

[FoCHAT] CHAT: COX10; Elevation; MONDAY, LRA Bd. Mtg.; Misery Index
fochat-bounces@thinknola.com [fochat-bounces@thinknola.com] on behalf of Melanie Ehrlich
[mehrlich8@yahoo.com]

Sent: Sunday, April 20, 2008 1:42 PM
To: fochat@thinknola.com; [CHAT \[chatlra@yahoo.com\]](mailto:CHAT_chatlra@yahoo.com)
Attachments:

Dear Concerned Citizen,

1. COX10: April 9 meeting is continuing to be shown this week: Sun., 4/20, 2 PM; Wed., Apr. 23, 5 PM; Sat., Apr. 26, 3 PM.

2. Elevation

If you have questions about the elevation grants or if, by the end of the month, you have not received your elevation letter, to which you think you are entitled, FoCHAT (Friends of CHAT) member Angelo Silvestri tells us that you can:

Call 877-234-1513 (Road Home Elevation Technical Assistance Hot Line)

If you have any thoughts of possibly elevating your home and receive this letter, you can fill out and send back BOTH the Road Home Incentive form and the HMGP elevation grant form. These forms do not obligate you.

3. Road Home Misery Index

We hear over and over about applicants who were understandably confused about how to initiate an appeal (TWO independent actions required, not just one; fill in form at closing AND send letter after closing). These applicants certainly deserve a second chance to appeal under an approved appeals procedure (not vague, much fairer to applicants, transparent) with a full copy of their Road Home file.

An applicant who took our survey <http://chatforfairness.org> last Thursday.

"I was just told by Road Home we cannot appeal our compensation grant award, because we had 90 days from receiving the money to do this. When we went into the Road Home office for the "closing" we signed a paper stating we were dissatisfied with the award amount AT THAT TIME. The only reason we went in for the lesser award is the Road Home (and local press) kept emphasizing that the money might get depleted and some people might not get any award. So we went in on that basis, accepted the initial grant and SIGNED A STATEMENT WITH THE OTHER GRANT PAPERS INDICATING WE WERE NOT SATISFIED. At no time did any Road Home official tell us other action, including a written appeal within 90 days, would be needed. We had been waiting for further contact from the Road Home and then saw the article in the N.O. Times-Picayune on people who appeal getting larger awards. I then called the Road Home about the status of our appeal, and was told we had no appeal, and that we were not eligible to appeal."

Another applicant who took our survey last Thursday. If PALs are acting in the place of dispute resolution members, why is it that some applicants are still waiting to be assigned a PAL (as we continue to hear from multiple applicants) or have trouble getting usable information from them or even returned phone calls?

"They refuse to tell me who is handling my appeal. They will not connect me with a resolution member. They just say it is in review. It's been almost 5 months now."

An applicant who took our survey last Friday and is still stuck in the grant processing stage and applied in Sept. 2006.

"We have been given the run around, transferred from one agent to another and told we would be called back. This has been the most frustrating and agonizing process. We feel as though we are still going to the storm, but this storm is worst than the first one. The frustration we feel is indescribable. HELP us become whole. We are drowning..... DOES ANYONE CARE about the injustice....."

Yes, CHAT and members like you care about the injustice!

Another applicant who took our survey last Friday and had a zero award.

"We gave up because the application experience was so gut wrenching that we gave up. Our neighbor whose house was similar but smaller and had similar damage as ours was given \$150,000 by road home. Both of us received about \$87,000 from insurance... Our house is for sale and we are getting the hell out of Louisiana as soon as the house sells. We pray every day for a sale."

This is a very sad outcome that we hope will be minimized by fairer policies and correction of past mistakes (including unfair zero-awards) by the LRA before they run out of money.

4. LRA Board Meeting (see below)

The public can make 2-3 min of polite comments about Road Home, usually at the end of the Housing Section. You don't have to come for the whole morning session to do so. When you arrive, look for the sergeant-at-arms (or ask for him) and fill out a public comments card, if you want to speak.

Best wishes,

Melanie