

# 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	<p>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] 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.</p>
09/03/2022 06:53 AM	SONYA BLACK	[REDACTED]	Onslow	[REDACTED]	True	<p>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]</p>
09/03/2022 11:14 PM	Carolyn Mcfarlin	[REDACTED]	Edgecombe	[REDACTED]	True	<p>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</p>

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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"><li>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.</li><li>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.</li><li>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.</li><li>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</li></ol>

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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 &amp; 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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						<p>situation because of the mold condition in my home, it was unfit to live in. One of the state inspectors came &amp; looked at it, I assume it was from rebuilt nc, &amp; 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.</p> <p>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 the Whitney-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</p>

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						<p>one that starts with a C, and then the whitney-1 was only two currently been built in the manufacturer for the modular home. And he said for the rest of the year your floor plan is not on there. And there is approximately another 21 floor plans to be done. He said at this time we are only doing about seven floor plans per year, stating that it could take up to an additional 3 years for my floor plan to go through plus another 6 months to be able to build it. At the time that they allow me to pick the other floor plan nothing was spoken to me that that floor plan was not going to be available there is no materials in North Carolina nor was it going to be delivered as they said it was going to be done. I have sent them numerous emails and no one will respond back to me and finally when I do get a hold of someone they claim that they never got any emails or phone calls, I had forwarded numerous emails to them showing that I had emailed them. And they said apparently they got deleted by mistake. I asked how can all of them be deleted by mistake? She had no answer to give me. Time and time again when I had filed a complaint against them for their lying and deceit that they were giving to me on the timelines and everything else, the time that they said that they would get back to me came and gone 3 to 4 weeks sometime they never hear back from them at all. I am now back to stage six waiting for the contractor to quote unquote bid on my house, which there is no bid given because it's already been awarded to them when it finally gets to my place. So strange at about 3 weeks ago I get a call from the tra case manager stating that we need to confirm that you do need a mover to come in to wrap everything pack everything &amp; load it into the pods, and I confirm yes I do because I had three heart attacks &amp; I'm not physically able to move anything from my house, what is left and hasn't been destroyed by the mold. she said no problem but at this time frame we can't give you an exact date of when this is going to happen but she said "apparently I guess you will be getting your house after all". And I was thinking to myself like after all I'm still going to get my house? It wouldn't have done any good to make a comment because they wouldn't even process my comment. 2 days later I get my monthly update from The NCCOR case manager saying nothing has changed at this point, that we will notify you when something does change. I copied and pasted the minute notes that I made from the phone conversation from the tra case manager stating that it won't be too long that I'll be moving my stuff out. She said yes but there is no timeline given &amp; when that will ever happen. So once again I'm just wondering if the time frame would have been about right now to receive my new house, and they just didn't tell the tra case manager that that</p>



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						<p>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.</p>
09/08/2022 08:01 PM	Rev Dr EC Dobson	[REDACTED]	Craven	[REDACTED]	True	<p>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. ??</p>
09/08/2022 08:23 PM	Regina Jones	[REDACTED]	Craven	[REDACTED]	True	<p>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.</p>
09/08/2022 08:36 PM	Regina Jones	[REDACTED]	Craven	[REDACTED]	True	<p>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.</p>
09/09/2022 02:21 AM	Amber Woods	[REDACTED]	Robeson	[REDACTED]	True	<p>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</p>

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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 in1971.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</p>

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09/10/2022 09:36 PM	Mrs Bizzell April	[REDACTED]	Duplin	[REDACTED]	True	discouragement as to the process and 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. This is my experience with Rebuild NC. Thank you, Amber Woods
09/11/2022 03:53 PM	Viola Figuroa	[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

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						<p>1960s. Thank the Good Lord that she had a walkup attic so we 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.</p> <p>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</p>

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						<p>allocated to the State of NC for the express purpose of 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</p>

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09/11/2022 10:45 PM	Kelsi Dew	[REDACTED]	Edgecombe		True	<p>disaster relief agency and this is a blatant lie. We returned every call. The last call we had with them as previously 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.</p>

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						<p>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 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,</p>

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						<p>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 for the following two years, my income was under the requirement. Legal Aid, before closing my account with them due to the raise in income, stated that the funding from Catholic Charities would be returned to them since I was no longer participating in the program. I did not receive a confirmation on whether or not this occurred.</p> <p>In closing, the State of North Carolina has implemented the RebuildNC program to assist those needing to rebuild after catastrophic storms, including Hurricane Matthew in 2016, which has not accomplished the goals it set out to accomplish. My story is just one of the hundreds in my community and eastern North Carolina. Not a week goes by that I do not hear of another story where the RebuildNC program has allowed some of our most vulnerable populations to fall to the wayside with the recovery process from Hurricane Matthew. I encourage the Joint Legislative Commission on Governmental Operations, Subcommittee on Hurricane Response and Recovery to look further into RebuildNC.</p>
09/26/2022 04:40 PM	F.A.A. Engineer Brian Bohn	[REDACTED]	Carteret	[REDACTED]	True	disabled 9/11 first responder living like a rat in a damaged 20' camper. Case #11785. House was condemned by local building department and tied to flood plain. Please feel free to reach out. [REDACTED]
09/27/2022 10:13 PM	Mrs Janet Jones	[REDACTED]	Duplin	[REDACTED]	False	Please release the funds to help the people affected by Florence!!! We have just finished with the buyout program! However there are many more just hanging on to finish up with the purchase and not be left in limbo!! Put yourself in the people's position and turn lose the money!!!
10/04/2022 08:57 PM	Mrs Erica Graham	[REDACTED]	Columbus	[REDACTED]	True	I live in Fair Bluff NC. My home was damaged in both hurricanes Matthew and Florence. My husband and I got approved for a rebuild in 2017 through the RebuildNc program because the area we live in is now a high flood zone. [REDACTED] Throughout the years of us waiting, Rebuild has lost our paperwork, we had to resubmit the same information everytime there was a change in case managers and that happened often. They would not accept over half of our repair receipts forcing us to return over seven thousand dollars that we received from Fema for repairs and replacement of our damaged items, right before Christmas in 2021. That was a guise because once they received the check everything stalled again. They said we would get a 10 day move out notice within the next two months. That



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10/04/2022 09:10 PM	Mrs Erica Graham	[REDACTED]	Columbus	[REDACTED]	True	<p>was in July 2021. Also, in July of 2021, Rebuild offered us a home that was way smaller than the floor plan we chose and if we accept it they would start demolition in 10 days. They claimed it was because our property was not big enough for the Windsor 2 floor plan we wanted. So, we informed them that we would purchase the property next door to ensure that the Windsor 2 would fit. We have three children and we wanted to be comfortable and have enough space in our home as we do now. We were then told that if we purchased the lot our award would have to be recalculated, setting us back in time. We decided to take that chance and it did set us back and they never adjusted our award or mentioned anything about it. What they did do was remove us from Step 7 back to 6 where we have been for the last year with no new updates. I asked my case manager and construction liason on multiple occasions for the name of our general contractor, since they claimed they were the one holding up our progress, but no one would give me the general contractors name or information. I wrote an email to the governors office that was answered by someone from RebuildNc. I explained my complaints to her, one being mold, and she told me to spray it with clorox. So many things have happened and been told to us throughout this program that turned out to not be true. It has caused an immense amount of stress for my family. We lost everything and had to start completely over. The ptsd from this event is almost unbearable, especially during hurricane season because we are still ground level. In my opinion, everyone who headed the program should be fired and replaced. They do not care about the victims or the impacts their carelessness has caused.</p>
10/05/2022 02:03 AM	Micheal Green	[REDACTED]	Columbus	[REDACTED]	True	<p>Also, I heard Laura and Ivan say in the meeting that supply shortages due to Covid, was the reason for their slow response. However, the Town of Fair Bluff, has been building homes throughout the pandemic. They have built and elevated more homes in Fair Bluff than the RebuildNc program, who has more funds. On the street I live on, Fair Bluff has rebuilt, elevated, and demolished every home that was damaged. My home is the only one on the street that has not been touched. Fair Bluff is currently building two homes. So, the supply shortage claim RebuildNc has made does not add up with the facts.</p> <p>I don't even know where to start but the program we is REBUILD NC. it has been 6 years since I've first applied with the program and it has been an up and down and back and forth experience. I have so many different case managers, liaisons, etc. over the years that I could barely keep count. It has been an overwhelming experience as I've had one manager tell me one</p>

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10/05/2022 10:01 PM	Cathy rhodes	[REDACTED]	Onslow	[REDACTED]	True	<p>thing and another another. I was told that I could move my home, but once contracting started I was told by Rebuild that it was an absolute NO. I purchased a lot, had trees cut to put the new home on only to be told I couldn't move it there. Even though construction has begun, I am so nervous that there will be more stops starts and delays. The silver lining in this is the construction company I have have been absolutely amazing. They care. And keep me updated. I enjoy talking with them as they treat me like a real person, unlike Rebuild NC where calls go unanswered, case managers change on the regular, and sometimes go weeks and weeks without returning calls. It has been a nightmare. The word with Rebuild has not been their bond. Several times, they've told me one thing and then another time it has totally change. I've been out of my home since January, in a hotel, barely surviving on microwave Ramen noodles, because I can't afford much else. There's no stove cooked meals because well there's no stove and you can't use a crockpot, an air fryer and limited to using just a microwave. It's too expensive to eat out. So, I just eat at family house when I can or eat my usual meal of Ramen noodles. It's exhausting. This experience has been one I would never forget and I pray that no one else would ever have to go through this after suffering a hurricane disaster. It's exhausting and sad.</p>
10/06/2022 02:08 PM	Mr Donnie Red Hawk McDowell	[REDACTED]	Robeson	[REDACTED]	True	<p>My family's experience with the NC Rebuild Program (NCORR) has been terrible to day the least. There is no accountability, no integrity, no timeliness, lack of communication, chaos and confusion. From the onset of my initial application, it took 2 entire years dealing back and forth with Rebuild for requirement after requirement to get accepted. Since acceptance, I have not heard from my case manager, this was in May 2022. The processes and protocols at NC Rebuold gift immunity to NCORR, they are blessed with every excuse one can imagine, but can never comprehend the hold up or continuous back log of issues concerning one's account. The various changes made thus far were supposed to streamline the application and the recovery and we have yet to experience ease or aid in either arena. My wife is 5 months pregnant and we had no choice but to move our damaged mobile (Florence storm) to a new lot/</p>

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						address. We notified our case worker when we moved, May 2021, and have only had more negative issues and conflicts since that time. We have a two year old daughter and another daughter on the way. This will be a long winter dealing with NC Rebuild/NCORR and their poor taste in homeowner recovery. I will be sending emails and documents etc.
10/29/2022 09:43 AM	Ms. Clara Staten	[REDACTED]		[REDACTED]	True	I've been an applicant since 2016. Have been given nothing but run around since. 6/28/2019, I submitted an appeal and just heard back after threatening them on 9/25/2022. This isn't acceptable and I'm frustrated to the maxx.
10/31/2022 07:09 PM	Cathy Rhodes	[REDACTED]	Onslow	[REDACTED]	True	Still waiting. Now my new caseworker won't return my calls. 8m being over ruined with roaches and my floor in half of the mobile home is rotten been waiting for years.
11/01/2022 04:32 AM	Mrs SONYA BLACK	[REDACTED]	Onslow	[REDACTED]	True	We have been dealing with RebuildNC ever since the beginning. Still waiting. Month after month different reasons why we haven't moved forward. We asked repeatedly for someone to look at our home. All we need is sheetrock! Every step we make seems to take months before moving to the next step. We are losing money paying for storage. 4 years of waiting. And we just need sheetrock! Letters to local representatives go with no response in return. My 17 year old submitted a letter to Senator Lazara no response. There's no compassion
11/01/2022 11:33 AM	Tashica King	[REDACTED]	Cumberland	[REDACTED]	True	This has been a pretty lengthy process. Rent is high and we just want to go home. 3 caseworkers later and we are still in step 5. Hopefully someone will get to us by the end of the year.
11/02/2022 12:48 AM	Ms Merry Sue Foster	[REDACTED]	Dare	[REDACTED]	True	I like so many others fell victim to Hurricane Matthew in 2016 only to be victimized by a program touted as Recovery and Resiliency. My application was filed in February 2017. The approval took until 2019 when the home inspection was completed midsummer. The home was livable after lengthy repairs. New walls, flooring, cabinets and windows. All work had to cease once approved. Then Hurricane Dorian hit in September 2019 undoing all previous repairs. My house unlivable sat with the walls and floors removed and a gaping hole in the roof. My family home built in 1911 fell into disrepair and shambles. Since all construction had to cease pending approval for the grant. October 2020 award letter signed not once but twice,, The first stated I as eligible for housing and storage, Error on someone's part because then I was told I did not qualify for amenities, Contactor was awarded in February 2021 to the infamous Rescue Construction. June 2021 met onsite and signed contract. (although no one from the program had stepped on site since 2019 inspection) The man did not

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11/02/2022 02:04 PM	Mrs Lisa Bryan	[REDACTED]	Bladen	[REDACTED]	True	<p>have a site plan and had to ask me which floor plan and the sq. footage. The contractor told me it would be 180 days until completion. I was granted 30 days at my request to vacate premises and have the power disconnected on 7/6/21. January 2022 demolition completed. Building permit was slated to expire in June due to no work. So here we are 380 plus days and several new case workers 7 or 8 thus far. No construction started. No lumber on property. On Monday I was told it was back in the hands of the engineer. These floor plans are the plans offered by program. There has been no deviation from the original plans. I was told my lot had water and they needed to figure out how to remove it. I suggested they speak to Building inspector. I have been told that the county was the hold up and regulations changed. When I have asked questions then told I need to find out and then nothing. I spoke w/Ms Hogshead in May 2022 and have yet to hear back from her about the shadiness of the awards letter. I have a tote of notes names and documents to validate my concerns. These follow up phone calls every two weeks only to state, I am sorry Ms Foster I have no progress to report. I realize each case is different. It doesn't take 6 long grueling years to build a house. I am away from my family and the community that built me. I cannot give back or help others. My family is split. My grandchildren live with a cousin. They have worn out their welcome. I have paid rent at two locations. I stopped my career to be closer if I was needed. I have worked myself 7 days a week 12/16 hr days trying to prepare to go home. Slept on an air mattress or a couch waiting for progress. I salvaged what I could but as each holiday passes I am not able to sit at my home with my sentimental belongings. 120 plastic totes and a storage unit. I have shed a thousand tears. I have exhausted all means to have my story told and heard. This program states recovery and I remain in survival mode. Is six years acceptable amount of time to wait? I am writing this in hopes of progress. I am at step 8 I believe but it is no different than step 1 nothing tangible and nothing has come to fruition. It seems like there is stall tactics and passing of the buck. The citizens of North Carolina deserve better. This is a travesty to those who have suffered and still suffer. This program needs stronger leadership someone who has compassion and cares able the wellbeing of others. AND STILL I WAIT... Respectfully, Merry Sue</p> <p>I am a Rebuild NC applicant. Applicant # 07574.. So in April 2022, after being an applicant for over 2 years, rebuild NC said that they didn't realize how bad our foundation was and they would have to tare down the house and they opted to give us a</p>

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11/02/2022 02:05 PM	Ms. Kathy Beach	[REDACTED]	Onslow	[REDACTED]	True	<p>modular. They also decided to elevate the home. Originally they were going to replace floors and subfloor and some foundation work. Within 2 weeks of the Grant signing we were notified on April 29th that we had 15 days to vacate that construction would begin in 15 days of the date. A few days later we were notified that they were no longer ready for our project and it would be November before our project would start. It's November and we have been given a new caseworker who says she is waiting on the general contractor to set up a walk through. We were offered a place to live Last week while rebuild NC does rebuild but we can't pay the \$750 a month with the economy the way it is and we have qualified for rebuild NC to pay the rent. When I reached out to let the construction liaison and caseworker know that we finally found somewhere to stay that would work for our family of 4 plus pets, no one will answer or get back to me. Is there someone who can help? Nightmare continues.....</p> <p>Ps I was a fema applicant and fema was going to replace the floors throughout the house. When FEMA came out and started tearing out floors they stopped and left it torn up and said the foundation was too bad do anything anything. FEMA was going to bring out either a double wide or a modular home. They did not follow through. Over a year later I was told about the rebuild NC program</p>
11/02/2022 03:39 PM	Dorothy Mansfield	[REDACTED]	Bladen	[REDACTED]	True	<p>Joined in 2018 and was asked for an escrow of over 4000.00. I appealed it asking for a waiver because it's only me and my disabled husband (VA benefits) that we are surviving on. Rebuild NC sent us a whole new contract doubling that amount to over 8,000. All monies have been paid in full at this time and still no updates. Waiting on a contractor is what I've been hearing for the last year if not longer (I've lost count). The walls is filled with water and if I don't scrub with Clorox the smell on a</p>

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11/03/2022 01:32 PM	Joel Garrett	[REDACTED]	Cumberland	[REDACTED]	True	<p>hot sunny day is unbearable. We was told not to fix anything until about earlier this year they (NC Rebuild) said to fix whatever emergency need that needs to be done. Well, since 2018 we have lived in molded mildew, roof leaking condition and it's too far gone now to fix. Just was assigned a new caseworker November 2022 (whom knows absolutely nothing). We just sit and wait for the next storm to completely wipe us out. We have been approved for a Modular home replacement, but as I said we are still waiting!!! Nothing has changed as our condition worsens!!! Trying not to give up but this is exhausting on so many levels. There's a whole lot more to tell but I will stop here and hope someone will put some fire behind NC Rebuild program. If they are not coming to help, at least give us the 8,000 back so we can get ourselves out of this terrible situation.</p>
11/10/2022 09:51 AM	Amber Woods	[REDACTED]	Robeson	[REDACTED]	True	<p>Hello, My name is Amber Woods. I am a resident of Robeson County in North Carolina. I applied for assistance with Rebuild NC of the year 2020 due to Hurricane Florence in the year 2018. Today I am officially filing a formal complaint against Rebuild N.C because my ECR'S are way off and I am requesting a demo and rebuild not repairs because my children are not safe in the home.</p> <p>I started this process in October 2020, throughout this journey I have been promised and lead to believe that Rebuild NC was helping me get a new home for my family. My caseworkers are constantly changing and so far I have been assigned to 3 different caseworkers. As of today November 8, 2022 I do not have a caseworker nor a direct person of contact.</p> <p>On October 11, 2022 I finally received my award letter but to my disappointment I was only offered Rehabilitation which means only to repair damages in other words patchwork. I am furious about the award determination. Rebuild NC needs to go back to the drawing board with a new award because I politely had to decline the award offer at this time because of what my family and I had to endure over the past 4 years.</p> <p>I appealed the award determination on October 16, 2022 with written statements, videos and labeled pictures of damages that were never documented in the damage inspections report. During my appeals consultation a member of the Rebuild NC requested additional information such as septic tank receipts for the septic tank. The septic tank and drainage lines are a</p>

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						<p>major problem that was failed to be listed on my ECR'S from the result of Hurricane Florence. Attached are some previous dates that I had my septic tank serviced along with a recent photo dated November 7, 2022 were the problem is reoccurring 23 days later. The bills keep coming in the mail, holidays are quickly approaching, along with Birthdays around the corner for my children. I can not afford to keep paying out of pocket to have my septic tank system pumped out this many times. On an average a person should only service their septic tank once every ten years.</p> <p>My home has black mold from water damage and the mold is causing health issues with my family. It's difficult to watch your children use a 5 gallon bucket as a toliet, when the toliet and septic tank are backed up. My home is old and deteriorating by the day and could not stand any future Hurricanes. Rebuild NC slogan states "Rebuilding Smarter and Stronger " so why not rebuild a home from 1971?</p> <p>I'm a hardworking mother of 3 smart and amazing children. My family and I are tired of the broken promises and lies. I hope this complaint finds it's way to the individual that will resolve this matter and help me provide a new safe and secure home for my children.</p> <p>Sincerely, Amber Woods</p>
11/18/2022 11:47 AM	Patricia Spellman	[REDACTED]	Edgecombe		True	I have been working with Rebuild NC since 2018. For the past three years, I have been at step 5 and nothing has happened. I've had four case workers and right now I'm not hearing from the last one that I've gotten.
11/25/2022 06:49 PM	Ms Locklear Verina	[REDACTED]	Scotland	[REDACTED]	True	My home was flooded by Florence 2016 I've been living in a camper and with my daughter ever since I become more and more confused as days go by I'm in Step 6 with rebuild waiting on a contractor to contact me.
11/25/2022 07:42 PM	Ms Locklear Verina	[REDACTED]	Scotland	[REDACTED]	True	Correction from first form I filled out I was flooded out of my home in 2018
11/26/2022 04:00 PM	Amy Hunter	[REDACTED]	Onslow		True	Hurricane Florence...I was told that the Rebuild NC was going to do some work (\$17,000)at my house that was completely destroyed and I lost everything I owned. After waiting, because I was told that I was approved, they said that they couldn't help me. This led to my house being unfinished due to delays relating to extreme delays dealing with Covid. I was never told that I only had 3 years but when I gave my updated amount due...My adjuster refused to pay the entire bill and denied my insurance for many things, for example, my deck and doors for

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11/28/2022 10:47 AM	Alanna Mccarthy Baum	[REDACTED]	Carteret	[REDACTED]	True	<p>my house. I'm disabled, widow and have not been able to find any place nor organization to help me pay for the deck, due to my disability, I had to be able to use a deck. That person who was paid in full has left it unfinished and noncompliant with the ADA's laws. I still need help. Please send me any real resources ( not just a list of people that passes the buck to have me call someone else)</p> <p>So with that said, I'm extremely disappointed in the lack of support from NC.</p> <p>Sincerely. Amy Hunter</p> <p>I applied with rebuild in May 2020 after exhausting all other avenues to replace my home which was completely destroyed in Hurricane Florence. I was approved for aid in August 2020. I have had two appeals between 2020 and 2022. I have had to file 2 formal complaints due to lack of communication through my legal aid representative. In January of 2022 I contacted Senator Steinberg's office out of desperation after continual delays with rebuild NC. Due to their intervention I finally signed my contract in March 2022. I was given a promissory note option and signed the paperwork on September 1,2022. I was informed by my construction liaison that my start date was scheduled for December 1, 2022 by rescue construction. I was set up with my temporary relocation in November 2022. During this time I repeatedly asked my construction liaison when I would hear from the general contractor. The response has been any day now since September. Again, I had to reach out to the senators aide Mr. stiles during the week of November 21 since I had absolutely zero contact from my general contractor and my start date was a week away. On Wednesday November 23rd, ONE WEEK before my start date I received notification via Mr. Stiles and Ms. Fuquay that my general contractor has delayed my start date to January 2, 2023. They stated that soil and septic inspections were required before they could begin.. this is just another delay due to an incompetent contractor and mismanaged program. I don't know if this legislative committee can help but I have been homeless for 4 years. I have heard one excuse after another from rebuild. I am disabled due to medical illness and my ONLY income is my social security. I am single as well. I don't have ANY option to have a home other than dealing with rebuild. Believe me, if I had any other option I would have ended this mess years ago. I and many others are stuck. I feel like I am being held hostage by this situation and no one seems to care. I am a person not an application number</p>



Date Submitted	Name	Address	County	Email	Answer to Question	Comments
11/29/2022 03:11 AM	Cathy Rhodes	[REDACTED]	Onslow	[REDACTED]	True	and I am homeless due to a natural disaster. There is no recovery and no end in sight.  Rebuild nc program. It's slowing down worse than ever. I've been dealing with this for 3 years now. I can only live in half of my mobile home. Both of us are on cpap for breathing and are handicapped. My significant other is a tetrapaligic and I can barely get around. Please help us. Is there any light at the end of this tunnel? Still waiting on environmental inspection.
11/29/2022 12:16 PM	Pamela Long	[REDACTED]	Bladen	[REDACTED]	True	<p>*6-23-2020 applied for Homeowner Recovery Program-RebuildNC</p> <p>*9-28-2020 First appointment with case Mgr, Shanita McNeil, at the Elizabethtown office</p> <p>*On 6-18-2021, I received award packet, from Kimberly Guidry</p> <p>*6-20-2021, completed, accepted, and submitted award letter packet</p> <p>6-21-2021 requested award consultation</p> <p>*6-22-2021 received copy of my completed grant agreement from Sydney Gilliam (Roland)</p> <p>*10-18-2021 inquired about receiving modular home instead of MHU, Sydney Gilliam (Roland)</p> <p>* 10-27-2021, I was offered, accepted, and approved for a new modular home (Whitney 1 floor plan) via Sydney Gilliam(Roland)</p> <p>*informed of new environmental inspection was needed due to upgrade from MHU to modular home, Shanita McNeil, (original case mgr )</p> <p>*1-14-22 Enviromental inspection completed</p> <p>*2-18-22 offered and accepted new modular home award letter (Sydney Gilliam Roland)</p> <p>*2-22-22 signed &amp; submitted new grant packet</p> <p>*3-2-22 received "notice to vacate" email (Ellen Marci, TRA Coordinator) and discussed move out procedures via phone call</p> <p>*3-4-22 informed Israel Oboule is construction liaison &amp; expect</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
						<p>a call to schedule container delivery (Ellen Marci)</p> <p>*3-17-22 received call from relocater</p> <p>*3-18-22 received call &amp; email from Israel Oboule, informing me of the new team of construction liaisons we're hire &amp; he is still my construction inspector</p> <p>*3-23-22 received call from Melinda Banfield introducing herself as my new contract liaison</p> <p>*4-12-22 per Melinda, no updates or changes, waiting on start date</p> <p>*4-27-22 per Melinda, no updates or changes, waiting on start date</p> <p>*5-9-22 requested pod delivery update</p> <p>*5-11-22 per Melinda, no updates or changes,</p> <p>*5-26-22 per Melinda, no updates or changes</p> <p>*6-27-22 per Melinda, no start date</p> <p>*8-25-22 per Melinda, no updates or changes</p> <p>*9-19-22 per Melinda, no updates</p> <p>*10-4-23 per Melinda, Rescue Construction Solutions (RCS) is my contractor</p> <p>*10-12-22 called &amp; emailed several people requesting an update on construction etc AND Received auto email replies from Shanita McNeil &amp; Sydney Gilliam Roland stating no longer working with Rebuild</p> <p>*10-13-22 received email informing me the my file was forwarded to a new case mgr &amp; was provided number to contact for all inquiries (from Fanela Godbold, Case Mgr/Bladen County) AND Called 833-275-7262 and requested name of my new case manager</p> <p>*11-17, 11-18 &amp; 11-21 I left VM for Lee Hair, case mgr requesting updates</p> <p>*11-21-22 received email from Lee Hair, case mgr informing me that she reviewed my application and they are still waiting on</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
11/29/2022 01:17 PM	Ms. Charlotte Nipper	[REDACTED]	Carteret	[REDACTED]	True	<p>I applied for assistance to raise my home. I was told by a Rebuild NC associate that the agency does not raise homes but does provide new homes that are elevated if the applicant qualifies. I was approved in 2021 for a new modular home. I was contacted in February and led to believe the home was being built. I am now told it is not being built but I am still on the waiting list for the home I picked to be built. My biggest concerns is why is it taking so long? The contractor assigned to me is Rescue Construction. It is my understanding Rescue Construction has been banned from the Better Business Bureau. This is very concerning. I am hearing they start homes and leave them partially finished or move out residents then leave them in hotels for over a year. I am told by Rebuild agency that the construction company is the responsible party. I am</p>

the construction side

\*11-22-22 requested a list of homes assigned to RCS (from Melinda Banfield) as I saw the list of the homes assigned to the new contractors that were hired November 2022 but she said she wasn't provided that information.

I was informed, by Melinda Banfield that homes are constructed according to the floor plans and not the approval dates.

However, two families, (within 1/2 mile from my property) are witnessing their new modular homes in the construction stage. Both homes have different floor plans and built by RCS. This definitely does not agree with the information from my construction liaison, Banfield. I understand that many people are waiting on homes and I sympathize with them.

I've learned from several Rebuild reports and the meeting held in 9/22 that RCS was assigned too many contracts and that has caused constructions to be delayed.

Is it possible for some if RCS contracts to be reassigned to another contractor?

Please give me some hope of receiving my new home soon I look forward to enjoying my new home soon.

Thank you,  
Pamela D. Long  
RebuildNC Application# 05974

[REDACTED]

Bladen County

[REDACTED]

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
11/29/2022 08:23 PM	Sonya and James Black	[REDACTED]	Onslow	[REDACTED]	True	<p>very scared they will tear down my home and leave me hanging in a motel somewhere for years while I make mortgage payments for a home I am suppose to be living in. I have developed a roof leak since I applied for assistance with Rebuild. I am told I cannot make repairs or do improvements after I signed the application. Due to the long wait I now have soft plywood on the roof and run the risk of it caving in. If I had been allowed to repair at the time it was first noticed I would not have a situation where the plywood is soft. It would have been a simple matter of find the leak and replace the shingles. I occasionally get a call from the agency stating I am still on the waiting list to begin construction. The callers have been nice but it is all scripted. At one time (about a year ago) I asked if it was a recording or a real person. It was a real person but it is still scripted. If I ask a question the representative will try to answer but they don't seem to have a lot of broad knowledge of the program or are forbidden to answer. I don't know which it is but they do seem nice but lacking basic information. I really would like my project to be assigned to a different builder but I am afraid to ask many questions or make requests because I don't want to be "that person". Being given a new home could be a lottery win or an all out nightmare if it is poorly built or the original home is removed only to put residents in motels for months or years. At this point I feel the promise of an elevated home may never come true. I know there are people all over the world that have worse problems than myself but if money is allocated by the government for a purpose it should be spent as allocated. My last comment on this whole fiasco is this, nobody from an agency or business representing themselves as being in the helping business should call an applicant from random numbers asking for our names, dob, ssn and address. As an applicant I have already provided this information. The Rebuild employees are calling numbers provided by the applicants. Many times I have picked up the phone to a random caller from a random number asking for me to provide my personal identifying information. I refused to give it. This is very bad practice by an agency who defines itself as being there to protect. In closing, I hope this agency receives the help it needs to assist the population it serves.</p> <p>From the very beginning our family has had nothing but run-arounds, no answers and delays. We came home to our home being wet, mildewed and molded. Ceilings fell in our 3652 sqft home. Our family of 6 had to live 8 months in a hotel. Money ran out we became homeless. An RV was donated and we lived the remainder of the time in our backyard, no hot water, heating by propane heaters. We have been shoveled through many</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
11/29/2022 09:43 PM	app05684 Larry Rowland	[REDACTED]	Robeson	[REDACTED]	True	<p>organizations including NC Step, Endeavors, and RebuildNC. The many inspections took almost 6 months or more to finalize. We constantly kept sending emails and making phone calls with the response of "waiting on approval". This was slowly damaging our family of 6. My teenager was slowly going fast going downhill only to be hospitalize on several occasions due to anxiety and emotional issues. My husband got kidney cancer, I am a breast cancer survivor, my daughter had to move to another state because there just wasn't enough room for all of us in a 24ft RV. One son is living upstairs in the attic of the damaged home. We tried to do repairs on our own, but after a while ran out of money and only needed sheetrock. We have waited for years trying to receive the necessary help only to constantly play phone tag or the numerous request for documents that we have already submitted several times over. Its been hard on the entire way of life for us. We still do not have hot water, nor heat unless by propane. We live out of suitcases. My son wrote a letter from a child's point of view to the local Senator Lazarra only to receive no answer, not even a sympathy response. We are still paying for personal items in storage, had to take out a loan to continue my business that once used to run from within our home, we are paying back an SBA loan for nothing. The money was frauded from us by bad contractors and now the statutes of limitations has past and we cant get that money back, but yet expected to pay SBA back for that. We were debt free before all this started and now up to our necks in debt. But no one can tell us anything. When we will be able to go back home?</p> <p>We were originally flooded with over 2 feet of water during Matthew. My wife and I tore out all the sheetrock and everything. And slept on blow up mattresses as we rebuilt. We spent both our life savings to rebuild. Nc Rebuild gave us \$13000 in reimbursement. My neighbor on higher ground was awarded a home then. Then comes Hurricane Florence with worse damage. We immediately reapplied with Rebuild NC. We watched as many houses that were not flooded get tore down and rebuilt. All while we struggled and got in debt to just patch our home up to be livable. After all our savings and possible retirement has been wasted on a home that will flood again. We were awarded a home in October 2021. Our original home was over 1600 square feet. But because I didn't have the heart and patience to send in thousands of receipts, we were awarded a 1300 square ft home. We were told originally in 2021 we would be in the home in 100 days. We finally were told to move out November 8, 2022. As of today November 30th, nothing has been done. I just feel mistreated by the system. If I would have</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
12/01/2022 09:04 AM	Ms Sharon Simmons	[REDACTED]	Cumberland	[REDACTED]	True	<p>been awarded a home after Matthew. I would be in a home by now and still have some retirement left. Please help. I just can't live in motel much longer. I have degenerative disk in my back and there is no way to get rest in a motel.</p> <p>I applied for Rebuild North Carolina in 2019 and was approved February 2020. My application no# 04688. My placement was to be an emergency placement due to the damage, mold, wall that moves and having small children in the home. All I have heard in these 3 years are excuses, blame and no answers. Every one has been uncaring, condescending and checked out of the whole process. I have called written letters and prayed. I am in fear of a total collapse of my wall. The front door doesn't close due to the water damage. I can see the outside when it is closed. WE ARE NOT SAFE AND I HAVE MADE THIS KNOWN FOR 3 YEARS. WE NEED HELP TODAY. IT HAS ONLY BEEN THROUGH GOD'S GRACE THE WALL HAS NOT COME DOWN. THE PROGRAM HAS ABANDONED US.</p>
12/01/2022 11:05 PM	Ms. Lois Baker	[REDACTED]	Robeson	[REDACTED]	True	<p>Suffered damage during Hurrican Matthews in 2016 at [REDACTED] [REDACTED]=Lumberton, NC 28358. Letter dated 8/14/2017 received "Notice of Approval" from North Carolina Emergency Management Hazard Mitigation Grant Program that my application for the Mitigation Reconstruction of my home has met the selection criteria. Since that time, I've made numerous calls to inquiring about the status of this matter and I've been told that they are waiting for re-negotiation of contract bids because the contracted builders are over FEMA's budget, and they are waiting for a response from FEMA; they are waiting for a response from FEMA and that they email FEMA on a monthly basis but are not getting any response. The person I speak with is Amber Britt [REDACTED]</p>
12/02/2022 07:29 PM	Ms Ann Adams	[REDACTED]	Edgecombe	[REDACTED]	True	<p>My experience with Rebuild began sometime around 2018 after Hurricane Matthew. Things seemed to be going according to the proposed 6 or 7 step process up and until the first proposed start date in April of this year was rescheduled. I followed all the guidelines and my home was ready to be torn down. I had to rent a place to stay where I am paying 2x's my current mortgage. My home of course is now inhabitable. My last proposed start date was 11/11/2022. I wish I could say I am doing fine but that would not be true. I can not help but feel incredibly anxious since that date was missed also.</p> <p>What I would like more than anything is some reassurance that this will indeed take place or, if that is not feasible, then some guidance as to what should be my next steps. I had budgeted for the original start and completion dates so this delay is really</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
12/02/2022 08:41 PM	Ms. Clara Staten	[REDACTED]	Bladen	[REDACTED]	True	<p>putting a financial strain on me. I am paying taxes and other incidental expenses for two property locations and that is incredibly expensive.</p> <p>All of this is starting to affect my health and mental state. I guess more than anything, I just want some transparency and honest feedback as to what my future looks like.</p> <p>My Rebuild case worker keeps telling me to keep the faith and I will but , in the meantime, I am praying that this Commission will be able to bring some resolution to this problem sooner than later. Thank you for giving me and others in a similar situation the opportunity to express our concerns.</p> <p>Ann Carney Adams</p> <p>I'm an 2016 applicant that still waiting on This poorly run agency. I'm aware of internal problems that I believe At this point is necessary for all media outlets to hear our stories, as it appears there's no order, no accountability, and nobody really cares.</p> <p>The Governor can speak on shooting , etc. but You should never normalize, contractors and people in authority taking advantage of any Hurricane broken applicants again and again. Ppl living with family/friends, hotels, etc. for three years and being threatened as recently in November 2022, with being kicked out due to nonpayment from Rebuild in over a year. Not just hotels, but inconsistencies in paying others who are providing temporary shelter as well. This new thing that pod companies not want applicants to sign agreement they are not responsible for any damages of personal belonging is crap. Fortunately, they are not responsible, it is you Rebuild and contractors are 100% responsible. These boxes aren't climate controlled, and aren't meant for long term storage. But you, Rebuild have given all contractors no accountability as to starting nor completing jobs. In addition, you constantly let one contractor continue to bid when the company was very much involved in the former Ivan Duncan's &amp; Sheila's Show. Please make it make sense, because it doesn't.</p> <p>You have ppl in offices meeting payroll that is absolutely wasted payroll and has been for years, who don't know left from right sucking up millions of dollars. We ask questions that they can't answer, they supposedly escalate up further, and never return the call. Again, make it make sense.</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
12/02/2022 08:49 PM	Crystal Glover	[REDACTED]	Pender	[REDACTED]	True	<p>My name is Crystal Glover. My family of 6 lived in Rocky Point, NC in Pender County when Hurricane Florence destroyed our double wide. Rushing flood waters knocked over block pilings under the home and the roof literally split in half all the way down and the rain water poured in our home for the next week. My daughter's and I were in Florida when the storm struck and my husband stayed with his sister in Wilmington and was unable to get back to our home for an entire week due to local flooding and week long rain. When my girls and I were finally able to get back home 2 1/2 wks later, we came home to a home that no one should have to live in, yet we had to. FEMA somehow deemed our home habitable and gave us \$4000 to make repairs and we tried but the black mold just spread like crazy. The damage to our home was estimated at over \$30k. We had no insurance, no savings and every program we applied for, we seemed to fall through the cracks. Long Term Recovery said because we had more than \$17k in damage, they wouldn't help us. Cape Fear Habitat for Humanity said our income of \$60k for a family of 6 was too high and denied us. We were on lists for volunteer muck outs and repairs and no one ever called or came to help. We have a (now 15 year old) daughter with Hypoplastic Left Heart Syndrome (also known as 1/2 a Heart) and we were so terrified for her safety that she actually lived with a neighbor of ours for over 2wks until my boss generously offered for us to rent her elderly mother's home that had been vacant for a few years. We moved into this home on Oct 12th, 2019 with nothing more than a tiny pull behind trailer of boxes. We lost most of our furniture, clothing, belongings and our kids rooms were damaged the most along with majority of their items. Applying for ReBuild NC was our last hope of having our own home again and we were so thrilled when we were approved in 2021. We were told the process would be 6 months to a year and we would have a new home on our property yet we have been stuck in limbo for over 4 years now. My boss let us rent under the pretense that this would be a 1 1/2 year rental max and then they could sell the house like they planned. We cannot afford to rent anywhere else and her patience is wearing thin. We could possibly be at risk of having no where to live very soon as her mother is close to passing and the family want to sell. We have been here 4 years and our old double wide still stands falling to pieces more and more each year. The doors to it have been kicked in multiple times, people looted anything we left and we recently found out some one kicked the door in again and was staying in it. Our family had been through the ringer. Our kids had to move to new schools away from the kids they grew up with and have all been</p>



Date Submitted	Name	Address	County	Email	Answer to Question	Comments
						<p>mercilessly bullied. Don't get me wrong, we know that we are so blessed to be living in a rental and not in a hotel like some other Florence victims are, but it hit us hard financially to go from no rent or mortgage to paying a monthly rent for 4 years now. I was told that we would be eligible for Temporary Rental Assistance when we were assigned a contractor. Then I was told we can't get it until the construction has actually started. I've heard of other applicants who are getting rental assistance and they aren't any further in the process than we are. No one gives straight answers and every different person seems to have a different idea of how things work. We just want to go back home. We want to finish raising our kids on our family land where their Grandma lives next door in the peace and quiet of the countryside. Our application process started in August of 2020 and award notification was received 3/29/21. The \$4093.62 for duplication of benefits was paid and it still sits in Escrow. Our original award letter was signed on 5/13/21 for our double wide to be replaced with another doublewide. In June of 2021 I was contacted and told that due to manufacturing issues, the process would be faster if we opted for a modular home instead of a MHU and I gladly agreed. On 10/7/21, we were given the O'Neill floor plans and picked out our colors for paint, flooring, siding, counters etc. and signed and returned the paperwork for it. In December of 2021, ReBuild NC contacted me with a revised award letter with the modulars info and it was signed and returned on 12/23/21. In June of 2022, I was finally told my contract had been awarded to Rescue Construction Solutions and they would contact me for a Pre-Construction walk through. To this date I have not heard a peep from my contractor and the more I hear about them the more terrified that I am that we will NEVER get back in our own home. I have been shuffled around from multiple Case Managers and Construction Liaisons, easily 6 different ones or more and no one has any idea when I'll be contacted or when construction will start. I'm hearing from other applicants that ReBuild is contacting them to take back the modular offer and put them back to the original MHU replacement, saying the modular just aren't going to happen. How can they do that?! We have legally signed contracts and award letters with these specific dollar amounts for modulars that Rescue Construction Solutions had already been given a hefty sum to pay towards those modulars being built. Laura Hogshead said it herself that the goal of ReBuild is to leave our families better off for the next storm. Modulars are built way better than MHUs and personally after getting the run around for over 4 years, our families deserve to have those modulars. We are trying to stand up for ourselves</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
12/02/2022 11:34 PM	Deborah Downey	[REDACTED]	[REDACTED]	[REDACTED]	True	<p>and feel like our screams and pleas fall on deaf ears. The amount of money that has been wasted by NCORR and ReBuild is insane. I want to know what happens if all the money is depleted yet we are still out here with contracts in hands waiting for our homes to be built. Who is going to build them for us? Will we just be "SOL"? I see entire new neighborhoods pop up in a month or so but we can't even get 20 new homes a month finished in this program. At this point it would be quicker and probably more cost efficient for them to hire contractors to do stick built homes. They've lied about their completion numbers. We need help from this committee, from our government, from our Governor yet the only thing happening is a few stern words of "we are happy with what's going on" and no repercussions. At their current completion rate, the program will have ended before we are all back in our own homes. My family is about experience yet another Christmas waking up in someone else's beds and in someone else's house. We just want to go home. Please be our voice. Someone needs to answer for all the wasted money and time and someone needs to come up with and follow through with a solid plan for delivering what we were promised. Thank you for taking the time to read my story.</p> <p>I am writing at the 12th hour as I was waiting for a reply from Rebuild NC's Rescue Construction Solutions team which came this evening. It is important for your committee to know how delays and a refusal by those at Rebuild NC to communicate and relay to homeowners the answers to the questions they need to know about their properties. Applied the summer of 2020 and have been in construction since Nov. 2021. In July we moved out as the project was going ahead. The asbestos company was at my house the week of July 18th and removed siding and flooring. Rescue put in a permit that week and heard nothing until September when a new case manager looked at my file and said it was on hold due to floor plan issues. After I called my liaison about what the problem that case manager was gone. I asked and asked what the problem was and was told the same and they were working on new plans since early August which I receive mid October. The plans were just two much smaller plans than my current house.</p> <p>I have a nonconforming property and their not let me know what the problem was I have lost my right to have a new house built on the same place my previous house was. The standard property is 70 ft wide, my property is 50 feet wide and with the new setbacks I will only be allowed 30feet width for a home and because they changed to Modular even less.</p> <p>Although, the city said the permit is not complete even though</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
12/02/2022 11:51 PM	Ms. Evelyn Jemison	[REDACTED]	Robeson	[REDACTED]	True	<p>Rebuild is saying that this was not demolition, but when they pulled off the siding off my house and left a 100 year old house exposed to the elements, pulled the toilet, sink up, some doors off they have began demolition before having permits and now that they are not able to build the original home under the Grant Agreement and the floor plans that are offered will not work as I need to make accommodations for my son when I am no longer here so he can remain in the house with support they have left my house where I can no longer repair or remodel as water is now coming through the open doors and the outside walls. The house has sat as an eyesore like that since July and I have been told unless I take a plan that will not work they will not demo. Everyone is aware that if they do not demo, the city will and put a lien on the property. This should never have happened if they would not have began demo before permits were approved, had spoken to the homeowner about the real issue before putting on hold and do expediently. What makes this situation even worse, once moved out and after they began the "demo, I no longer have insurance on the property. In a normal case, the property would be covered by the contractor's insurance until completion. With Rebuild NC a NTP (notice to precede) may or may not be issued when the homeowner moves out as the are ready to proceed. I never got one and since they put on hold I think none has been issued. Moved out second week in July and it is December with no NTP. As far as the floor plans that were offered none of them would be available this year and there was no timeline for 2023, so the excuse I now have on hold has nothing to do with the delay.</p> <p>I wish to express a complaint about The NC Rebuild Program Process. My parent's home of [REDACTED] Proctorville, NC 28375 sustained hurricane damages from both Matthew and Florence. In 2019 Robeson County Hurricane Assistance Program approved for work to be completed for damages that occurred for Hurricane Matthew to my parent's home. The contractor at the time who was assigned to fix the hurricane damages provided poor workmanship and incomplete work. For example, a walk-in shower was replaced in one of the bathrooms in the home. The previous contractor replaced it. However, afterwards my parents began to experience plumbing issues that resulted in waste sewage coming up in their sinks and bathtub when the commode would flush. My parents contacted an outside plumber to address the issues and were informed by that plumber that the issue resulted from the previous contractor's work in replacing the shower in the home. In the year of 2020, we contacted the designated agency in</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
						<p>Robeson County to address the concerns and have them resolved. However, our attempts were unsuccessful, which resulted in us contacting Governor Cooper's office for assistance.</p> <p>A lot has occurred over the year we have been in a motel since September 17, 2021, and today is December 2, 2022. We have over 75 email communications with Rebuild informing of our concerns. As of today, we had an expected date of demolition to occur, and no one informed us as to why Rescue did not show up. We can provide a more detailed account of what has occurred over the past two years with the Rebuild Process.</p>