



The Homeowner Assistance Program, Homeowner Reimbursement Program and You

29 November 2018

WHAT IS IT: The Homeowner Assistance Program, or HAP, helps homeowners affected by Hurricane Harvey repair and rebuild their homes. The housing program is administered by the Texas General Land Office and provides homeowner assistance through:

- Repairing and rehabilitating homes
- Reconstruction
- Improving a damaged home so that it is stronger against natural disasters
- Elevating homes above flood level
- Temporary relocation assistance

Homeowners affected by Hurricane Harvey who live in one of the eligible counties are eligible for this program. An application must be submitted along with required documents for consideration. The program is first-come, first serve and only available for a main home (primary residence).

The Homeowner Reimbursement Program, or HRP, will be administered by the Texas General Land Office to eligible homeowners impacted by Hurricane Harvey.

This program will provide \$100 million to allow homeowners to apply for reimbursement funds of up to \$50,000 for personal costs incurred to repair their home. To be eligible for this program, the home must have been the owner's primary residence.

For HRP, homeowners will be asked to:

- Submit receipts for all repairs made on the home detailing what work was performed;
- Submit financial documentation regarding the source of payment for repairs;
- Certify any, and all disaster assistance received following Hurricane Harvey; and
- Submit documentation indicating that damages were caused by Hurricane Harvey.

All repairs must be completed prior to the submission of an application by the homeowner, and each home will be required to undergo an environmental review prior to the disbursement of any funds.

GET PREPARED:

Review the checklist for each program to determine what documents will be required. If you are unsure of your eligibility, contact a Disaster Case Manager.

They will review your damages and assist you moving forward in the process.



If you need help gathering records to support your application, tell your disaster case manager so those records can be located, requested and copied/scanned.

Disaster Case Managers can be requested by calling (409) 643-8240; emailing DCM@GCLTRG.com; or visiting Mainland Community Partnership at 2000 Texas Avenue, Suite 601, Texas City, Texas.

Homeowner Assistance Program Checklist:

<http://www.glo.texas.gov/recovery/files/hap-checklist.pdf>

Homeowner Reimbursement Program Checklist:

<http://www.glo.texas.gov/recovery/files/hrp-checklist.pdf>

ASKING FOR ASSISTANCE:

You can request Disaster Case Management Support through Galveston County Recovers or Mainland Community Partnership. You may also contact the Texas General Land Office – the Texas City office opens on 3 December.

For Disaster Case Management Support

(409) 643-8240

DCM@GCLTRG.com

Mainland Community Partnership

2000 Texas Avenue, Suite 601, Texas City, Texas

Galveston County Recovers

Facebook: Galveston County Recovers

<https://www.galvestoncountyrecover.org/>

For the Texas General Land Office

1-844-893-8937 or (512) 475-5000

cdr@glo.texas.gov

Local Office: Texas City Homeowner Assistance Center

600 Gulf Freeway, Suite 130, Texas City, Texas

THE APPLICATION: There are three ways to apply: (links will be made live when applications become available on 3 December)

1. Submit an application online.
2. Download a paper application and mail to or drop off at a regional office. The Texas City location is: The Texas City Homeowner Assistance Center, 600 Gulf Freeway, Suite 130, Texas City, Texas. Their hours of operation will be 9:00 AM - 5:00 PM, Monday - Friday.
3. Visit a homeowner assistance program regional office for an application and assistance with the application process.

For the application, be sure you answer ALL questions as requested or mark them n/a. Do not leave questions incomplete or unanswered. Disaster Case Managers can complete the application with you, but not for you. Make sure you monitor your email address daily for updates.



YOU APPLIED, WHAT'S NEXT:

Once you enter your email address and create a password in the application portal, you will begin to receive application status notifications via email.

You can also check your status online by logging in using the email address and password created at the beginning of the application process.

Applications, including all necessary documentation, must be completed and submitted BEFORE the GLO and its partners will begin processing it for eligibility.

Each application submitted will be individually evaluated by the GLO and its partners to determine eligibility. If you need assistance, please email cdr@recovery.texas.gov or call 1-844-893-8937.

You may also contact your local Texas City office to receive a status update:
Texas City Homeowner Assistance Center
600 Gulf Freeway, Suite 130, Texas City, Texas