

Jt. Leg. Commission on Governmental Operations: Subcommittee on Hurricane Response & Recovery Public Comments Report - LINC

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
09/02/2022 09:38 PM	Rhonda Varnam	[REDACTED]	Brunswick	[REDACTED]	True	My mother is dealing with Rebuild NC. She had to pay over \$6000.00 . Money was paid Oct. 2020. She has picked a floor plan was told that her house was being built Now there is no contractor or nothing. She is in Phase 6 out of 9 or 10. She is 82 years old and is in bad health. The address that her house is to be built on is [REDACTED] Supply, NC. She is currently living with me. The old mobile home has to be removed first before anything can be done. They have no idea as to when they will even start. They call once a month to tell me no news. She had hopes of moving in before she dies. Now she says she don't think she will ever get to spend the night inside.
09/03/2022 06:53 AM	SONYA BLACK	[REDACTED]	Onslow	[REDACTED]	True	I have been dealing with RebuildNC as well as NC Disaster Relief of Onslow County Human Service. It's now been 4years of waiting. Constantly being told waiting on contractors bids approval. We are living in an RV in the backyard. Rebuild wanted us to pay money before they would move forward. We kept asking them to come out to see the damages. We had been asking since the beginning. They refuse to come. All we need is sheetrock! 3652 sqft home gutted to the bones. And no one will answer us. [REDACTED]
09/03/2022 11:14 PM	Carolyn Mcfarlin	[REDACTED]	Edgecombe	[REDACTED]	True	My name is Carolyn Mcfarlin, I've been an applicant with rebuild nc since 2017. I am very frustrated and stressed with the on going lies with this program. Almost immediately after Matthew me and my husband husband received some assistance from FEMA,but those funds soon ran out and we used all our savings along with getting loans to get our home back to living condition. rebuild sent an inspector out in August 2021 to assess the work that needed to be done to meet HUD guideline. We were assigned to Rescue construction and were given a start date of February 28,2021 two weeks prior to this date I got a call from rebuild with a new start day for may 4, 2021 still haven't seen no sign of Rescue construction. We were moved out of our home November12,2022.the only lie we continue to get is they're waiting on Rescue to give them the green light wish is no excuse at all, when I call rebuild (no answer) I get a call every two weeks with the same lie for almost 11months. We were in our home comfortably and when I ask the question we were we moved out if construction was going to begin,noone has an answer, two start dates and

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09/04/2022 04:35 PM	Pauline Williams	[REDACTED]	New Hanover	[REDACTED]	True	<p>no progress what so ever.my opinion is Laura Hogshead, Duncan and Rescue construction needs to be Investigated because something is not right. I'm due for reimbursement but rebuild stated that I can't receive it unless I agree that Rescue construction do the remaining repairs and that wasn't in the contract from the beginning of my application. I truly believe that they moved us out so that Rescue construction won't loose the project. We would they continue to give this company all of these millions of dollars if they're continue to lie to these people and not getting them back into their homes,in my case we were already back in our home. We're still paying mortgage for a house we can't live in and nobody seem to care. They get to go home everyday and turn the key,go on and relax.its just very stressful we're living with family and receiving rental assistance but they send that every 2months. I'm just ready to get back in my house. It seems everybody is trained to tell the same lies. I also have five pods in my yard with all my belongings in them, I have addressed this issue to rebuild they my belongings had mildew and mold on the and my clothing and some furniture smells and I was told that they wasn't responsible from any damages, I had no idea that my things would be packed in those containers for a whole year. It's not my fault that Rescue construction haven't started on my project. I'm just a desperate homeowner trying to get back in my house. I'm hoping and praying everyday that something will break, because this is ridiculous.</p> <p>I am still waiting for assistance from REBUILDNC. It has been a long process. I was told my inspections have been completed. Usually things flow quickly Once inspections are complete I was told. However, I am still waiting. I am an older adult. Widowed and living with my granddaughter. It is my prayer that I will be able to return to my home . I did not think the process would take this long. Hurricane Florence happened in 2018, it seems like while I wait my home is deteriorating even more. Hurricane season has arrived again and I hope my weather beaten home can survive another season . Please give us new homes if you do not have the people to make the necessary repairs to our homes.</p> <p>Hoping I get to see my house restored in this lifetime.</p> <p>Thank you</p> <p>Sincerely Pauline Williams</p>

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09/04/2022 11:15 PM	Ms. Kelsi Arcos	[REDACTED]	New Hanover	[REDACTED]	True	I was a Case Manager and had to make excuses to tell homeowners that their cases were being reviewed while they sat in steps 4 and 6 for sometimes a year or more when Salesforce showed no activity on their cases for months and months. Many homeowners complained that mold was growing in their houses, but they weren't able to be moved out until step six. Also sat in an online training meeting where Ivan Duncan berated the trainer in front of the entire ReBuild NC organization. He was upset that she used the term stick built and that she advised the case managers to share the website of floor plans with homeowners in the program. He yelled at her more than once. This was in 2021 at a "WOOT" meeting.
09/05/2022 05:37 PM	Alanna Mccarthy baum	[REDACTED]	Carteret	[REDACTED]	True	I have been displaced and squeezed into my family home for 4 years. I had no where to go after hurricane florence destroyed my home. I have been in the rebuild holding pattern since August 2020. I have had to file multiple complaints through my legal aid to get any information. I have also had to reach out to Senator Steinberg's office in January of 2022 again to try to get the promised assistance from Rebuild NC. As of this date, I am still homeless. I have had MONTHS where there was zero communication from rebuild. I am medically disabled, unable to sell my property for enough to buy a new home and so very tired of being stuck and homeless. I have not recovered from Hurricane Florence and do not know when I will be in my own home again. I am forced to be squeezed into my mothers home, loving in New Jersey which is completely unaffordable. I had to use my escrow funds to move all of my belongings to new Jersey and continue to pay a mortgage on a home that was destroyed for over a year. I will not get any of those funds back and due to the need to use them I had to wait for Rebuild to change their policy and allow for a promissory note in return for a home comparable in size to the one I lost so I am still stuck again and now waiting for a grant signing . I do not know when that will happen and my file will move into the construction phase which will likely take at minimum another year of fighting with this organization. Is this the way the program is supposed to function??? Wasn't this program created for people in my situation? People with no other options besides asking for help that is NOT BEING given! My flood insurance was not enough to replace my home so the mortgage company forced a payoff of the mortgage. All I had left was the escrow which I needed to use in order to survive. I am still homeless. Four years now with no end in sight. It's disgusting that people are still trying to survive this long after this disaster. Where is the help ladies and gentlemen?

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09/07/2022 09:47 AM	Tommy Gibson	[REDACTED]	Wayne	[REDACTED]	True	John, I just received another request from Lowe's concerning Mr. Larry Davidson's purchase of a washer and dryer, reminding him to purchase the Protection plan. If you remember, this is the same type letter that I gave to you at Republican headquarters. Have you had a chance to follow up on this? Thank you for all you do for Wayne County and the state of North Carolina. Tommy
09/07/2022 05:34 PM	Anon Need to remain anonymous Anon	Anon, Anon, NC 28452	Brunswick	anon@gmail.com	True	Rebuild NC is a total disaster, and a thorough accounting needs to be done of all money wasted. NC's own auditor has expressed serious concerns about there being hardly any oversight of massive sums of money from the federal government. It has been the same story in other states where contractors just pop up overnight with hardly any experience, and are awarded contracts and become overnight millionaires. But it's never just the contractors getting rich. There is always someone on the inside steering the business, and getting kickbacks. Look at Ivan Duncan, and look at Shelia Brewington. She lived a middle class life until all the sudden she's got her own million dollar properties, speed boats and luxury cars, while the people her company is supposed to be helping are either dying, breathing in mold and ready to commit suicide after being in this program for years. She is the so called CEO of Rescue Construction Solutions. Her company not only got filthy rich overnight, but she is the one that's got a stranglehold on almost all of the modular bids. This is one huge reason why those who have already been waiting for years, will wait years more. They are instaling just a handful of modulars per month. Please get rid of this company. We need dozens, if not more contractors finishing hundreds of jobs per month. Why is there only this one contractor with nearly all the bids accepted? Something is very fishy. Why was this company pushed up the ladder, while others were shoved aside in the bid application process. Why were the rules changed to favor this company? WHY, WHY WHY? Please do not make this hearing a typical political show, and then do nothing. Please investigate, and do it quickly. Also, why has rebuild in the past few weeks changed, and updated all sorts of contractor related requirements on the NCORR site? It's because they knew you would be demanding answers at this hearing, and they figure they will be able to deny everything. But instead of making meaningful change years ago, they are trying to simply survive this hearing. Please....we need dozens more contractors, and Rescue Construction needs to go to jail.
09/07/2022 09:23 PM	Angela Cummings	[REDACTED]	Scotland	[REDACTED]	True	I think recent changes cover some of the grievances I have had. I have not completed step 5 so I can not speak from experience

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		[REDACTED]				<p>from that point forward.</p> <ol style="list-style-type: none">1. I did have issues with the escrow and that has now been corrected by recent changes and after filing for appeal a year ago. I have been waiting over two months now for a new award letter and I have only received the escrow agreement.2. I had issues with not receiving credit for materials and work completed on my home using my Fema grant. No, estimate for work completed was on my award letter. This was another reason for my appeal. This matter has been resolved upon appeal though it took over 6 months to receive a response from my appeal.3. The damage inspection was not completed properly. She never went into my attic or crawl space or on my roof. This resulted in an incorrect estimate of repairs to be completed. In my award, you will note the repairs of the ceiling without the inclusion of the source of the damage, the roof. You can also note that in rooms that were requiring repair of floors that the application of an microbial agent was to be applied to the ceiling that was not listed as a repair. Many omissions of repairs were listed on the estimate and some unnecessary repairs were included. I requested an additional inspection because the estimate was so inaccurate. I was denied that. I have since been told that at my award signing these issues can be discussed and resolved at that point. I have also been told that the contractor would inspect the home and report any additional repairs required. I do feel that this is just going to prolong my process. Had the inspection been completed properly from the beginning, I would be close to completion at this time. It also feels redundant to have a damage inspection completed to start with that is only going to end in it being changed in later steps.4. I asked about an emergency repair from the beginning and my caseworker told me that it would prolong my process and it would be better if I waited. After it taking a year to get my award letter and having to appeal it, I asked for the emergency repair since it was taking so long. Legal aid of NC filed this for me. We had volunteers lined up and ready to complete the emergency repair. After months of not getting a response, I consulted my caseworker and she told me that the emergency repair was likely holding up my appeal. Since I was not getting any movement in my case, I told her to drop the emergency repair request in the hopes it would move my process along. I have sent videos to my caseworker to show what I deal with every time it rains. It bothers me that it would have not cost the program a dime or any time at all for this emergency repair be made, but I was not allowed to do so at the risk of losing any

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09/07/2022 11:54 PM	Mr. John Shockey	[REDACTED]	Pender	[REDACTED]	True	<p>help later on. I have COPD and emphysema. The mold and moisture are rough on my lungs and overall health. The black mold is growing in my ceiling and walls. It is very frustrating that I have had to suffer for no good reason. Complaints I have made regarding the subject have fell on deaf ears. I have even emailed the governor. I made public posts. I had multiple complaints registered in my name and no one seems to care or have done anything about it. You would think they would have rushed me an emergency repair approval, but nope. I have gotten nothing.</p> <p>These are just part of the issues I have had with this program. I hope that these matters are handled along with so many others. I have had issues at every step of the program and hope that it will get better.</p> <p>I can't imagine what some of or elderly population have had to suffer through. It has been difficult for me navigating this program and I'm much younger. They have had to find it absolutely frustrating.</p> <p>I just hope and pray that things get better.</p> <p>Rebuild NC I started the application process approximately June 2020. I fought for 10 months to supply all of the information that they requested. It was a never-ending process it seemed like. Approximately the end of March 2021 they awarded me a new mobile home. My insurance policy was only for \$10,000 since my mobile home with a 1968 12x60. Hurricane Florence had destroyed it, the insurance company totaled it out. I spent almost two years trying to save my home, which I was unsuccessful at. They claim that I did not spend the \$10,000 on repairs to my home, not only did I spend a \$10,000, I spent another \$5,000 from where the insurance company totaled my vehicle out from the damages from the hurricane Florence. In signing the contract, they stated that if I would make an appeal for the \$5,000 I spent to have the roof put on, that it would take up to 6 months for the appeal. So I declined in appealing their decision on that. And I had to end up paying \$1,974.96 in escrow funds in order to continue on with the program. At that time frame my house was totally unlivable with both black & white molds throughout my house. I was the first applicant to be awarded in Pender county. Once the award was given, I was assigned, I believe, Pender county long-term Outreach team that was supposed to watch after me over rebuild NC. They are the ones who got me to be able to move out on Emergency</p>

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situation because of the mold condition in my home, it was unfit to live in. One of the state inspectors came & looked at it, I assume it was from rebuilt nc, & they condemned my home. They moved me out 3 weeks later I believe approximately the first part of May of 2021. The hotel they moved me into they evicted me less than 3 months later because the state did not pay on time the money owed to them. Not only do they evict me but approximately five of the families were staying there at the time and they were evicted as well. The hotel they tried to send us to, was extremely unsanitary unsafe and I was trying to be forced to stay there. I went above the tra case manager and with the help of Pender county long-term Outreach team they help me to attain a much safer place to stay at, which is [REDACTED] in Wilmington North Carolina.

I signed the final papers to get my home March 30th 2021. I also signed another paperwork stating that I would not sell my house, until at least April of 2022. Through all the stress that I have been through up to this point, September the 5th and the 7th I had two separate stress induced, angina heart attacks and then again another one on October 12th. One lie after another lie after another lie was giving to me as in why my house was never built. Middle part of September of 2021 they offered me a modular home, Whitney-1. They told me the material is already in North Carolina, waiting to be delivered to your property. As for the mobile home we originally offered you, we have no idea as in when those will ever be available to you. So after I look at the plan that they had offered me, it did not fit my property properly to give enough access to go to the backyard, so I told them the situation. They said since I had already signed off for this house there's nothing that they could do at this point. So two weeks later I got an unexpected phone call stating that I could pick any of the three modular homes that was available to me. So I picked the original one that I had which is Hadley-1. From the end of September 2021 through January the 5th 2022 they kept postponing and saying that there is no construction going on even if we did sign the award contract with you, nothing will be done to your place until at least January of 2022. At this point I went from stage 6, to stage 7 which is the construction stage, February the 7th is when the contractor case manager had contacted me and told me that I am in stage 7 now and that Rescue Construction Roofing Co.will be the one building my home for me. Kevin Walsh had called and talked to me about the situation, in his plans, I was still put down for the first floor plan of theWhitney-1, even though it had already been changed over to the hadley-1 floor plan. Apparently no one told him of the change. He told me the only one currently been built was

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09/08/2022 08:01 PM	Rev. Dr. E.C. Dobson	[REDACTED]	Craven	[REDACTED]	True	Hadley-1 was not going to be built anytime soon. So once again I have been in [REDACTED] hotel for 14 months plus nearly 3 months at the other place. It's like given a jail sentence by the judge, but the judge refused to tell you how long you have got to spend in prison, but when they do notify you you will have a minimum of six more months to serve your sentence out. So in other words what I'm trying to say is when they notify me of when my house will be built it will be a minimum of 6 months more staying in the hotel. So every day that goes by, I have a minimum of another 6 months sentence if you want to look at it in that sense of living in a hotel, with the quality of life has diminished tremendously, my health has failed tremendously, as well as been diabetic my A1C has gone from 6.7 to 7.9 in this time frame. This is not a way for anybody should be able to live.
09/08/2022 08:23 PM	Regina Jones	[REDACTED]	Craven	[REDACTED]	True	It has been a nightmare trying to get my mother's house fixed. We filled out applications and was dropped because we could not provide a document from SSI. The SSI kept sending what they thought rebuild was asking but they always stated it was the wrong document. In a meeting with many government officials, (I can't remember her name at the moment) the state lady was present. I shared my mother's story, within two weeks she shared the person handling our case was no longer working with rebuild. She did activate our application and we received one call and one evaluation. NOTHING more has been said. My mother is aging and this has been going on for over three years. It breaks my heart to see the wealthy keep getting richer while the poor(black and brown) continuously looked over. ??
09/08/2022 08:36 PM	Regina Jones	[REDACTED]	Craven	[REDACTED]	True	My roof was replaced BUT the damage that was inside is still present. The walls are warped and mold is within the walls. Asthma, lung issues etc. Health scare.
09/09/2022 02:21 AM	Amber Woods	[REDACTED]	Robeson	[REDACTED]	True	My roof was replaced. The roof did leak but there was NOTHING done to the walls that are warped from the water leaks. The walls have mold and mildew and there are asthma, breathing issues with other health issues that are getting worse. We need help. I truly hope I can live in a home that will be safe for me and won't make my health worse than what it is now. I have a SBA loan @\$54 monthly but still live in a home that is harming me.
09/09/2022 02:21 AM	Amber Woods	[REDACTED]	Robeson	[REDACTED]	True	Hello my name is Amber Woods and I live in Robeson County. I was impacted by Hurricane Florence in 2018.I have been in the dreadful process with Rebuild NC almost 2 years now, started application initially October 2020.... I am currently in Step 4 (inspections). I have been thru many many obstacles, challenges, miscommunications, delays, with this program

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						<p>Rebuild NC.. There were times when an entire month would go by without one single email reply to multiple update inquiries, or just no response back and no resolution, I have been switched to 3 different caseworkers throughout this process.. Similar problems with new caseworker, I have been in the inspections stage for 10 months without any successful updates, throughout this time. My fear is I have researched the time lapses in the turnover rate and have seen where applicants who have been awarded a mobile home replacements had to wait and face complications due to mobile home shortages.... I know that they award multiple contracts to the same contractors to influence the priority of those projects to get completed in a timely manner. I feel as if my family, and other applicants, continue to get the run around from this program. Meanwhile they are figuring out ways to backdoor these block grant funds to low income housing projects to create for profit housing in this housing crisis....I have read the many news reports of families waiting two and three years, and the program spending excessive funds to keep families in hotels... . I am fearful that my story will transform into one with more waiting, speed bumps and complications. hopeful that Rebuild NC will treat my family right in the end. I did not have homeowners insurance when Florence hit because I was in a lease to own contract with a family member, , and did not have a deed, and therefore could not apply for home owners insurance., and being denied assistance from FEMA, I finally learned about Rebuild. I applied for Rebuild because our roof sustained major damage, water came into the ceilings and under the shingles, the vinyl sustained major wind damage,I had flooring replaced, repaired walls and whatever I could while still waiting on the application.The initial inspection was not completed until January 2022. There was additional inspections abosteos, lead and paint assessment if your home was built before 1978., which my home was built in 1971.It wasn't until April when I recieved the results which came back positive. Results were that my house tested positive for LEAD in 4 of the room's also on 4 bedroom doors as well in my home.! Rebuild has a brochure on their website (Protect Your Family From LEAD In Your Home). Did you know lead is especially dangerous to children under the age of 6? At this age childrens brains and nervous system are more sensitive to damaging effects of lead..I have an autistic son who is 5 years old in my home along with my other 2 children, this is very worrying along with black mold and other health issues we are facing everyday while we are still living in the home.. In many words, it has caused me great anxiety, stress, and discouragement as to the process and</p>

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						its trouble in simply applying for aid through this home owner recovery program, So Im hesitant about the next steps. I have sent emails to the following . Laura Hogshead(Chief Operating Officer) Ivan Duncan(Chief Program Delivery Officer) and Jamie Fuquay(Chief Of ExternalAffairs) with no luck getting a response back..One question why are applications still being accepted and when we will receive help.. I'm tired of hearing No Time-line. Thiis is my experience with Rebuild NC. Thank you, Amber Woods
09/10/2022 09:36 PM	Mrs. April Bizzell	[REDACTED]	Duplin	[REDACTED]	True	I lived at [REDACTED] Wallace NC 28466 at time of Florence. I didn't receive enough money from fema you restore home and never received any money from state of NC for any damages.
09/11/2022 03:53 PM	Viola Figueroa	[REDACTED]	Wayne	[REDACTED]	True	Nearly 6 years of being homeless. Everyone seems to be telling us it won't be much longer. Well it won't be too much longer for their next paycheck as an employee i.e. case manager, contractors, liason, or inspector via NCRebuild. What if it was them, what if it was their 77 year old mother in our 65 year old Home? Would not much longer be ok to hear?
09/11/2022 09:54 PM	Amaryllis Williams	[REDACTED]	Craven	[REDACTED]	True	We applied for help after the Florence Hurricane and we started out with Rebuild NC and ended up with Baptis Men. We needed help with a leakage in our roof and ceiling and ended up with 2 new steps and spray for the ceiling, which is cracked now.
09/11/2022 10:22 PM	David A. French and Marianne D. Williams	[REDACTED]	Craven	[REDACTED]	True	Good Evening RebuildNC Investigation Committee, In two days, it will be four years since the terrible Hurricane Florence hit Eastern North Carolina and caused such utter horror and damage to the lives of so many people. However, the greater horror and damage has been caused by the bureaucratic and ineffective so-called leadership and staff of RebuildNC and NCCORR. This is going to be long, but you all need to fully understand what my cousin and I have experienced over the past four years. I am including our experience with FEMA, RebuildNC/ NCCORR, NC Hope Program, and NC Homeowners Assistance Fund as they are all connected and affect us throughout this long process. This is only a highlight of what all we have experienced at the hands of inept and possibly corrupt government staff and officials. In 2017, my cousin at age 79 suffered a major stroke and was recuperating at home when Hurricane Florence hit on September 13, 2018. I have been her full time caregiver since 2017 once she returned home from rehab. We were not able to evacuate as there was nowhere that could accommodate her special needs and no one knew exactly where the storm would hit. Her family home had never flooded since it was built in the 1960s. Thank the Good Lord that she had a walkup attic so we

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						<p>weathered the storm up there as the water came into her home. As I have said numerous times since, dealing with FEMA, and later RebuildNC/NCCORR has been way worse than the night and day we were in the attic during the storm. Since 14 September 2018, we have had to move three times before we found somewhere to live. It has been greatly upsetting to my cousin to be out of her familiar surroundings. Thankfully we were able to stay with friends and family for a few months after the storm until we found a place to rent in late November 2018.</p> <p>We were repeatedly told by FEMA from September 2018 until February 2020 that they were going to be there to help her until she got back into her beloved family home of over fifty years by assisting with the costs of temporary housing, storage fees, and the costs of moving her back into her home when it was repaired. I will say that once we got into the FEMA program at the national level after being denied repeatedly, it worked fairly well with receiving the assistance that they promised. I give kudos to the NC Bar Association who came to our town and did a special seminar for those affected by Hurricane Florence who encouraged us all to keep reapplying and challenging the FEMA. We were repeatedly told that FEMA would assist in getting her home repaired through various programs that they had. It never happened.</p> <p>In late February 2020 just as the pandemic began, we were informed by FEMA that the National Emergency Declaration for Hurricane Florence had not been renewed and would expire in the middle of March 2020. There would be no more help with rent, storage, and since the home was not yet repaired, there would not be any assistance to help her move back into her home. We called several of our elected officials at the State and National level, but to no avail as everyone's focus was on the pandemic.</p> <p>The next few months were very challenging financially as we did not have the funds to keep both her flooded home and our rental home going along with the storage and other expenses of everything. We had to borrow funds from friends and family to keep our heads above water. I could write a book about dealing with FEMA and how some aspects need to be corrected so that it would actually help and not cause more harm to those affected by natural disasters.</p> <p>In March 2020, we were told by FEMA to not worry that all the assistance that we had at the national level was being transferred to the state level to be administered. We were told by FEMA that hundreds of millions of taxpayer funds were allocated to the State of NC for the express purpose of</p>

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						<p>continuing to help those affected by Hurricane Florence. We were told to call the NC Info Line 211 and they could direct us. They said that the funds had been sent to Catholic Charities and the Salvation Army locally. We contacted both immediately. We were told by the local Catholic Charities that they only help people once in a twelve month period for either rent assistance or utility assistance with a cap of \$500.00. We applied for and received the \$500.00 rental assistance just once.</p> <p>We also contacted the local Salvation Army and were treated like we were imposing upon their time and they said that we had to go through their designated local disaster relief agency to get approved for any assistance. We called the local disaster relief agency and they said that we had to completely reapply just like we did for FEMA even though our housing and financial situation had not changed from February to March 2020. We asked why they could not approve us now since we had already been approved by FEMA at the national level. They laughed and said that would make too much sense. We had no other choice so we went through the whole application process again with the local disaster relief agency which is like applying for a mortgage.</p> <p>After several months of going back and forth and waiting, the woman with the local disaster relief agency said that they really did not have any funds to allocate and only helped match people with resources and that they did not have any at the time! They sent us back to the Salvation Army and the woman there was very rude.</p> <p>So I began asking questions as to how much our local Salvation Army and Catholic Charities received from the State of NC specifically for those affected by Hurricane Florence and was told by the woman at the Salvation Army that it was none of my business and that they did not have to provide that information. Catholic Charities also would not reveal how much they had received and said that it was their policy to put the money into their general fund even though the funds were allocated for those affected by Hurricane Florence.</p> <p>I was able to talk with our State of NC Rep. Michael Speciale and he said that there is absolutely no transparency or accountability of how the funds were used. We also tried to contact someone at NCCORR, but were told that the officials did not interface with people directly. This all needs to be fully investigated. Private charities should not be able to take public taxpayer funds with no transparency and no accountability. We were later told that we had not returned the calls of the local disaster relief agency and this is a blatant lie. We returned every call. The last call we had with them as previously</p>

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09/11/2022 10:45 PM	Kelsi Dew		Edgecombe		True	<p>mentioned they said they could not help us! We later found out the local disaster relief agency is not even a real non-profit entity of its own, but was put under United Way as a stop gap measure. We gave our personal and financial information to an entity that should have not been given this info! In about August 2020 or so, we were notified by FEMA that they had overpaid my cousin for storage by about \$2,500.00 or so. We requested to know exactly how this was determined and the many FEMA reps with whom we spoke could not explain it. We asked for written info as to how this was specifically determined and calculated. We never received it. As a side note, every time we called FEMA, we were connected to a different person so we had to explain our whole situation to them every time from September 2018 until present. FEMA should be set up like the insurance industry where you have one person who knows your case so it would be managed more effectively. In December 2020, we were sent a letter that was dated almost a month before we received it stating that unless we started paying them that they would refer the overpayment debt to the U. S. Treasury. We still had not received the info about how and why the overpayment was determined. [It cut off our comment so we will send it to the emails listed.]</p> <p>I am a Princeville resident. I worked with the RebuildNC program from February 2018 through April/May 2021. I inherited my flood-damaged property in November 2017 in the middle of the early phases of the recovery process from my father, James Dew. He participated in the FEMA assistance program and received funds from FEMA for initial repairs and housing assistance in the estimated amount of \$8,000. He began fixing damages in the home in 2016, directly following Hurricane Matthew. He moved back into the home in February of 2017 with no HVAC system, mold throughout the home, and minimal repairs completed. I have lived in the home since August 2017.</p> <p>I learned about the RebuildNC program at a Town of Princeville Meeting in February 2018. Following I completed the application at the local Edgecombe Office. From helping upload documents numerous times, providing a breakdown of the program and application process, and giving updates when visiting the onsite office, the local staff relieved some of the stress that came with the RebuildNC process. If it had not been for the local Edgecombe County staff, I would have never moved through any portion of the Rebuild Application process. My RebuildNC case manager changed several times throughout the process. I was required to resubmit documents multiple times before they were added into the system, including my</p>

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						<p>father's death certificate – the one constant in my time with the RebuildNC program. Updates were not provided on the application process. It was rare to hear from a case manager or RebuildNC team member about the program or application process. Throughout the process, different things would halt the momentum of the application's 8-step process. One of these was requiring current property taxes, which was not initially stated when applying in 2018. I inherited not only my property but \$6000 of back taxes. I was on a payment plan with Edgecombe County to pay back the delinquent taxes. RebuildNC would not accept proof of good standing on the payment plan but required the taxes to be paid to continue the program. In February 2020, I was able to use savings and, with help from my family, to pay off the remaining back taxes to secure staying in the RebuildNC program. A privilege that others may not have.</p> <p>RebuildNC sent a contract appraiser who documented my home to estimate the damage. The appraiser estimated about \$36,000 worth of repairs needed to the home directly related to damages from flooding due to Hurricane Matthew. I also went through the lead paint testing process while in the program. In November 2019, I was issued an award letter through RebuildNC. I initially did not sign the award letter. A new award letter was issued in the Spring of 2020 with adjustments. I signed and returned the award letter. In order to move forward in the process, I had to provide receipts of the work completed on the house by my father. I was able to provide receipts for some of the work, but not in the equivalent of the amount he received. Therefore, I was left with a Duplication of Benefits of roughly \$6000 that needed to be paid to receive assistance from the program. I worked with Legal Aid to address the Duplication of Benefits and was able to receive a grant through Catholic Charities to pay the DOB from my father's FEMA money. I have not received assistance from FEMA or NC agency for disaster relief. In late 2020, October or November, I was told to start looking at floor plans provided through the RebuildNC program.</p> <p>In April/May of 2021, after three years of working with RebuildNC I voluntarily withdrew from the RebuildNC program. I received an employment opportunity to take on a second work contract. I alerted the RebuildNC program about this change, which disqualified me from the program. The withdrawal letter was the quickest response in communication with RebuildNC that I received in three years. When I applied to RebuildNC and</p>

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