

# 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	2015 Tyrell Court, Supply, NC 28462	Brunswick	godshands4u@yahoo.com	True	My mother is dealing with Rebuild NC. She had to pay over \$6000.00 . Money was paid Oct. 2020. She has picked a floor plan was told that her house was being built Now there is no contractor or nothing. She is in Phase 6 out of 9 or 10. She is 82 years old and is in bad health. The address that her house is to be built on is 2875 Jeremy St SW, Supply, NC. She is currently living with me. The old mobile home has to be removed first before anything can be done. They have no idea as to when they will even start. They call once a month to tell me no news. She had hopes of moving in before she dies. Now she says she don't think she will ever get to spend the night inside.
09/03/2022 06:53 AM	SONYA BLACK	3620 WILMINGTON HWY, JACKSONVILLE, North Carolina 28540	Onslow	SONYA.3LOVES@GMAIL.COM	True	I have been dealing with RebuildNC as well as NC Disaster Relief of Onslow County Human Service. It's now been 4years of waiting. Constantly being told waiting on contractors bids approval. We are living in an RV in the backyard. Rebuild wanted us to pay money before they would move forward. We kept asking them to come out to see the damages. We had been asking since the beginning. They refuse to come. All we need is sheetrock! 3652 sqft home gutted to the bones. And no one will answer us. 9104671488
09/03/2022 11:14 PM	Rebuild NC Carolyn Mcfarlin	1591 us 64 Alt. E., TARBORO, North Carolina 27886	Edgecombe	mcfarlinlatt@gmail.com	True	My name is Carolyn Mcfarlin, I've been an applicant with rebuild nc since 2017. I am very frustrated and stressed with the on going lies with this program. Almost immediately after Matthew me and my husband husband received some assistance from FEMA, but those funds soon ran out and we used all our savings along with getting loans to get our home back to living condition. rebuild sent an inspector out in August 2021 to assess the work that needed to be done to meet HUD guideline. We were assigned to Rescue construction and were given a start date of February 28, 2021 two weeks prior to this date I got a call from rebuild with a new start day for may 4, 2021 still haven't seen no sign of Rescue construction. We were moved out of our home November 12, 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 11 months. We were in our home comfortably and when I ask the question we were we moved out if construction was going to begin, no one has an answer, two start dates and

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09/04/2022 04:35 PM	Hurricane Florence Pauline Williams	2717 Old Wrightsboro Road, Wilmington , NC 28405	New Hanover	Phpforward@gmail.com	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	1730 White Rd, Wilmington , NC 28405	New Hanover	Kelsiarcos@yahoo.com	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	1531 S. River road, Beaufort, NC 28516	Carteret	drlonicdc@yahoo.com	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	662 Country Day Rd, 662 Country Day Rd 662 Country Day Rd, Goldsboro, NC 27530	Wayne	tommygibson@nc.rr.com	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	21220 Sneads Grove Road ,	Scotland	angeladianecummings2@gmail.com	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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		Laurel Hill, NC 28351				<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	859 Factory Rd, Hampstead, NC 28443	Pender	jshockey7@gmail.com	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</p> <p>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 Staybridge 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 theWhitney-1, even though it had already been changed over to the hadley-1 floor plan. Apparently no one told him of the change. He told me the only one currently been built was</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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						Hadley-1 was not going to be built anytime soon. So once again I have been in Staybridge hotel for 14 months plus nearly 3 months at the other place. It's like given a jail sentence by the judge, but the judge refused to tell you how long you have got to spend in prison, but when they do notify you you will have a minimum of six more months to serve your sentence out. So in other words what I'm trying to say is when they notify me of when my house will be built it will be a minimum of 6 months more staying in the hotel. So every day that goes by, I have a minimum of another 6 months sentence if you want to look at it in that sense of living in a hotel, with the quality of life has diminished tremendously, my health has failed tremendously, as well as been diabetic my A1C has gone from 6.7 to 7.9 in this time frame. This is not a way for anybody should be able to live.
09/08/2022 08:01 PM	Rev Dr EC Dobson	2920 Nc Highway 55 W, New Bern, NC 28562	Craven	pedobson@newberndistrict.com	True	It has been a nightmare trying to get my mother's house fixed. We filled out applications and was dropped because we could not provide a document from SSI. The SSI kept sending what they thought rebuild was asking but they always stated it was the wrong document. In a meeting with many government officials, (I can't remember her name at the moment) the state lady was present. I shared my mother's story, within two weeks she shared the person handling our case was no longer working with rebuild. She did activate our application and we received one call and one evaluation. NOTHING more has been said. My mother is aging and this has been going on for over three years. It breaks my heart to see the wealthy keep getting richer while the poor(black and brown ) continuously looked over. ??
09/08/2022 08:23 PM	Mold inside walls Regina Jones	563 Perrytown Rd, New Bern, NC 28562	Craven	nucre62@yahoo.com	True	My roof was replaced BUT the damage that was inside is still present. The walls are warped and mold is within the walls. Asthma, lung issues etc. Health scare.
09/08/2022 08:36 PM	Mold & Mildew Regina Jones	563 Perrytown Road , New Bern, NC 28562	Craven	nucre62@yahoo.com	True	My roof was replaced. The roof did leak but there was NOTHING done to the walls that are warped from the water leaks. The walls have mold and mildew and there are asthma, breathing issues with other health issues that are getting worse. We need help. I truly hope I can live in a home that will be safe for me and won't make my health worse than what it is now. I have a SBA loan @\$54 monthly but still live in a home that is harming me.
09/09/2022 02:21 AM	Rebuild NC Comment Amber Woods	1102 S. Patterson St., Maxton , N.C 28364	Robeson	Ambrn_84@yahoo.com	True	Hello my name is Amber Woods and I live in Robeson County. I was impacted by Hurricane Florence in 2018.I have been in the dreadful process with Rebuild NC almost 2 years now, started application initially October 2020.... I am currently in Step 4 (inspections). I have been thru many many obstacles, challenges, miscommunications, delays, with this program

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						<p>Rebuild NC.. There were times when an entire month would go by without one single email reply to multiple update inquiries, or just no response back and no resolution, I have been switched to 3 different caseworkers throughout this process.. Similar problems with new caseworker, I have been in the inspections stage for 10 months without any successful updates, throughout this time. My fear is I have researched the time lapses in the turnover rate and have seen where applicants who have been awarded a mobile home replacements had to wait and face complications due to mobile home shortages.... I know that they award multiple contracts to the same contractors to influence the priority of those projects to get completed in a timely manner. I feel as if my family, and other applicants, continue to get the run around from this program. Meanwhile they are figuring out ways to backdoor these block grant funds to low income housing projects to create for profit housing in this housing crisis....I have read the many news reports of families waiting two and three years, and the program spending excessive funds to keep families in hotels... . I am fearful that my story will transform into one with more waiting, speed bumps and complications. hopeful that Rebuild NC will treat my family right in the end. I did not have homeowners insurance when Florence hit because I was in a lease to own contract with a family member, , and did not have a deed, and therefore could not apply for home owners insurance., and being denied assistance from FEMA, I finally learned about Rebuild. I applied for Rebuild because our roof sustained major damage, water came into the ceilings and under the shingles, the vinyl sustained major wind damage,I had flooring replaced, repaired walls and whatever I could while still waiting on the application.The initial inspection was not completed until January 2022. There was additional inspections abosteos, lead and paint assessment if your home was built before 1978., which my home was built 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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						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. Thiis is my experience with Rebuild NC. Thank you, Amber Woods
09/10/2022 09:36 PM	Mrs Bizzell April	185 paradise lane, Beulaville , Nc 28518	Duplin	aprilbizzell78@gmail.com	True	I lived at 3360 s nc 41 Wallace NC 28466 at time of Florence. I didn't receive enough money from fema you restore home and never received any money from state of NC for any damages.
09/11/2022 03:53 PM	Viola Figueroa	PO BOX 152, GOLDSBORO, NC 27533	Wayne	violaryalsfigueroa@yahoo.com	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	2202 New Bern Ave , New Bern , NC 28572	Craven	lhdlblcat@hotmail.com	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	104 Johnson Street, New Bern, NC 28560	Craven	DavidAFrench@gmail.com	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. 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 disaster relief agency and this is a blatant lie. We returned</p>

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09/11/2022 10:45 PM	Kelsi Dew	708 Greenwood Blvd, Princeville, NC 27886	Edgecombe		True	<p>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. My RebuildNC case manager changed several times throughout</p>

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						<p>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, which disqualified me from the program. The withdrawal letter</p>

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						<p>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	181 railway Indg 181 Railway Landing, Gloucester, NC 28528	Carteret	bbohn@ec.rr.com	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. 252-571-0907
09/27/2022 10:13 PM	Mrs Janet Jones	1071 NNC 11-903 Hwy, Kenansville , NC 28349	Duplin	jbj112350@yahoo.com	False	Please release the funds to help the people affected by Florence!!! We have just finished with the buyout program! How ever there are many more just hanging on to finish up with the purchase and not be left in limbow!! Put yourself in the people's position and turn lose the money!!!
10/04/2022 08:57 PM	Mrs Erica Graham	67 Elm St , Fair Bluff , North Carolina 28439	Columbus	ericabullock27@yahoo.com	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. Elm St. 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 was in July 2021. Also, in July of 2021, Rebuild offered us a home that was



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10/04/2022 09:10 PM	Mrs Erica Graham	67 Elm St , Fair Bluff , NC 28439	Columbus	ericabullock27@yahoo.com	True	<p>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> <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>
10/05/2022 02:03 AM	Micheal Green	340 E Goodman Rd, Fair Bluff, NC 28439	Columbus	mikemike23@hotmail.com	True	<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 thing and another another. I was told that I could move my</p>

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10/05/2022 10:01 PM	Cathy rhodes	2055 Blue Creek rd, Jacksonville, NC 28540	Onslow	wizzardlee46@gmail.com	True	<p>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	274 Pawleys Ln, Maxton, NC 28364	Robeson	doniray16@gmail.com	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/ address. We notified our case worker when we moved, May</p>

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						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	1582 N Mitchell Ford Road, Clarkton, NC 28433		claras6728@yahoo.com	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	2055 Blue Creek rd, Jacksonville, NC 28540	Onslow	wizzardlee46@gmail.com	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	3620- Wilmington Highway, Jacksonville, North Carolina 28540	Onslow	SONYA.3LOVES@GMAIL.COM	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	Rebuild NC Tashica King	640 Volunteer Dr K, Fayetteville, NC 28301	Cumberland	ktashica@gmail.com	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	57128 Kohler Dr, Hatteras, NC 27943	Dare	melemom2000@yahoo.com	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 have a site plan and had to ask me which floor plan and the sq.

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11/02/2022 02:04 PM	Mrs Lisa Bryan	PO Box 1304, Bladenboro , NC 28320	Bladen	lisabryan1973@gmail.com	True	<p>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 modular. They also decided to elevate the home. Originally they</p>

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11/02/2022 02:05 PM	Ms. Kathy Beach	602 Regalwood Dr , Jacksonville , NC 28546	Onslow	kewton@msn.com	True	<p>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	Rebuild NC Nightmare Dorothy Mansfield	Po Box 764, Bladenboro, NC 28320	Bladen	vzwgal@gmail.com	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 hot sunny day is unbearable. We was told not to fix anything</p>

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11/03/2022 01:32 PM	Joel Garrett	7630 Lucinda Lane , Linden , North Carolina 28356	Cumberland	joelgarrett64@gmail.com	True	<p>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	Hurricane Recovery Amber Woods	1102 S.Patterson St., Maxton, N.C 28364	Robeson	Ambrn_84@yahoo.com	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 major problem that was failed to be listed on my ECR'S from</p>

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						<p>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 toilet, when the toilet 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	200 Walston St. , Princeville , NC 27886	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	15501 pea bridge rd , Laurinburg , N.c. 28352	Scotland	locklearkaylia@gmail.com	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	15501 Pea Bridge Rd, Laurinburg, NC 28352	Scotland	locklearkaylia@gmail.com	True	Correction from first form I filled out I was flooded out of my home in 2018
11/26/2022 04:00 PM	Rebuild NC Amy Hunter	117 LEWIS HUMPHREY LN, HUBERT, NC 28539	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 my house.

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11/28/2022 10:47 AM	Alanna Mccarthy Baum	1531 south river road, Beaufort, NC 28516	Carteret	drlonicdc@yahoo.com	True	<p>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 and I am homeless due to a natural disaster. There is no recovery and</p>



Date Submitted	Name	Address	County	Email	Answer to Question	Comments
						no end in sight.
11/29/2022 03:11 AM	Cathy Rhodes	2055 Blue Creek rd, Jacksonville, NC 28540	Onslow	wizzardlee46@gmail.com	True	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	65 King Tuts Ct, Riegelwood, NC 28456	Bladen	Longfam3@yahoo.com	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 a call to schedule container delivery (Ellen Marci)</p>

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

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11/29/2022 01:17 PM	Ms. Charlotte Nipper	224 Hill Rd, Smyrna, NC 28579	Carteret	sunfsh38@hotmail.com	True	<p>*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.</p> <p>I was informed, by Melinda Banfield that homes are constructed according to the floor plans and not the approval dates.</p> <p>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.</p> <p>I understand that many people are waiting on homes and I sympathize with them.</p> <p>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.</p> <p>Is it possible for some if RCS contracts to be reassigned to another contractor?</p> <p>Please give me some hope of receiving my new home soon I look forward to enjoying my new home soon.</p> <p>Thank you,  Pamela D. Long  RebuildNC Application# 05974  65 King Tut's Ct  Riegelwood, NC 28456  Bladen County  910-617-9969  Longfam3@yahoo.com</p> <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 very scared they will tear down my home and leave me hanging</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
11/29/2022 08:23 PM	Sonya and James Black	3620 Wilmington Hwy, Jacksonville, NC 28540	Onslow	sonya.3loves@gmail.com	True	<p>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 organizations including NC Step, Endeavors, and RebuildNC. The</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
11/29/2022 09:43 PM	app05684 Larry Rowland	104 Vollie Dr. Lumberton , Lumberton, North Carolina 28360	Robeson	LROWLAND2009@NC.RR.COM	True	<p>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 wasnt 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 contantly 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 been awarded a home after Matthew. I would be in a home by</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
12/01/2022 09:04 AM	Ms Sharon Simmons	5467 Muscat Rd, Hope Mills, NC 28348	Cumberland	sher33plum@gmail.com	True	<p>now and still have some retirement left. Please help. I just can't live in motel much longer. I have degradative 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	502 Cherry Lane, Lumberton, NC 28358	Robeson	lbkr112@yahoo.com	True	<p>Suffered damage during Hurrican Matthews in 2016 at 391 Paris Street, K=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, 910-272-6524</p>
12/02/2022 07:29 PM	Ms Ann Adams	309 Greenwood Blvd, Princeville, NC 27886	Edgecombe	west382003@yahoo.com	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 putting a financial strain on me. I am paying taxes and other</p>

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12/02/2022 08:41 PM	Ms. Clara Staten	1582 N Mitchell Ford Road, Clarkton, NC 28433	Bladen	claras6728@yahoo.com	True	<p>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>
12/02/2022	ReBuild	706 N Green	Pender	Ncheart2heart@gmail.com	True	My name is Crystal Glover. My family of 6 lived in Rocky Point,

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
08:49 PM	Run Around Crystal Glover	Tee Rd, Hampstead, NC 28443				<p>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 mercilessly bullied. Don't get me wrong, we know that we are so blessed to be living in a</p>



Date Submitted	Name	Address	County	Email	Answer to Question	Comments
						<p>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 and feel like our screams and pleas fall on deaf ears. The</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
12/02/2022 11:34 PM	Deborah Downey	313 North 26th Street, Wilmington , NC 28405		dydowney@aol.com	True	<p>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 Rebuild is saying that this was not demolition, but when they</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
12/02/2022 11:51 PM	Ms. Evelyn Jemison	1032 Fire Tower Rd, Proctorville, NC 28375	Robeson	evelynjemison@gmail.com	True	<p>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.</p> <p>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.</p> <p>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 1032 Fire Tower Rd, 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 Robeson County to address the concerns and have them</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
						resolved. However, our attempts were unsuccessful, which resulted in us contacting Governor Cooper's office for assistance. 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.
03/21/2023 07:06 AM					True	I have been working with Rebuild.nc.gov for a couple of years now. I'm in step #6. I'm awaiting reconstruction. I get little to no information. Every question I ask Noone has an answer for. The process is so slow... our damaged home (hurricane Florence) is falling down with us inside. Please help
03/23/2023 08:17 PM	Miss Clara Staten	1582 N Mitchell Ford Road, Clarkton, NC 28433	Bladen	claras6728@yahoo.com	True	Why is Timberline Construction allowed to replace all MHU's with less of quality than others. It's clearly obvious that Live Oak Homes they are using are of lower quality.
03/23/2023 10:05 PM	Mrs. Sonya Black	3620 Wilmington Highway , Jacksonville , NC 28540	Onslow	sonya.3loves@gmail.com	True	We are still displaced from Hurricane Florence. We have been living in the RV now for the last 3-4 years. We are tired, we are exasperated, frustrated because we continually can't seem to move very far with each stage of this program with RebuildNC . We have been waiting know at stage 6 since January and we're still waiting. Supposedly we're supposed to be on a list for contractor's bids and have not heard anything. We got an email at 6:30 in the evening to notify ask that our case manager has been replaced by a new one . This is now about the 7th or 8th caseworker that we have been through. The last one Elizabeth Wymer we hardly ever even spoke to but maybe 4 times. The constant waiting for no movement is very frustrating when all we need is sheet rock and to finish completing our home . We have sent in several complaints only to be told that we're just waiting for approval. How much longer must this drag on? We currently still have no hot water and we boil water for baths and cooking. We are living in an RV and it is tight quarters for a family of 5. Really wishing we can get back in our home before summer. The constant feeling that we are being treated as not important is overwhelming.
03/23/2023 11:03 PM	Tywler Bullard	285 Island Grove Rd, Maxton, NC 28364	Robeson	tywler.bullard@att.net	True	I'm a Applicant of Rebuild NC intake date 3/3/2019. I'm currently waiting for the Repairs to be completed by Live Oak warranty company. To say I've had a good experience would be a lie. 2 weeks into the start of my project I seen some concerns with the setup and text Timberline Contractor Michael asking him to please come to the property to help me understand what

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
						<p>was taking place. And to this day I've yet to see him. Timberline has allowed many SC to come to do repairs or rework said projects on the house. The workmanship of those have done nothing but cover up the damage that was done by the last SC. Ripped holes underneath missing cinder blocks on a pier exposed electrical lines underneath as well as placing moisture Vapor barriers while dirt was and is still wet underneath. Just about every room in house has cracks in the ceiling some more than one crack. I've been told that it happens with every house not to the degree that my house has had I'll never believe that. The front Storm door has had issues since the setup and it is WORSE today than when it was first noticed. Timberline and their SC has caused me to be depressed have anxiety experience chest pains (I'm a Cardiac patient) lose sleep or sleep to much to worry if said house is safe and secure for me to live in it also I've lost interest in the things that bring me happiness all because they refused to redo the damaged that had been damaged in the first few weeks of the setup. Resulting in further concerns if the repairs have been done correctly.</p> <p>To be told by Timberline that I Should Be Thankful That I'm getting A House as if I'm undeserving if heartbreaking. To be threatened by a SC with his dog and wanting to bring harm to my dog as well as myself is unacceptable and unthought of. To receive No respect from Timberline and RNC is a shame and disgrace and to think with each passing day it only gets worse. Timberline should be ashamed of the quality of housing that they provide for the People that have suffered for years living with rats roaches no heat or AC no means to cook or keep their food cold losing time spent with their family and friends the lost holidays the memories that could have been made but wasn't the happy times just with ones self all lost because of What. I'll NEVER even be 1/2 the person I used to be. All because of WHAT?</p> <p>If I had the means I'd tell them to come get the MHU that will never be a home to me all because of the suffering they have caused to me.</p> <p>Timberline is a Joke with the quality of the house that they provide for someone that has suffered enough.</p> <p>Are we that undeserving to be given the bottom of the barrel MHU? Who will Answer to the People who have and will continue to suffer from the Mistreatment of said PEOPLE. It will NEVER BE A HOME. My house has had So Many Repairs that it's Not Even New anymore.</p> <p>Sick of being SICK.</p> <p>Oh and I have the pictures and videos to prove what I have</p>

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03/23/2023 11:57 PM	Ms. Angela Cummings	21220 Sneads Grove Rd, Laurel Hill, NC 28351	Scotland	angeladianecummings2@gmail.com	True	<p>shared on this site</p> <p>Sincerely Tywler J Bullard</p> <p>Since my last comment I have seen changes. Others may not agree, but I think so. Maybe we aren't where we need to be yet, but it has improved. I've seen many people get homes the last 3 months. I've seen the contracting process improve. I've developed good communication with constituent services. It's much better than my previous experience. My questions get answered. I feel heard and understood. I understand the process better than I did before. They were ready for my award signing in October, but I had to get my property taxes caught up. It took a couple of months and as soon as I notified them I was ready, they prepared the document and I signed on December 22,2022.</p> <p>I was placed in queue for quality review. I asked Jackie what that meant, she replied and explained what it is and why it was necessary. When February came and my file had not left quality review, she contacted them and they got right on it. I'm now pending batch for bidding. I have discussions with Jackie about the entire process, the changes being made to expedite all processes. I had privacy concerns about contracts, procurement and proposals revealing too much private information. I understand the need for transparency but that some information should be redacted. Jackie made note of that and I was pleasantly surprised to see my concerns had been addressed when the new contracts came out. I saw how the contracts were grouped by areas, which made me very happy. To me this means, more oversight for general contractors, less driving around, less costs for everyone and most importantly, applicants going home faster.</p> <p>I was happy to see HB 119 introduced because it's passage also means the pace will quicken and maybe it won't be too much longer for me.</p> <p>I've seen the introduction of new contractors and I look forward to seeing more.</p> <p>That's as far as I've made it the last few months and that's the experience I've had. Overall, it has been a lot better for me. I feel heard and taken seriously.</p> <p>And as you already know, if I have an issue I will tell it, a</p>

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03/24/2023 08:37 AM	Alanna Mccarthy baum	1531 south river road, Beaufort , Nc 28516	Carteret	drlonicdc@yahoo.com	True	<p>question, I will ask it.</p> <p>I wrote the governor and Senator Britt this week in an effort to try and bridge a gap between the applicants and RebuildNC. So we can work on this common goal together. It's proving to be too much. And I've gotten a taste of what it's like on the other side.</p> <p>I do not know what to do. I just want to make things better and people to go home. I thought with the progress we were getting there. Maybe, not.</p> <p>I'm seeing others still upset and I can not account for their experience or opinion. I can only account for mine. It meant a lot to me to know I was heard.</p> <p>Like I told Jackie, if I can open my mouth to complain, I can open it to praise.</p> <p>Go HB 119!!</p> <p>God bless and Good night.????</p> <p>Well, I don't have much to say that hasn't been said. On a positive side, some of the communication has improved but it still seems one department does not know what the other has updated . It also seems the modular program is still slower than a snail crawling. My modular is delayed due to the handicapped accessibility needs for the second time that I know of. I would not be surprised if there were other delays I do not know of. I do not know when this will completed. According to the general contractor the manufacture needs to install the showers. At this point I am still in a hotel in morehead city . Not a very good long term stay. No kitchen, no room and plenty of noise. Unfortunately , according to rebuild this is the only place they have a contract with. The general contractor is rescue and I am pleasantly surprised they hired an outstanding subcontractor for my foundation. Coastal foundations was wonderful and quick. Now I'm delayed once again waiting for the house to be completed and for the house to be put on the foundation. No idea when this will go forward just vague guesses . So overall, I don't think the program has improved much since the delays continue. My house was ordered in august of 2022, but it still isn't finished. That should give all of you an idea of how little progress is being made. It will be 3 years since I applied in may of this year. I doubt I will be in my home by then. Im tired of staying in this one room hotel and feel that it would be better for</p>

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03/25/2023 05:29 AM	Viola Figueroa	PO Box 152, Goldsboro , NC 27533	Wayne	violaryalsfigueroa@yahoo.com	True	<p>me to still be with my family even if it is out of state. Staying here is expensive and stressful.</p> <p>6 years and 5 months (in 3 days) later still not in a home. A smaller home then we originally had. Why? They said because my husband US Army SGT Figueroa is no longer with us (he died 1/2019) we don't qualify for the size home we had lived in for over 65 years. 4 bedrooms, large closed in family den, 1 1/2 Baths, large open kitchen, and close to 2080 sq ft. Instead we are being given just under 1201 sq. ft. My service dog said "mommy now if this is my house, where are you and Grandma Elsie gonna sleep?"</p> <p>Kudos to:  *Rep John Bell (Blessings)??  *Senator Jim Perry  *Lisa NC Policy  *Josh ABC News  *Cristin WRAL News  *Michael CBS News  *Jacklyn / Melinda case managers  *Pastor Timothy Dortch-Word Of Truth Christian Fellowship  Honorable Donald G Davis, NC  Judge Stackhouse &amp; Family  Judge Bland &amp; Family  Ryals &amp; Figueroa Families  Barbara Dantonio, Veteran Cynthia Peters, Mary Ann Turlington</p> <p>*This fb group especially The Black's (Jacksonville) and The Williams (Kinston)</p> <p>LIES. LIES. LIES. I'm a firm believer in KARMA...</p> <p>What if it was your momma house? What if your loved one DIED also while waiting to go in their earthly home? I hope all of the mismanaged millions \$\$\$\$ was worth what you bestowed upon us. I truly hope you all sleep well each night while we continue to LIVE 4 ANOTHER DAY of .....lies/hope</p> <p>*Governor Cooper (especially if he feels all workers aka Laura Hogshead) are doing a fantastic job  *NCRbuild (entire organization)  *Laura Hogshead  *Ivan Duncan (wherever he may be)  *Kelcy (check spelling plz) (GC Liason)  Just to name a few.....</p>



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03/25/2023 06:45 PM	ms. cathy rhodes	2055 blue creek road, jacksonville, NC 28540	Onslow	wizzardlee46@gmail.com	True	<p>??Home??  Diana Ross  When I think of home  I think of a place where there's love overflowing  I wish I was home  I wish I was back there with the things I been knowing  Wind that makes the tall trees bend into leaning  Suddenly the snowflakes that fall have a meaning  Sprinkling the scene, makes it all clean  Maybe there's a chance for me to go back there  Now that I have some direction  It would sure be nice to be back home  Where there's love and affection  And just maybe I can convince time to slow up  Giving me enough time in my life to grow up  Time be my friend, let me start again  Suddenly my world has changed it's face  But I still know where I'm going  I have had my mind spun around in space  And yet I've watched it growing  If you're listining God  Please don't make it hard to know  If we should believe in the things that we see  Tell us, should we run away  Should we try and stay  Or would it be better just to let things be?  Living here, in this brand new world  Might be a fantasy  But it taught me to love  So it's real, real to me  And I've learned  That we must look inside our hearts  To find a world full of love  Like yours  Like me  Like home...</p> <p>Excuse any prepositions and typos....typed while Homeless and Angry.</p>

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03/26/2023 02:16 PM	Deborah Downey	313 North 26th Street, Wilmington , NC 28405	New Hanover	dydowney@aol.com	True	<p>is so bad the particulates come through two filters still undrinkable. My significant other and I are handicapped and very low income. We are both prone to falls, depression, using meds and cpap due to stopping breathing while sleeping. I have limited mobility and use as cane. In my future is a wheelchair. (Handicapped and low income are listed as priorities as per program manual). The dust is so thick, not to mention the mold we cant see,is blowing out of the vents. We can't get the hvac serviced ( for over 3 years) because its in a dangerous area. We live in squalor. Roaches and mice are our roommates and we're expecting the snakes to move in this spring. This mobile home is sitting behind a dilapidated house that's about to collapse and block us in keeping emergency vehicles at bay. This m.h. is tax valued at 3,000\$ and the damage estimate by the environmental inspection is over 7,600\$. That's not mentioning the septic and well which were not inspected. (see manual CDBG-DG 7.0 Sec. 2.40 and 2.41). If rebuild was not affiliated with the government, I would have thought it to be a scam. It took 6 months for them to decide on an appeal and 3 months for them to tell me they didn't get a form, in which I hand delivered to my casework at the time. They never admitted losing it. Over and over I resubmitted ;paperwork and answered the same questions. I think the program is the master of stalling tactics. I've been diagnosed with major depression with severe recurrence among other things years ago. I've spent the better part of 3 years in bed trying to sleep my life away. I've not been out of the house in 2 months. ( LMI and handicapped are to be given priority per the manual). I'm a widow that has never had a decent place to live by normal standards. I know this program is mostly a modular home program, as defined by the manual, as they are more resilient. I was hoping that through rebuild this life would change. I found out that I'm on my 4th caseworker with no help from a caseworker. I'm currently in escalation and I can't tell much difference. That's one reason I'm writing this. Hurricane season is around the corner no mobile home is safe. We always risk staying even when are told to evacuate . Now we will be staying in a way below subpar structure to wait to see if the rotting pine trees will finish us off this year or if rebuild nc will finally help us. Hopefully a resolution will come soon. Can you live like me? I'm Cathy Rhodes native of Onslow county and my life matters!</p> <p>If you need background information, please contact me and I will happily provide that, documentation and photos. My reason for commenting is most of us are aware of the other areas in the Rebuild NC program that are problematic, causing undo stress on applicants and are unacceptable, but there are</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
						<p>others no one is addressing.</p> <p>This latest case of negligence, came to my attention on Friday, March 24th 2023 when my son and I went over to my house to take care of the yard. Rebuild NC had us clean out the house in preparation of demolition and rebuilding in July 2022. A NTP was never issued, but technically the upkeep of the property is their responsibility.</p> <p>We noticed vandals had cut holes in the house to remove wiring. I do not know if they were under the house to remove piping.</p> <p>My concern is that the house obviously looks empty, will they be back for other items and since someone just set an empty house on fire will there be arson.</p> <p>As Rebuild NC allowed the asbestos contractor to come in strip the home of siding, removed tile, took off doors/shutters and gutted the bathroom going on 9 months ago and although I requested repeatedly they have not demoed the house (never completed the demo permit which now has expired) that is not surprising.</p> <p>I live in the city, with sidewalks and neighbors about 20 feet on each side.</p> <p>Due to the changing of residency (due to demolition/ construction and the state they have left the house in) I no longer have homeowner's insurance on and only will be able to get a liability policy once they demo the house as the house as is is not insurable.</p> <p>As no NTP was issued the property is uninsured. If anyone gets hurt on the property or someone sets it on fire damaging my neighbor's homes there are major lawsuits there.</p> <p>I am a senior citizen who has a son with special needs who has made great strides in development, but will always need some support to life independently.</p> <p>I applied to the Rebuild NC only because I thought I could get the support I needed to repair the damages done by the hurricanes/tornado (an extension that could have just been removed and damage done to the roof) and thought I could get dependable/supervised contractors to complete.</p> <p>As my house was free and clear, before the hurricane I was looking at remodeling/updating a 101 year old house and adding bedrooms to the attic.</p> <p>Now my house is destroyed.</p> <p>In these unexplained delays and negligence on Rebuild NC (I was never told my house was on hold in August until months later when a new case manager told me after which he disappeared) as my property was nonconforming as far as current zoning, as it was my primary home a house could have</p>

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03/26/2023 02:34 PM	Disability & Disaster	3724 National Dr 100, Raleigh,	Wake	Tara.muller@disabilityrightsnc.org	True	<p>been built on the same footprint. The time period to do so has expired.</p> <p>I have heard nothing substantial from Rebuild NC since January except the cursory calls or emails saying “you are Step 7 construction (case manager) or you are in construction and on hold (construction liaison). I have been in construction with a GC (Rescue) since November of 2021.</p> <p>The last real conversation we had was about negotiations for a new floor plan. Supposedly, the initial reasons for delay was waiting for asbestos paperwork from the state (it seems the removal was done before submitting/approval of the application at least 10 days in advance of beginning work) and a floor plan issue due to “zoning”, but that is not true as they had not even completed the demo permit and the fact I was entitled to a variance.</p> <p>The problem that arose from their negligence is now a home can not be more than 30 square feet wide and they will not demo my house unless I accept a plan much smaller than my previous home (in the 900s+ and 1100+ square feet) when my home was almost 1600 sq. ft.</p> <p>The problem with the two plans they have offered is I know that there is a possibility sometime in the near future there may be the need to make accommodations so 4 adults could live in the home and neither of those plans allow the access to the attic needed if I need to add bedrooms upstairs and both have side doors which will not allow me to make an addition without a lot of expenses (my lot is narrow, but it is a double lot so I can build back).</p> <p>There were other plans 31/30/29 square feet floor plans that I have asked about that they say will not work.</p> <p>The house plan I signed a grant agreement on was about 70 square feet larger, but was the same width of my house.</p> <p>If I was offered what I am being offered now, I probably would not have accepted as they would not work for our future needs and proceeded to repair and remodel my house.</p> <p>I have nothing to do that with now and if Rebuild NC does not hurry and demo the house, the city will have no choice, but to demo and put a lien on the property.</p> <p>On Monday (March 27th) I will update Rebuild as to the current vandalism and potential for further damage. Laura Hogshead has received (cc) the photos of my house with the siding removed and the back extension has now caved in several months ago.</p> <p>Thank You for caring</p> <p>Thank you for requesting public input. Disability Rights NC (DRNC) is NC’s protection and advocacy organization for people</p>

Date Submitted	Name	Address	County	Email	Answer to Question	Comments
	Tara Muller	NC 27612				<p>with disabilities. The intersection of poverty, segregation and racism affects the disabled people DRNC serves in many ways, and these factors are magnified in times of crisis. DRNC sees inequities in long-term disaster recovery for many of our clients. Disabled people have disproportionately been relegated to unsafe, flood-prone parts of the state, and they experience homelessness and housing instability even before disaster strikes. These hardships are exacerbated during disasters. Many households with disabilities are living on the margins due to lost jobs, underemployment, lack of savings, unstable housing, and gross inequities in health care and other resources. Almost four years after Hurricane Florence, many people with disabilities are still awaiting funding that will assist them with their recovery, and there remains a dire, unacceptable shortage of affordable, accessible housing.</p> <p>When Hurricane Florence slammed into the east coast of NC in September 2018, DRNC used our access authority to monitor the status of people with disabilities in emergency shelters. Within 47 days, DRNC staff visited 26 shelters and communicated directly with more than 300 displaced individuals, over 150 shelter staff, and other service providers. DRNC observed significant inconsistencies in the resources available to survivors and found that well-trained, attentive staff provide far better outcomes for individuals with disabilities. DRNC determined that many of the dislocations and traumas observed could be avoided if future disaster plans, responses and recovery efforts were more inclusive and respectful of people with various kinds of disabilities. We published our findings and recommendations in the report, The Storm after the Storm. Findings and recommendations addressed in the report include:</p> <ul style="list-style-type: none"> <li>* Inaccessible and challenging shelter environments</li> <li>* Unfit medical shelters</li> <li>* Lack of access to important services</li> <li>* Inadequate state and federal assistance</li> </ul> <p>As always, we are eager to share our work and are happy to discuss our findings and recommendations with members of the General Assembly. Please let us know how we can help.</p>
03/26/2023 07:22 PM	Ms. Angela Cummings	21220 Sneads Grove Rd, Laurel Hill, NC 28351	Scotland	angeladianecummings2@gmail.com	True	<p>Comment #2.</p> <p>In my first comment I acknowledged the improvements I have seen. This comment is for areas I see lacking.</p> <ol style="list-style-type: none"> <li>1. I requested an emergency move out on March 7, 2023. As I was just made eligible and aware that I was eligible at this point</li> </ol>

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						<p>in Step 6. I have a fire hazard. Roof leak pouring water into a light fixture among other electrical problems. Refrigerator connected to drop cord. It took 13 days for an inspector to come out. Today is day 19 and I have yet to receive a response.</p> <p>2. I signed my award letter December 22, 2022. I was awaiting a quality review completion until February 17, 2023. It was a bit long for such a simple review.</p> <p>3. I am currently still in Step 6 pending batch for bidding. 37 days since quality review completion. 94 days since signing award letter. 2 years and 6 months since damage inspection completed. 2 years 4 months since environmental inspection completed. 1 year 7 months since first award letter was completed. 10 months since appeal decision received. Nearly 7 months since promissory note signed. I lost 2 months between signing promissory note and receiving award letter due to me catching up on property taxes. That 2 month delay is my own fault.</p> <p>4. My damage inspection was never properly completed. I requested an additional inspection upon appeal in Fall of 2021, which I was denied. I am in contact with Jackie in constituent services in regards to this matter. No repairs of my home will be able to be completed without first adding the missing repairs. No point in repairing anything under a damaged, leaking roof. As it stands I must wait until my home is bid out, a walkthrough has taken place before a change order can happen. This is going to prolong my wait even longer in regards to something that has been known and well documented for 18 months.</p> <p>Last week I took photos and documented items missing from my scope of work in hopes that construction services would add these items to my scope pre bidding. Just to save time for myself, rebuild workers and contractors.</p> <p>Jackie from constituent services told me that she put them together and turned them into construction. She said they agreed that much was missing from my scope of work. I am also told that I should receive my decision for emergency move out tomorrow. I hope this is the case.</p> <p>I really want to believe in RebuildNC. I want to believe things have improved. I have seen some improvements in areas previously mentioned.</p>

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03/26/2023 08:07 PM	Mr John Shockey	859 Factory Rd, Hampstead, North Carolina 28443-2239	Pender	jshockey7@gmail.com	True	<p>I wanted to wait until I received decisions or news on these things before making this comment but today is the last day.</p> <p>Maybe tomorrow I will have some positive news.</p> <p>I was told Horne did not allow requests for re inspections upon appeal but that now things have been brought in house it is allowed. I was told that because my appeal was completed prior to that, I was not allowed another inspection until contractor walk through and that I would have to go through a long process of change orders. That does not seem right to me. That simply because I came before changes that I can not benefit from changes that have been made in part because of what happened to me.</p> <p>It's the same with the emergency repair request I put in that I didn't get approved for because of prior management that has me needing an emergency move out. And the emergency repair rules get changed in part because of what happened to me but I didn't get to benefit from that either.</p> <p>I just keep getting put in situations and the rules get changed behind me because of me but not for me. At what point do I get help?</p> <p>Just frustrating.</p> <p>Hello Subcommittee on Hurricane Response &amp; Recovery, I am in the Rebuild NC program. I have left a comment for the previous two subcommittee hearings &amp; once again another comment for the subcommittee since my project has not been completed.</p> <p>On 01-20-23,0 Tina Johnson had called to let me know that she will be my constituent service coordinator. Give me high hopes that something will actually take place in my behalf. Started out really well, communications were flowing between her and I and her and rebuild. Now for the past 5 weeks everything is dead, still waiting to get the order to proceed for rescue to do the demo on my house. It was supposed to been done November last year right after they move me out of my house. I have been living in hotels, plural S hotels, for the past two years, having to move eight times and the two hotels. With the first hotel been evicted out on the street because the state did not pay their bill, along with other five families that were staying there at the time.</p> <p>Below is my minute notes that I have made since the last</p>

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						<p>subcommittee contacts from Rebuild NC.  11-22-22 pods delivered  12-6-22 moving day  12-22-22 pods removed</p> <p>1-5-23  Hi Mr Shockey, this is Tosha with Rescue Construction Solutions. Send an email to jnorris@pendercountync.gov...I John Shockey give Tosha Carter with Rescue Construction Solutions permission to apply for permits on my behalf for 859 Factory Road Hampstead NC 28443. Thank you so much Mr. Shockey!!</p> <p>1-11-23 Samaria Wright called to to check on construction with shock that haven't done anything yet.  Called and left a message with Melinda asking about an update on my project</p> <p>1-20-23 Tina Johnson called for constituents service coordinator, she will be handling my complaint. Promise that Monday the 23rd she would give me an update.</p> <p>1-23-23 She called at 4:44 pm, just to say she still waiting for those whom she spoke with as well as one was out of the office today and ask if you could call back tomorrow the 24th at around 11:00 a.m. and I said sure.</p> <p>1-24-23  Called at 6:12 pm, no one responded back to her yet. Might call on wed or Thurs for an update</p> <p>1-25-23  Rescue just called &amp; said they will be filing for the for the environmental and demo permit with the county.</p> <p>1-25-23  Melinda texted &amp; will be emailing the asbestos report by Wednesday of next week, stating she's waiting to hear back from the abatement general contractor</p> <p>1-26-23  Tina called to give me an update. Then I told her about getting the asbestos report as well as rescue Construction company calling me about the permits, as well as my liaison case manager contacting me. She will contact me next thursday, February the 2nd to get an update on the permits that I will</p>



Date Submitted	Name	Address	County	Email	Answer to Question	Comments
						<p>email the county office to see if any has been issued</p> <p>1-3-23  Asbestos removed from House. State inspector from NNCOR was told that someone had broken into my house and done damage. He said since it's going to be torn down right, no report needed for it.  I asked the company that was removing the asbestos when they were going to put the report in. He said as soon as you got back to Raleigh that it take him about 2 hours to write up the report. It was turned in friday. Monday it was entered into the computers. Wednesday Tina called to let me know that it was there, and that she gave a request to my liaison construction manager of what the next step was going to be and when it's going to happen. I told her that the demo permits were already issued and the only good through May 8th. She said she called me back Friday of this week, and she did not. So apparently she did not hear from my liaison or she was too busy to call me back. I'm hoping to hear from her Monday.</p> <p>2-16-23  Tina called to say she hasn't heard back from them yet. I called rescue construction and left a message for Tasha to call me back. At this point I have not heard back from her.</p> <p>2-22-23  John from Rescue Construction call today, he is with the demo department. He still needs to do the demo inspection, make sure all utilities are disconnected, supposed to meet sometime this week for the final inspection.. I contacted Tina and gave her the information which she did not have at the time</p> <p>2-23-2023  Called Scott at 9:07 am from Rescue construction, he said that he will called John in the demo department and give him the code for the lock box for him to get in and do a demo walkthrough  John told me the carport must be demoed, since it is in the way of the project. Scott, The general contract manager from rescue construction as well told me back in November. That if the carport is in the way they will remove it for me and move it back once the project was completed of moving the house in and setting it up. John said it must be demoed, I told him there is no way it was going to demo my carport. Then he said you must sell it to get it out of the yard. I said I am not selling my carport, that is not an option. And told him what Scott had told me that</p>

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						<p>they will move it and move it back for me. He said we don't do things like that, then the third option he gave me he said you can move it yourself. If I couldn't move my own furniture out of my house how can I move his carport? He said this is not my concern that is your problem if you want to save it, you move it or find a way to move it. Ended up, that two of my neighbors had helped me move it into one of my neighbor's yard. Which is still there today, they're expecting it to be there no more than 3 months, at the rate they're going now it will not be completed by that time frame. He told me the abatement had not been completed as stated in the report that all of the ceilings had to be removed and the linoleum in the computer/bedroom. I told him the only abatement report that reported hazardous material, asbestos was in the linoleum in the computer/bedroom. He said no it was also detected in all of the ceilings. I told him no it was not, that all of the ceilings had been replaced from the original except for the bathroom and it tested for negative as well since it was part of the original ceiling and the mobile home. Well I never got the report, I told him it was put in 2 weeks ago before he even showed up today. Then he tried to argue no it was not.</p> <p>03-03-23 Tina called 6:00 p.m. to let me know no demo schedule is on record. I did ask for Larry to be the new construction manager if possible. She said she would put the request in on Monday other than that nothing has changed.</p> <p>03-08-23 I do not remember the conversation we had on this day when Tina had called me, since I didn't write it down in my notes at the time.</p> <p>03-15-23 Tina confirmed that John from rescue construction finally got the abatement report that was put in two weeks before this. So to get the report only took 4 weeks which it was already entered into the computer, confirm by Tina that it was.</p> <p>03-23-23 Tina called and told me that rescue construction was waiting for NTP. I asked her what it meant? She said she did not know but she's checking the computer to see what it meant. While she was looking it up, I spoke up and said does that not mean notice to proceed? She said yes, that's exactly what it means you're very smart. You can't tell me that her working as long as</p>

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03/26/2023 11:03 PM					True	<p>she has not only as a constituent service coordinator but for Rebuild NC, that she was clueless on what that stood for! At this point again in my project, I feel that I have been snowballed again, been put off and trying to get any true work done. When they done the so-called final walk-through back in November of last year, everything supposed to be moving smoothly and will be done in a very short period of time you'll be in there no later than March. Guess what March? is almost over with and still no! There are no more excuses, they have had their time to get this project done and I want it done now!</p> <p>John Shockey</p>
03/26/2023 11:45 PM	Rebuild N.C Comments Amber Woods	1102 S. Patterson St., Maxton, N.C 28364	Robeson	ambrn_84@yahoo.com	True	<p>My name is Amber Woods. My damage dwelling is located at 1102 S Patterson St Maxton .My Rebuild Application number 08111, I applied for assistance with Rebuild N.C October 2020.. I was affected by Hurricane Florence in 2018. I Entered Step 6 on March 20,2023 currently waiting on TRA.. Septic was pumped out February 10 found out that my septic tank distribution box has crushed and caved and this is why my septic tank keeps backing up &amp; rebuild knows about this situation. February 18th bathroom stopped working..February 19th called rebuild and asked if i could get a portable potty tell denied me, after i threatened to send an email to senators. February 24th Rebuild had a portable toilet delivered to my home after telling me i couldn't receive one. Knowing how hard it is with no toilet with 2 females. My children and I have been going outside in the cold and rain just to be able to use the toilet.. My 3 children and myself have been using the portable potty now for 32 days. Friday I was approved for TRA assistance for a hotel that is very inconvenient for me.. 1. The hotel is about 30 miles one way to my children school and im on a set income. 2. There is no kitchen I have an autistic son that is a very picky eater and has to have his food fixed a certain way. 3. The hotel doesn't allow pets , my pets are my family they give emotional support for my son with special needs.leaving them behind is like leaving my children. I really need a R.V rental</p>

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						I have a listing of private owners and one whom is willing to help me. I am sending over an invoice to rebuild in the morning. Their have been some really helpful team members at rebuild but for one of the employees to tell me to leave my dogs behind is unforgiving . I hope some changes will be made. Amber Woods