



FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY  
REBUILD FLORIDA HOUSING REPAIR AND REPLACEMENT PROGRAM

HURRICANE IRMA

HOW TO FILE AN APPEAL

**Step 1:** (STEP-BY-STEP)

**Applicant receives the Eligibility Determination Letter denying eligibility for the program.**

- The letter includes:
  - Eligibility Determination Letter
  - Know Before You Appeal
  - DEO Informal Appeal and Complaints
  - Notice of Informal Appeal form

**Step 2:**

**The applicant must submit a written request to informally appeal to DEO within 30 calendar days from the date listed on the Eligibility Determination Letter using the Notice of Informal Appeal along with any additional supporting documentation to:**

- **Email:** [CDBG-DRAppeals@deo.myflorida.com](mailto:CDBG-DRAppeals@deo.myflorida.com)
- **Mail:** Attention: Office of Long-Term Resiliency, Appeals  
Lead Florida Department of Economic Opportunity  
Division of Community Development  
107 East Madison Street  
Caldwell Building, MCS 160  
Tallahassee, FL 32399

The Notice of Informal Appeal form can be found on the Rebuild Florida website at the following link:

[http://floridajobs.org/docs/default-source/office-of-disaster-recovery/hurricane-irma/notice-of-informal-appeal-\(english\).pdf?sfvrsn=6](http://floridajobs.org/docs/default-source/office-of-disaster-recovery/hurricane-irma/notice-of-informal-appeal-(english).pdf?sfvrsn=6)

**Step 3:**

**Appeals team reviews the entire file along with any new supporting documentation.**

- If determined necessary, the applicant will be scheduled for a telephonic hearing within 15 calendar days from receipt of the Notice of Informal Appeal.
- A Notice of Hearing will be mailed, listing the date, time and contact information for the scheduled hearing.



**Step 4:**

**A telephonic hearing is held on the date and time listed on the Notice of Hearing, and a decision is rendered by the Appeals team.**

- During the hearing: the appeals team will conduct a fact-finding interview, review supporting documentation, and allow for any additional statements from the applicant.
- The Appeals team will render an Appeals Determination Letter within 30 calendar days following the hearing.
  - The Letter includes:
    - Appeals Determination
    - DEO Informal Appeals and Complaint

**Step 5:**

**If the applicant disagrees with the decision rendered by the appeals team, they can file a formal appeal with the Division of Administrative Hearings to:**

- **Email:** [Agency.Clerk@deo.myflorida.com](mailto:Agency.Clerk@deo.myflorida.com)
- **Mail:** Agency Clerk  
Department of Economic Opportunity  
Office of General Counsel  
107 East Madison Street, MSC 110  
Tallahassee, FL 32399-4128
- **Fax:** (850) 921-3230

## Frequently Asked Questions (FAQs)

### ***Is there a particular form I need to use?***

Yes, all Informal Appeals must be submitted with a completed Notice of Informal Appeal. This form is located under the *Housing Repair and Replacement Program Informal Appeal Process* section at: <http://floridajobs.org/community-planning-and-development/assistance-for-governments-and-organizations/disaster-recovery-initiative/hurricane-irma/irma-housing-repair-and-replacement-program>

### ***Where can I find the Notice of Informal Appeal?***

The Notice of Informal Appeal is located under the *Housing Repair and Replacement Program Informal Appeal Process* section at: <http://floridajobs.org/community-planning-and-development/assistance-for-governments-and-organizations/disaster-recovery-initiative/hurricane-irma/irma-housing-repair-and-replacement-program>

### ***Can I submit the Notice of Informal Appeal electronically?***

Yes, the Notice of Informal Appeal can be submitted via email or mail by sending the completed form, along with any supporting documentation, to: [CDBG-DRAppeals@deo.myflorida.com](mailto:CDBG-DRAppeals@deo.myflorida.com) or by mail:

Attention: Office of Long-Term Resiliency, Appeals Lead  
Florida Department of Economic Opportunity  
Division of Community Development  
107 East Madison Street  
Caldwell Building, MCS 160  
Tallahassee, FL 32399

### ***Can I fax the Notice of Informal Appeal?***

No, the Notice of Informal Appeal can only be submitted by mail or email.

### ***How long does the Informal Appeals process take?***

Once a completed Notice of Informal Appeal, along with any supporting documentation, is submitted to DEO, a telephonic hearing will be scheduled within 15 calendar days of receipt of the Notice of Informal Appeal, if necessary.

After the telephonic hearing, the Appeals team will render an Appeals Determination letter within 30 calendar days.

### ***Will I be able to receive an update on my Informal Appeal if I call back?***

Yes, applicants can call their Case Manager to check the status of their appeal. However, the Appeals team's determination will not be available until the Appeals Determination Letter is mailed.

***What does the telephonic hearing consist of? Do I have to appear at the hearing? Do I have to be there in-person?***

The telephonic hearing consists of the appeals team conducting a fact-finding interview with the applicant, review of supporting documentation, and allow for any additional statements from the applicant.

Yes, the applicant must attend the telephonic hearing. Due to the hearing being held over the phone, the applicant does not have to attend in-person.

***What documentation do I need to submit with my Informal Appeal?***

All Informal Appeals must be submitted with a completed Notice of Informal Appeal and any supporting documentation the applicant deems necessary. Examples of supporting documentation include, but are not limited to, proof of ownership and receipts documenting completed allowable repairs.

***What if I disagree with the Informal Appeal determination?***

If an applicant disagrees with the decision rendered by the Appeals team, they can file a formal appeal with the Division of Administrative Hearings to:

- **Email:** [Agency.Clerk@deo.myflorida.com](mailto:Agency.Clerk@deo.myflorida.com)
- **Mail:** Agency Clerk  
Department of Economic Opportunity  
Office of General Counsel  
107 East Madison Street, MSC 110  
Tallahassee, FL 32399-4128
- **Fax:** (850)921-3230