

KNOW BEFORE YOU APPEAL

OVERVIEW

The Texas General Land Office Homeowner Assistance Program provides applicants with an opportunity to appeal program decisions. You are eligible to appeal only after you have received an official determination and were denied an appeal through a regional application coordinator.

TAKE NOTE

- A full file review by a GLO customer relations team member is conducted on an appeal, which may result in a change to your eligibility status.
- The customer relations team only applies current program policies and cannot reach outside of those parameters to make a decision.
- Applicant must have made an appeal at the local level prior to submitting to the GLO for appeal consideration.

PREPARING FOR YOUR APPEAL

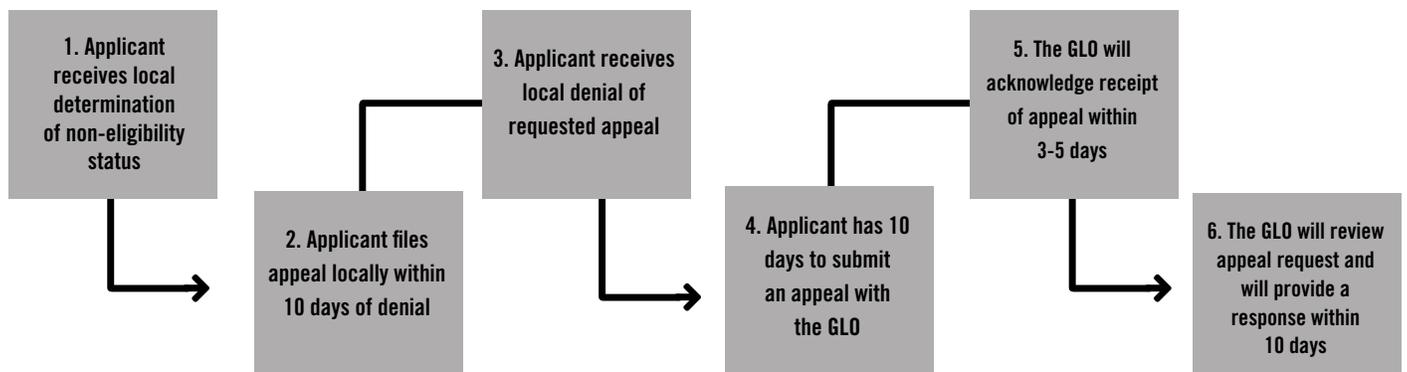
As the applicant, it is your responsibility to support your case. This means providing all supporting documentation at the time the appeal is submitted, and ensuring the GLO customer relations team has everything needed in order to do a thorough review. The customer relations team is not responsible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

The following are examples of potential denials and corresponding reasons:

REASON	EXAMPLES
Program Eligibility	Ownership, occupancy, proof of damage, flood insurance non-compliance
Grant Calculation	Low-to moderate income (LMI) status (income/household size, exceeds 120% LMI cap), escrow/homeowner responsibility
Repair/Reimbursement Estimate	Estimated cost of repairs, scope of work, reimbursement scope of work
Duplication of Benefits	SBA, FEMA, private insurance, NFIP, other DOB funds, receipt review
File Closure	Ineligible prior to application submission, ineligible due to non-responsiveness

PROCESS OVERVIEW

You may appeal a denial decision made by the local applicant coordinator within 10 days of the decision documented by the certified mail delivery date. If the appeal is denied at the regional level, you may submit an appeal within 10 days of the denial to the GLO.



* Some cases may require additional time for review prior to a decision.



QUESTIONS?

<http://recovery.texas.gov/hap/> | 1-844-893-8937 | cdr@recovery.texas.gov

The General Land Office supports Fair Housing/Equal Housing Opportunity/ADA Accessibility

