



HOW TO APPEAL A DECISION: STEP-BY-STEP

For Hurricane Ike, 2016 Flooding and Hurricane Harvey

OVERVIEW

All program applicants have the right to appeal a determination made by the Housing and Community Development Department (HCDD) within 30 days of the notice of determination. Appeals will be responded to in writing within 30 calendar days. Appeals are accepted in writing via email, mailed or delivered letter, or online submission form. To be considered complete, an appeal must include:

- Project address
- Project number (if applicable)
- Date of appeal
- Nature of appeal

The Department recommends, but does not require, using the Housing and Community Development Department Appeal Form to ensure a timely response and decision.

Grounds for Appeal

The Applicant(s) may appeal on any of the following grounds:

- Non-receipt of an award through NOFA or RFP process
- Denial of services through any of HCDD's programs
- Denial of a Resolution of No Opposition or Resolution of Support for tax credits
- Program award calculation
- Repairs-based program determination of damages that results in Rehabilitation or Reconstruction
- Procedural error where an application was not processed by program staff in accordance with the program guidelines
- Violation or concern of fair housing law

APPEALS CONSIST OF 3 TIERS:

Appellants must follow these tiers in order.

INITIAL DETERMINATION APPEAL

The program area will review all documentation submitted and either reiterate the initial determination or approve your appeal and overturn the determination.



SECOND APPEAL

If you do not agree with the decision made in the initial appeal, you have the right to request a second appeal. The Appeals Review Committee will review all documentation and the supporting documents you send to support your appeal. We will make a second determination.



STATE ESCALATION

This is the highest and final tier.

If you do not agree with the decision made by the Appeals Review Committee in the Second Appeal, you have the right to appeal to the Texas General Land Office (GLO). The Texas General Land Office will review all information and make a determination at that time. Their decision is final.

City of Houston Housing and Community Development Department Mailing Address

ATTN: Complaints and Appeals
2100 Travis Street, 9th floor, Houston, TX, 77002
Phone: 832-394-6200
Email: hcddcomplaintsappeal@houstontx.gov
Business Hours: Mon-Fri, 8am-5pm

FINAL TIER ONLY Texas General Land Office Mailing Address

ATTN: GLO-CDR
PO Box 12873, Austin TX, 78711-2873
Phone: 844-893-8937 or 512-475-5000
Email: cdr@recovery.texas.gov
Business Hours: Mon-Fri, 8am-5pm