



## NEWS RELEASE

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### Louisiana Homeowners Give *The Road Home* Program High Marks

**BATON ROUGE, La.**, Nov. 22, 2006 – Based on post-appointment surveys completed by *The Road Home* applicants, 93 percent rated their experience as “Excellent” or “Good.”

“Great – we came a little early to arrange our paperwork,” said an Orleans Parish homeowner respondent. “The people were finished with earlier clients and immediately started to process us. We were not looking for this, but were grateful for the extra effort in assisting us before our appointment time.”

Such was the overwhelming sentiment of *The Road Home* applicant survey, which was conducted between Oct. 24 and mid-November. The survey of nearly 4,000 homeowner applicants was implemented as a quality control measure. Its goal: To ensure that the needs of homeowners are and continue to be met, and that individual experiences were positive.

“It is incredibly important that the homeowners have the answers they need to make such important decisions about their future,” said Michael Taylor, director of the Disaster Recovery Unit, Office of Community Development. “It’s equally important, after the difficult year they have experienced, that they be met with caring, compassionate, and knowledgeable individuals.”

Surveys were conducted at each of the 10 Housing Assistance Centers across Louisiana. About 27 percent completed the confidential survey.

Of note, the Terrebonne Parish Center in Houma received a 100 percent “Excellent” or “Good” rating. Full survey results are below:

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Center Name	Poor or Very Poor	Satisfactory	Good or Excellent
Terrebonne	0%	0%	100%
Plaquemines	0%	2%	98%
Calcasieu	1%	3%	96%
Cameron	2%	3%	95%
St. Tammany	0%	6%	94%
St. Bernard	2%	4%	94%
Vermilion	0%	7%	93%
New Orleans	2%	6%	92%
Jefferson	5%	3%	92%
E. Baton Rouge	3%	5%	92%
<b>Average</b>	<b>2%</b>	<b>5%</b>	<b>93%</b>

Here are other comments from *The Road Home* applicants:

“We were made to feel very comfortable. Our adviser was able to answer our questions in a professional manner, yet made us feel like old friends. We left the center smiling. Thank you all for the quick, efficient attention we received.” – St. Tammany homeowner

“She was very organized and knowledgeable and very pleasant. She answered all of my questions and explained everything she did. It was a pleasure working with someone who didn’t have an attitude.” Orleans homeowner

“Everyone, whether at the center or on the phone, was very compassionate, while also being very professional and informative. They were also very timely on the phone and at the center.” – Cameron homeowner

“Provided excellent information and our spiritual needs were met. [Our advisor] was a cheerful, outwardly loving person with a genuine concern for my family crisis.” – Calcasieu homeowner

“I thought our adviser was excellent. She smiled, was patient and helped us with our unorganized paperwork. She showed us great respect and answered all questions.” – Orleans homeowner

*The Road Home* program is designed to help residents of Louisiana affected by Hurricanes Katrina or Rita get back into their homes as quickly and fairly as possible. This groundbreaking program represents the largest single housing recovery program in U.S. history. Working together, Gov. Kathleen Babineaux Blanco, the Louisiana Recovery Authority and the Office of Community Development created *The Road Home* program with the approval of the Louisiana Legislature. The program affords eligible homeowners up to \$150,000 in compensation for their losses to get back into their homes.

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Survey Results  
Page 3  
Nov. 22, 2006

To start your application to *The Road Home* program, visit [www.road2LA.org](http://www.road2LA.org) or call **1-888-ROAD-2-LA (1-888-762-3252)**. TTY callers use 711 relay or **1-800-846-5277**.

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