including, but not limited to, fine, imprisonment or both under the provision of Title 18 United States Code Section 1001.

I/we certify that, to the best of my knowledge and belief, all the information on and attached to this application is true, correct, complete, and provided in good faith. I/we understand that false or fraudulent information on, or attached to this application may be grounds for not making a grant and/or loan and may be punishable by a fine and/or imprisonment. I/we understand that any information I/we give may be investigated. (Louisiana Criminal Code: R.S. 14:67, Theft; R.S. 14:67, Identity Theft; and/or R.S. 14:72, Forgery).

Name (Please Print) _____

Signature _____

Date (MM/DD/YYYY): _____

Section I: Additional Comments

**** PLEASE SIGN AND MAIL COMPLETED QUESTIONNAIRE TO THE ADDRESS BELOW****

**The Road Home Homeowner Assistance Program
P.O. Box 4609
Baton Rouge, La. 70821**

If you have any questions or would like to schedule an appointment with a Case Manager, please call 1-888-762-3252, Extension 2 (TTY callers please use 711 relay or 1-800-846-5277)

The Road Home Program does not discriminate on the basis of race, color, national origin, sex, age, religion or disability, and provides, upon request, reasonable accommodation, including auxiliary aids and services, to afford an individual with a disability an equal opportunity to participate in all services, programs and activities. Requests for reasonable accommodations can be made by calling 1-888-762-3252, Extension 2 (TTY callers please use 711 relay or 1-800-846-5277)



Road Home – Sequence of Letters

Follow-Up Compliance/

Monitoring Letter with Check List



Road Home

Follow-Up Compliance/ Monitoring Letter with Check List

“Thank you for responding to the Letter and Questionnaire sent to you on DATE. However, during our review, some documents were not submitted and are necessary to complete our review. Please provide a copy of the documents checked below...”

BOBBY JINDAL
GOVERNOR



KRISTY H. NICHOLS
COMMISSIONER OF ADMINISTRATION

State of Louisiana

Division of Administration

Office of Community Development - Disaster Recovery Unit

January 9, 2013

Applicant: [REDACTED]
Co-Applicant Name: [REDACTED]
New Orleans, LA [REDACTED]

Please read this letter carefully and respond within 30 days of the date on this letter.

Re: **Covenant and Elevation Monitoring with The Road Home Program – Follow-up Letter**

Applicant ID: 06 [REDACTED]
Property: [REDACTED] ST
NEW ORLEANS, LA [REDACTED]

Dear [REDACTED]

Thank you for responding to the Letter and Questionnaire sent to you on May 31, 2011. However, during our review, some documents were not submitted and are necessary to complete our review. Please provide a copy of the documents checked below:

- Final inspection for work completed, certificate of occupancy, or compliance letter from city or parish
- Copy of initial permits from city or parish
- Current utility statement in homeowner's name with usage noted (electric, water, trash, cable, landline phone or gas bill)
- Copy of most recent homeowner's insurance declaration page
- Copy of most recent flood insurance declaration page (if applicable)
- Elevation Certificate (Initial & Final) – If applicable (Option 1 Elevation Grant)
- Proof of Purchase (Recorded/Cash Sale Deed, HUD-1 Settlement Statement, or Title) if applicable (Option 2 Grant Agreement)
- Completed and signed *The Road Home* Compliance Program - Covenant and Elevation Monitoring Form

If you cannot provide the required documentation, please explain why and when you will be able to provide the requested documents to *The Road Home Program*.

The Federal Department of Housing and Urban Development (HUD) requires the homeowner to meet specific requirements listed in the agreements within three (3) years of receiving the grant. The three-year time period for compliance with the aforementioned grant requirements is 06/17/2011. As a reminder, a summary of those requirements listed in the *Road Home* agreements that you or the previous homeowner signed at closing are as follows:



Road Home

Follow-Up Compliance/Monitoring Letter with Check List

Option 1 Covenant Grant recipients are required to:

- Repair or rebuild the damaged property.
- Acquire and maintain any applicable insurance (homeowner's or flood).
- Owner occupy the damaged property prior to the end of the three-year covenant period.

Option 1 Elevation Grant recipients are required to:

- Elevate the repaired or rebuilt residence to the level specified in the *Road Home* covenant
- Acquire the necessary elevation permits to verify the elevation
- Acquire and maintain any applicable insurance (homeowner's or flood).

Option 2 Grant Agreement recipients are required to:

- Purchase and provide evidence of a replacement residence within the state of Louisiana.
- Acquire and maintain any applicable insurance (homeowner's or flood).
- Occupy a replacement property within three years after date of closing.

Once this documentation is received, a representative from the Compliance and Monitoring Department will conduct a site visit of your property. If you are found to be compliant with the grant requirements, you will receive an Acknowledgement of Compliance from the Louisiana Office of Community Development.

For more information regarding covenant extensions, or if you need any information on returning grant funds, contact *the Road Home* Compliance and Monitoring Department at 1-866-330-9253 or by e-mail at compliancehap@ROAD2LA.org.

The completed form and requested documents must be received within **30 days** from the postmarked date on this letter in the enclosed envelope. The envelope includes prepaid postage and our mailing address for your convenience.

If you have any questions regarding the requested information, please contact *The Road Home* Compliance and Monitoring Department at 1-866-330-9253 or by e-mail at compliancehap@ROAD2LA.org. To report fraudulent activity, contact the Anti-Fraud Waste and Abuse Department at 225-330-0070 or by e-mail at antifraud@ROAD2LA.org.

Sincerely,
The Road Home Program



Road Home Program

Grant Recapture: **Potential Overpayment** vs. **Non-Compliance**

Potential Overpayment

- Letters sent to homeowners who were identified for repayment after in-depth file review
- **Represent less than 1% of all homeowners who received a Road Home Grant**
- May be compliant with program
- These homeowners were NOT part of the 55,957 letters mailed to non-compliant homeowners in August
- They are not part of the recent batch of grant recapture letters sent out to non-compliant homeowners

Non-Compliance

- Letters sent in August to 55,957 homeowners who are not documented as compliant with program
- May not owe money back to the state
- Homeowners who did not respond to Nov. 25, 2013 compliance deadline have been sent a grant recapture letter **because they are currently out of compliance**



Road Home – Sequence of Letters

Grant Recapture – Homeowners Who are Not in Compliance



Road Home

Grant Recapture Letter to Noncompliant Homeowners - First Notice

BOBBY JINDAL
GOVERNOR



KRISTY H. NICHOLS
COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of Community Development
February 4, 2014

JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

RE: Road Home Applicant Grant #06HH [REDACTED]

Dear JOHN Q PUBLIC:

Our records indicate that you received Federal Assistance through The Road Home Grant Program as a result of Hurricanes Katrina and Rita. The Road Home Covenant and/or Agreement require homeowners to meet specific requirements within the set compliance period listed in the agreements signed at closing.

The compliance period for your grant has expired and we do not show that you have established compliance with your Road Home Covenant and/or Agreement and as such, are now subject to the **repayment** of funds.

Our system shows that you have not met compliance with the following:

- Applicant has NOT complied with covenant agreement

Our records indicate that the repayment of your Road Home Grant 06HH [REDACTED] is \$16,073.39.

Meeting compliance with your Road Home grant does not guarantee removal of repayment requirements. Your file will be reviewed for duplication of benefits and eligibility which could affect your grant amount.



Road Home

Grant Recapture Letter to Noncompliant Homeowners - First Notice

RE: Road Home Applicant Grant #06HH [REDACTED]

JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

The first priority of the Road Home program is to assist homeowners who are willing and able to return home. However, the state has a responsibility to assist neighborhoods and communities in the reduction of blighted properties, as well as an obligation to the taxpayers of the United States to ensure that these federal disaster recovery dollars are invested for their intended purpose.

If you disagree with the finding that you have not met the requirements of your Road Home Covenant and/or Agreement, we need you to provide all compliance documentation showing the above finding is incorrect. Please return ATTACHMENT 1 (page 3 of this letter) with all supporting documentation for a final review.

If you agree with the finding that you have not met the requirements of your Road Home Covenant and/or Agreement, you can return the funds as provided in Attachment 1.

You may contact the Road Home Call Center at 1-888-762-3252 (TTY callers use 711 relay or 1-800-846-5277) for assistance.

We appreciate your assistance in connection with this request.

Sincerely,

Office of Community Development



Road Home

Grant Recapture Letter to Noncompliant Homeowners - First Notice

Attachment 1

THIS FORM MUST BE SIGNED BY THE BELOW NAMED APPLICANT AND RETURNED BY MAIL TO THE OFFICE OF COMMUNITY DEVELOPMENT ON OR BEFORE March 11, 2014

RE: Road Home Applicant Grant #06HH [REDACTED]

JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

Please select **one** (1) option below.

I disagree with the finding of Non Compliance with my Road Home Covenant and/or Agreement and have enclosed supporting documents. The following factors used to validate my compliance are incorrect:

I agree with the finding that I am not in compliance with my Road Home Covenant and/or Agreement but cannot make full payment at this time. Please have a case manager contact me.

Current Contact Information:

Primary Phone Number: ____ (____) _____ - _____

Secondary Phone Number: ____ (____) _____ - _____

I have elected to submit a repayment to the Office of Community Development, Disaster Recovery Unit. I have enclosed my certified check, made payable to "Louisiana Division of Administration - DRU", in the amount of (\$16,073.39) mailed to:

Attention: Grant Recovery
Office of Community Development - Disaster Recovery Unit
P.O. Box 94095
Baton Rouge, Louisiana 70804-9095

SIGNED: _____

PRINTED: _____

I am not the primary applicant for this case. If checked, please state your relationship:

DATE: _____



Road Home

Grant Recapture Letter to Noncompliant Homeowners – Second Notice



BOBBY JINDAL
GOVERNOR

KRISTY H. NICHOLS
COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of Community Development

SECOND NOTICE

March 11, 2014

JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

RE: Road Home Applicant Grant #06HH [REDACTED]

Dear JOHN Q PUBLIC:

Our records indicate that you received Federal Assistance through The Road Home Grant Program as a result of Hurricanes Katrina and Rita. The Road Home Covenant and/or Agreement require homeowners to meet specific requirements within the set compliance period listed in the agreements signed at closing.

The compliance period for your grant has expired and we do not show that you have established compliance with your Road Home Covenant and/or Agreement and as such, are now subject to the **repayment** of funds.

Our system shows that you have not met compliance with the following

- Applicant has NOT complied with covenant agreement

Our records indicate that the repayment of your Road Home Grant 06HH [REDACTED] is \$16,073.39.

Meeting compliance with your Road Home grant does not guarantee removal of repayment requirements. Your file will be reviewed for duplication of benefits and eligibility which could affect your grant amount.



Road Home

Grant Recapture Letter to Noncompliant Homeowners - Second Notice

RE: Road Home Applicant Grant #06HH221498

JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

The first priority of the Road Home program is to assist homeowners who are willing and able to return home. However, the state has a responsibility to assist neighborhoods and communities in the reduction of blighted properties, as well as an obligation to the taxpayers of the United States to ensure that these federal disaster recovery dollars are invested for their intended purpose.

If you disagree with the finding that you have not met the requirements of your Road Home Covenant and/or Agreement, we need you to provide all compliance documentation showing the above finding is incorrect. Please return ATTACHMENT 1 (page 3 of this letter) with all supporting documentation for a final review.

If you agree with the finding that you have not met the requirements of your Road Home Covenant and/or Agreement, you can return the funds as provided in Attachment 1.

You may contact the Road Home Call Center at 1-888-762-3252 (TTY callers use 711 relay or 1-800-846-5277) for assistance.

We appreciate your assistance in connection with this request.

Sincerely,

Office of Community Development



Road Home

Grant Recapture Letter to Noncompliant Homeowners - Second Notice

Attachment 1

THIS FORM MUST BE SIGNED BY THE BELOW NAMED APPLICANT AND RETURNED BY MAIL TO THE OFFICE OF COMMUNITY DEVELOPMENT ON OR BEFORE March 31, 2014

RE: Road Home Applicant Grant #06HH [REDACTED]

JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

Please select **one** (1) option below.

I disagree with the finding of Non Compliance with my Road Home Covenant and/or Agreement and have enclosed supporting documents. The following factors used to validate my compliance are incorrect:

I agree with the finding that I am not in compliance with my Road Home Covenant and/or Agreement but cannot make full payment at this time. Please have a case manager contact me.

Current Contact Information:

Primary Phone Number: () -

Secondary Phone Number: () -

I have elected to submit a repayment to the Office of Community Development, Disaster Recovery Unit. I have enclosed my certified check, made payable to "Louisiana Division of Administration - DRU", in the amount of (\$16,073.39) mailed to:

Attention: Grant Recovery
Office of Community Development - Disaster Recovery Unit
P O. Box 94095
Baton Rouge, Louisiana 70804-9095

SIGNED: _____

PRINTED: _____

I am not the primary applicant for this case. If checked, please state your relationship:

DATE: _____



Road Home – Sequence of Letters

Grant Recapture – Possible Overpayment



Road Home

Grant Recapture Letter to Homeowners for Possible Overpayment - First Notice



BOBBY JINDAL
GOVERNOR

KRISTY H. NICHOLS
COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of Community Development
February 4, 2014

MR JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

RE: Road Home Applicant Grant #06HH [REDACTED]

Dear MR JOHN Q PUBLIC:

Your Road Home grant file was reviewed in order to confirm you received the correct amount of grant funds. From this review, it appears that you may have received an overpayment of funds. This letter is to request that you review the information below for accuracy and provide additional documentation as necessary, in hopes that your input may prevent the need to seek a return of grant funds.

Our system shows that the calculations used to determine your Road Home benefit changed after your closing(s) due to:

- A finding that you were not eligible for the grant because you were not the owner-occupant of the property at the time of the hurricane

Your revised, current values are as follows:

Closing Values		Current Values	
Compensation Grant	\$36,261.79	Compensation Grant	\$0.00
Elevation Incentive	\$0.00	Elevation Incentive	\$0.00
Additional Compensation Grant	\$50,000.00	Additional Compensation Grant	\$50,000.00
Individual Mitigation Measures	\$0.00	Individual Mitigation Measures	\$0.00
Total Road Home Benefit	\$86,261.79	Total Road Home Benefit	\$50,000.00

Based on the calculations above, our records indicate that the overpayment of your Road Home Grant 06HH [REDACTED] is \$36,261.79.



Road Home

Grant Recapture Letter to Homeowners for Possible Overpayment - First Notice

RE: Road Home Applicant Grant #06HH [REDACTED]

MR JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

Please understand that the State of Louisiana remains committed to ensuring that your application was processed in an accurate and fair manner, and in accordance with all governing laws, rules, and policies. We have assigned kenny , a case manager in our office, to work with you in connection with this request for input. If you believe that the reason(s) stated above for the change of your grant amount is wrong, we need you to provide information for our consideration that shows the above finding is incorrect. Please return ATTACHMENT 1 (page 3 of this letter) with all supporting documentation to OCD for a final review.

Your response must be postmarked within Thirty (30) days of the date at the top of this notification letter. If you have additional questions regarding this letter, please call 225-330-1000 or send email to kenny@QAtest.com for assistance.

If you agree with the finding that an overpayment has occurred, you can return the funds as provided in Attachment 1. If you are unable to provide a full payment at this time, you may contact your case manager for further instructions.

We appreciate your assistance in connection with this request.

Sincerely,

Office of Community Development



Road Home

Grant Recapture Letter to Homeowners for Possible Overpayment - First Notice

Attachment 1

THIS FORM MUST BE SIGNED BY THE BELOW NAMED APPLICANT AND RETURNED BY MAIL TO THE OFFICE OF COMMUNITY DEVELOPMENT ON OR BEFORE March 11, 2014

RE: Road Home Applicant Grant #06HH [REDACTED]
MR JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

Please select **one** (1) option below. This form must be returned within thirty (30) days of the date on this letter.

I have elected to return the overpayment to the Office of Community Development, Disaster Recovery Unit. I have enclosed my certified check, made payable to "Louisiana Division of Administration - DRU", in the amount of (\$36,261.79) mailed to:

Attention: Grant Recovery
Office of Community Development - Disaster Recovery Unit
P.O. Box 94095
Baton Rouge, Louisiana 70804-9095

I agree with the finding that an overpayment has occurred but cannot make full payment at this time. Please have my case manager contact me.

I disagree with the finding of an overpayment of my Road Home grant and have enclosed supporting documents. The following factors used to calculate my award are incorrect:

SIGNED: _____

PRINTED: _____

I am not the primary applicant for this case. If checked, please state your relationship:

DATE: _____

Case Mgr: kenny



Road Home

Grant Recapture Letter to Homeowners for Possible Overpayment - Second Notice

BOBBY JINDAL
GOVERNOR



KRISTY H. NICHOLS
COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of Community Development
SECOND NOTICE

March 11, 2014

MR JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

RE: Road Home Applicant Grant #06HH [REDACTED]

Dear MR JOHN Q PUBLIC:

A letter was sent to the address listed above on February 4, 2014. This letter was sent to notify you that your Road Home grant file was reviewed in order to confirm you received the correct amount of grant funds. From this review, it appears that you may have received **an overpayment of funds**. This letter is to request that you review the information below for accuracy and provide additional documentation as necessary, in hopes that your input may prevent the need to seek a return of grant funds.

Our system shows that the calculations used to determine your Road Home benefit changed after your closing(s) due to:

- A finding that you were not eligible for the grant because you were not the owner-occupant of the property at the time of the hurricane

Your revised, current values are as follows:

Closing Values		Current Values	
Compensation Grant	\$36,261.79	Compensation Grant	\$0.00
Elevation Incentive	\$0.00	Elevation Incentive	\$0.00
Additional Compensation Grant	\$50,000.00	Additional Compensation Grant	\$50,000.00
Individual Mitigation Measures	\$0.00	Individual Mitigation Measures	\$0.00
Total Road Home Benefit	\$86,261.79	Total Road Home Benefit	\$50,000.00

Based on the calculations above, our records indicate that the overpayment of your Road Home Grant 06HH [REDACTED] is \$36,261.79.



Road Home

Grant Recapture Letter to Homeowners for Possible Overpayment - Second Notice

RE: Road Home Applicant Grant #06HH [REDACTED]

MR JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

Please understand that the State of Louisiana remains committed to ensuring that your application was processed in an accurate and fair manner, and in accordance with all governing laws, rules, and policies. We have assigned kenny, a case manager in our office, to work with you in connection with this request for input. If you believe that the reason(s) stated above for the change of your grant amount is wrong, we need you to provide information for our consideration that shows the above finding is incorrect. Please return ATTACHMENT 1 (page 3 of this letter) with all supporting documentation to OCD for a final review.

Your response must be postmarked within Fifteen (15) days of the date at the top of this notification letter. If you have additional questions regarding this letter, please call 225-330-1000 or send email to kenny@QAtest.com for assistance.

If you agree with the finding that an overpayment has occurred, you can return the funds as provided in Attachment 1. If you are unable to provide a full payment at this time, you may contact your case manager for further instructions.

We appreciate your assistance in connection with this request.

Sincerely,

Office of Community Development



Road Home

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Attachment 1

THIS FORM MUST BE SIGNED BY THE BELOW NAMED APPLICANT AND RETURNED BY MAIL TO THE OFFICE OF COMMUNITY DEVELOPMENT ON OR BEFORE March 31, 2014

RE: Road Home Applicant Grant #06HH [REDACTED]

MR JOHN Q PUBLIC
123 MAIN STREET
ANYWHERE, LA 79999

Please select **one** (1) option below. This form must be returned within fifteen (15) days of the date on this letter.

I have elected to return the overpayment to the Office of Community Development, Disaster Recovery Unit. I have enclosed my certified check, made payable to "Louisiana Division of Administration - DRU", in the amount of (\$36,261.79) mailed to:

Attention: Grant Recovery
Office of Community Development - Disaster Recovery Unit
P.O. Box 94095
Baton Rouge, Louisiana 70804-9095

I agree with the finding that an overpayment has occurred but cannot make full payment at this time. Please have my case manager contact me.

I disagree with the finding of an overpayment of my Road Home grant and have enclosed supporting documents. The following factors used to calculate my award are incorrect:

SIGNED: _____

PRINTED: _____

I am not the primary applicant for this case. If checked, please state your relationship:

DATE: _____

Case Mgr: kenny



Road Home

Recovery Process

1. Complete File Review – 39-page internal checklist
2. Mailing of Initial Grant Recapture Letter by RH/OCD-DRU (30 days)
3. Mailing of Second Recapture Letter by RH/OCD-DRU (15 days)
4. Legal Review
5. Mailing of Third Recapture Letter by Attorneys (30 days)



<http://www.doa.louisiana.gov/CDBG/>

<http://www.road2la.org>