



The  
Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

[www.road2LA.org](http://www.road2LA.org)

or  
1.888.ROAD.2.LA  
(1.888.762.3252)

TTY: 711 relay  
or  
1.800.846.5277

## Concerned about an Outcome? Confused about your Options? Questioning a Policy Decision?

You have the right to appeal decisions made by the Small Rental Property program regarding your application. You can request inquiry into any of, but not limited to, the following topics:

- Amount of award funding, such as:
  - Estimated cost of repair calculation by *The Road Home*
  - Review and verification of owner supplied estimated cost of repair
- Calculation of the “lesser of” incentive award
- Deferral of award based on:
  - Scoring responses
  - Priority ranking group
  - Round eligibility requirements
- Denial of Award based on:
  - Eligibility decisions
- Incomplete application
- Late application

**Applicants to the Small Rental Property program who are not satisfied with a decision by *The Road Home* are strongly encouraged to first work through the Review Determination process by calling 1.888.ROAD.2.LA (1.888.762.3252). TTY callers use 711 relay.**

Review Determination team members are available to resolve the issue(s) quickly, right over the phone. If resolution is achieved through this process, you may not need to file a formal written appeal.

### ***Instructions for Filing a Road Home Appeal***

A formal appeal to *The Road Home* will provide you with an impartial review of the issue(s) and the policies governing the program, processed by the Review Determination team. In order to process requests as efficiently and completely as possible, you must submit requests in writing to the following address:

The Office of Community Development  
Small Rental Property Program  
ATTN: Appeals Office  
P.O. Box 4729  
Baton Rouge, Louisiana 70821

Governor  
Kathleen Babineaux Blanco's  
Road Home Program

Program sponsored by:



The Appeals Office will only accept communication that is mailed to *The Road Home* Appeals Office. No one from *The Road Home* staff can do this for you. Faxes, emails, telephone calls, or other methods of communication will not be accepted as a formal appeal request.

Be sure to include all of the following information in your formal appeal request:

- A detailed explanation of the appeal
- Supporting documentation for the appeal
- Any additional justification for appealing *The Road Home* decision
- Full name of all Applicants/Property Owners
- Complete property address
- Application ID number
- Signature of one or more Applicant(s)/Property Owner(s)
- Contact telephone number
- E-mail address



Program funded by:  
U.S. Department of Housing  
and Urban Development

The Appeals Office will research all information related to an application only as it relates to current policies governing *The Road Home* award decisions. *The Road Home* Appeals Office will not change policies or laws set forth by the State of Louisiana or the federal government. You will be notified of the final determination in an Appeal Determination Report by first-class mail.

### ***Instructions for Filing an Appeal to the Office of Community Development***

If you disagree with the decision reached by *The Road Home* Appeals Office on an issue, you have the right to submit a State Appeal to the State of Louisiana's Office of Community Development (OCD). The State's decision in the matter is final. An applicant may only appeal issues to the OCD after first appealing to *The Road Home* Appeals Office and receiving an Appeal Determination.

You must submit a written appeal to the State postmarked within 30 days of the date of the Appeal Determination Report from *The Road Home* Appeals Office.

You must mail the written appeal request to:

The Office of Community Development  
Small Rental Property Program  
ATTN: State Appeal  
P.O. Box 4729  
Baton Rouge, Louisiana 70821

If you have any additional questions regarding the appeals process, please call *The Road Home* at 1.888.ROAD.2.LA (1.888.762.3252). TTY callers use 711 relay.