

Road Home Liaison Group Follow-Up

Frequently Asked Questions

Q. *I was working with the Liaisons and I am wondering what the current status of my case is. How do I look into that?*

A. You can call 1-888-ROAD2LA (762-3252) where you will speak to a call center representative. You can provide them with your RH ID number and they can look into the status of your file. If you have additional questions you can ask them to connect you to the Case Manager that is responsible for your file. If you already have an approved unmet need, are trying to rebuild, and have a contact in the Construction Monitoring Department you should contact that person.

You can alternatively walk-in to 2021 Lakeshore Drive Suite 110 Monday through Friday between 9am and 5pm and speak with a staff person. If you were working with the Liaisons, that staff person will be able to look up your file and help you determine next steps.

Q. *My home is under construction. What should I do once I receive my Certificate of Occupancy?*

A. You can submit documents to the Road Home Office at 2021 Lakeshore Drive Suite 110.

Q. *What if I have Contaminated Drywall? Can I receive assistance?*

A. The Contaminated Drywall program is quickly winding down. You should contact the Road Home Office at 1-888-762-3252 as soon as possible. Please be advised that when a state representative comes out to test your home they will cut small holes in the drywall. They will not repair the holes cut in the walls. If the home tests positive for CDW the state will pay for the repairs to the drywall but other issues that arise and need to be fixed may be at your own expense.

Q. *Can I still submit documents for the Unmet Needs Program?*

A. Yes. Unmet needs include, theft and vandalism, subsequent damage to the property, forced mortgage payoff, and contractor fraud. Call the Road Home call-in center for more information on what supporting documents are needed to prove unmet needs.

Q. *How can I dispute my ECV Inspection Results?*

A. There is no formal appeals process for ECV Inspections. If you feel that something was estimated in error you will have to provide your Case Manager with invoices, contracts, and proof of payment to show that what you paid was more than what the estimator showed. Review your report line item by line item for omissions, and bring supporting documents to 2021 Lakeshore Drive Ste 110.

Q. *How do I set up a payment plan with the Road Home?*

A. You should call the Road Home call-in center at 1-888-762-3252 and indicate that you are interested in a repayment plan. Officially, payment plans will be set up through the RH law firm. This has not begun yet. However, you can begin sending in payments of any amount at any time.

Q. *Where do I send payments?*

A. Payments:

- 1.) Must be a Cashier's Check
- 2.) Must payable to OCD-DRU Subrogation
- 3.) Must include Road Home ID#
- 4.) Mail Certified Return Receipt Request:
Disaster Recovery Unit Subrogation
P. O. Box 94095
Baton Rouge, Louisiana 70804
Attention: OCD-DRU Subrogation