

CITY OF HOUSTON HOMEOWNERS ASSISTANCE PROGRAM APPEAL DOCUMENTATION**HOMEOWNER INFORMATION: CHRIS AND JENNIFER COULTER, KINGWOOD, TX 77339**

DATE	AGENCY	NOTES
02/04/2019	City of Houston	completed online survey for Homeowner Assistance Program
02/18/2019	City of Houston	checked online portal for any messages/ changes; no change
03/08/2019	City of Houston	spoke with Ron in the Recovery Houston office at phone number 832-393-0550, Priority Groups 1 and 2 currently being processed, informed we are in Priority Group 6, told I would receive an application via email when Priority Group 6 is up
04/17/2019	City of Houston	spoke with Cindy in the Recovery Houston office, they are in the 2nd phase, waiting for the application to be sent to me, may be a few weeks to receive the invitation to complete an application, I should check back in a week or two
04/29/2019	City of Houston	spoke with Shantel in the Recovery Houston office, they are now on Priority Group 5, my invitation to complete an application will be sent via email when Priority Group 6 is reached, they have also placed me on a call return list to receive a call back within 24 hours
10/08/2019	City of Houston	call with Recovery Houston, still working only with Priority Groups 1 and 2
04/28/2020	General Land Office	contacted Erica with Texas GLO Office at 844-688-0734, need to speak with COH
05/06/2020	City of Houston	Kennisha London, 832-394-6197 with City of Houston HOAP, manages complaints, informed me that would be eligible for only up to \$20,000 max in reimbursements according to the program
06/22/2020	City of Houston	spoke with Candace with City of Houston HOAP, 713-848-1021, I am to reply to the email received with the following documents: proof of ownership, ID for both, most recent tax return, homeowner's insurance policy for 2017 and current, copy of FEMA letter, copy of SBA denial letter
08/17/2020	City of Houston	send reimbursement documents to City of Houston via email
08/28/2020	City of Houston	email to COH to follow-up to ensure documents were received as calling Candace directly goes to voicemail with no option to leave a message
09/17/2020	City of Houston	email to Candace to verify documents received as have not received confirmation
09/25/2020	City of Houston	spoke with Ashely at the COH Housing Recovery office, she said the intake team has to be re-created under COH, the other office is closed, Candace is no longer employed, they are still in the intake status and will contact me to come in and complete an application in person once they create the team and train them
10/19/2020	City of Houston	tried to call COH Housing Recovery, 832-393-0550, received message that they are having high call volume and to try again later, sent email as well
10/19/2020	General Land Office	spoke with Shante at the GLO Recovery Line at 346-222-4686 based upon a text I received, the GLO is only managing the reconstruction and rehabilitation portion, the reimbursement portion must go through the City of Houston, I should email housingrecovery@houstontx.gov (I have done so previously), I resent the email containing all documents previously sent in August
10/21/2020	City of Houston	spoke with Lisa at 832-393-0550, only repairs need to be completed by the end of the year or the money goes away, not for reimbursements, I must receive an email from the City of Houston to be invited to complete an application, a letter to Priority Group 5 explaining repair requirements went out on 09/16/2020, 5000 reimbursement letters were mailed to Priority Group 5 with clear instructions, income consideration is a small portion of the survey to be placed in one priority group or another, sent a memo to the executive team referencing my June communication with Candace inviting me to send documents and since they have been sent I have essentially started the application process, Lisa requested that I receive a call back. I did not receive a call back.
10/30/2020	General Land Office	spoke with Adam with GLO, he called me because of contact with Congressman Crenshaw's office, yes, working with the City is the correct approach
10/30/2020	City of Houston	email to COH to follow-up on Lisa's action to forward my case and request for a call back, not received

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11/06/2020	City of Houston	spoke with Harron at 832-393-0550, he confirmed that they did receive my documents, but due to the back and forth with the GLO for administration of the program, they have put all reimbursements on hold, he can't answer my question about the deadline since the GLO is in charge, but that I should still contact the City of Houston even though decision making is with the GLO, and since they don't do any reimbursements, only the City does, he can't say if any reimbursements will be issued or not
01/06/2021	City of Houston	spoke with Ashley at COH 832-393-0550, as of 12/31/2020 the City is no longer accepting any applications, they released their hold on 12/07/2020 or 12/08/2020, they sent letters to potential application on 11/04/2020, they can not find any record of an email or a letter mailed to me as I have no record of receiving either
02/01/2021	General Land Office	survey completed as link received from GLO
02/09/2021	General Land Office	called TX GLO Recovery Line 866-317-1998, confirmed survey received 02/01/2020
03/22/2021	General Land Office	called TX GLO Recovery 866-317-1998, told that reimbursement program was given back to the City of Houston, and must call them at 832-393-0550. They will also send me a rejection letter soon.
03/22/2021	City of Houston	spoke with Chanel in COH Housing Recovery office at 832-393-0550, she shared in November the GLO took over the program, the City shut down everything and turned over files and transferred them to the GLO. Since the GLO didn't offer reimbursement as part of their recovery program, they agreed to send reimbursement portion back to City of Houston. This decision was made on 12/15/2020, but stipulated only homeowners who had a completed application in by 12/31/2020 were eligible to be considered. However, she indicated no notice was sent to those who did not have a completed application on file, which included us. She said many homeowners are in the same position and are filing complaints with their councilmembers. She suggested I do the same as my only option remaining.
03/22/2021	City of Houston	sent email with timeline and request to appeal to Dave Martin's office, my City of Houston councilmember. No response received.
04/07/2021	Congressman Dan Crenshaw's office	spoke with Kaaren Cambio in Congressman Crenshaw's office. She stated she would have a contact within the GLO assisting their constituents reach out to me.
04/07/2021	General Land Office	I spoke with Clarissa Perez with the GLO. She asked that I submit a Consent Form to share my account information with the Congressman's office. I completed and returned to Clarissa on 04/08/2021.
04/13/2021	General Land Office	spoke with Adam in GLO who provided appeal instructions
04/13/2021	City of Houston	appeal submitted to the City of Houston via email, received confirmation receipt
05/18/2021	City of Houston	30 day window for appeal response passed without response, email HCDD Complaints Appeal to request status update
05/18/2021	City of Houston	response received from Nancy Ramos at City of Houston requesting an additional 15 days to complete the review of data submitted to provide the response
06/10/2021	City of Houston	response received via email from the City of Houston, appeal was denied
06/23/2021	City of Houston	second appeal sent via email