

Dear Concerned Citizens,

I would like to call your attention to an example of the regard that the Road Home Program has for applicants.

I, a volunteer, posted at our website (<http://chatushome.com>) the detailed rules for appeals as described at length in our last newsletter.

In email exchanges a week ago with Mr. Timmy Teepell, Chief of Staff, Gov. Jindall's Office, and Mr. Paul Rainwater, LRA Executive Director and Head of Disaster Recovery, I urgently requested that these May 29, 2008 rules be posted because they contain some important, time-sensitive information for applicants.

Paid employees of RH still have not posted the detailed May 29 version of the appeals rules at the RH website, road2la.org.

Instead the posted information about appeals which leaves out all the important details of the May 29 rules is dated **June, 2008. Therefore, apparently deliberately, needed information is being withheld from applicants.**

Is this related to the fact that applicants have been telling us that the phone numbers for finding out about their elevation grant give them recorded messages that send them in circles instead of the previous live person with at least some information?

Lately, applicants have to call the main number, with all the waiting that entails, to try to get some information about stalled elevation incentive allowances.

Is this related to the following typical comments from our survey?

Applicant 1. I've heard and read so many different stories about the Road to Nowhere!!!!!!!! They're wasting our money on inexperienced, ignorant associates that go out of their way to argue and waste our time. When is the Governor going to step up and help us before they take all the funding for their supposed operating expenses.

Applicant 2 The people I spoke with in the Appeals dept. could not tell me why the amended appraisal done by their appraiser was not used prior to them denying our application. This initial problem with home value stemmed from the Road Home providing their appraiser the incorrect square footage. I identified the problem yet no one will respond to this problem with a simple mathematical solution.

I pity the older and/or less able or fatigued individuals who don't have the fight left to finish this process.

From the initial interview to this point in the process I have been met with questionable regard for applicants from ICF employees.

Applicant 3 How do they indiscriminately decide who is a Type 1 or 2 evaluation? Houses on the same block with the same 8-9 feet of standing water for over two weeks are nilly willy assessed as Type 1 or 2. Most of my neighbors who were Type 1 got their grant, rebuilt and have been living in their houses for over a year. I on the other hand have been fighting dispute resolutions for almost a year and have a partially completed home. It is ludicrous to believe that a wood framed, pier and beam foundation could sit in salt water for over two weeks, and have ICF maintain that the rotted and splintering floor joists and subfloor are not CONCLUSIVELY a result of the levee breach and Katrina, so therefore they are NOT covered in my CAD report. The water lines on the exterior of the house are above the door jams, which are the standard 6 ft 8 in and the house has two foot crawl space beneath making the water level about 9 feet. Only the ridiculous standards of ICF could conclude that this house is less than 51% damaged. The \$15,000

difference of the grant awarded and what it should be with a Type 2 evaluation could force me to have to sell a home that has been in my family since 1969 and that is truly sad.

*CHAT comment: We have heard that it is not a matter of RH standards, but rather of deliberate undervaluation of damage for many homes.*

Applicant 4 Ms. M called me to tell me that she can not process my file any further because the computer software that they use won't allow her to redispurse the original \$5323.00 back to me and she doesn't know ANYONE at the road home who can fix my problem. I am frustrated, stressed out and disappointed in my state who has once again failed the citizens of Louisiana. I wish I could sell my property and relocate some where else where my taxes would be appreciated and I wouldn't have to stay on the phone with people who are rude, careless, and incompetent, like those who work at the road home.

Applicant 5 The Road Home was formed to help ... residents to move back. I'm ashamed at the way the government is treating some of the homeowners.

Applicant 6 We closed in november 2007 after struggling to get road home funds and being told we were not eligible but we went to resolutions and everything was resolved except we did not receive our elevation grant now it is sept 2008 and were transmited for closing for elevation and now being told that we owe them 28k for additional compensation that was miscalculated and we only get 1k for elevation my additional comp grant was only 14k how they get 28 k i don't know but now we cant elevate and this money is gone and put back into my home that we were hoping to elevate.

If you can, come to the CHAT meeting Wed., Oct. 15, from 6:30 – 7:30 PM for some more insights and discussion.

- The CHAT meeting starts at Wed. 6:30, UNO
- **(Place: Room 179, UNO Milneburg Hall, on Milneburg Rd. (the road where the brand new dorms are, past the stop sign and the University Center and opposite the Fitness Center. Building #24: Directions to the Business Bldg are given on the Campus Map for UNO <http://www.uno.edu/university/maps/pdf/maincampusmap.pdf>)**