

This program is administered by the Louisiana Office of Community Development, with funding from the U.S. Department of Housing and Urban Development.

Restore LA supports Fair Housing/
Equal Employment Opportunity/
ADA Accessibility.



**RESTORE
LOUISIANA**

Homeowner Assistance Program

SURVEY GUIDE



HURRICANE FRANCINE

INSTRUCTIONS



Thank you for your interest in the Restore Louisiana Homeowner Assistance Program. Completing the survey is the critical first step in the application process. The survey will only be available to homeowners who meet the FEMA IA damage determination threshold of major/severe for Hurricane Francine. Homeowners who meeting the program's basic eligibility requirements are encouraged to complete the survey.

This survey guide is a tool to assist you in filling out the Restore Louisiana Homeowner Assistance Program survey.

If you have any questions not addressed by this survey guide, please call **1-866-735-2001** to speak with a program representative.

The survey can be completed on any mobile device, such as your phone or online at **restore.la.gov**.

To receive follow up info, you must have a mobile device that receives texts or an active email address.



866.735.2001



Info@Restore-La.Org

ITEMS NEEDED TO COMPLETE THE SURVEY:

- A working email address or mobile device that can receive text messages
- Hazard/Flood Insurance Provider and Policy Number (if applicable)



Restore.La.Gov

SURVEY ACCOUNT REGISTRATION AND ACTIVATION



To start the survey online, click the **TAKE SURVEY** button found at restore.la.gov.

If you do not complete the survey in one session, your progress in each section is saved when you click on the **NEXT** button. You may logout and return to the survey at any time by clicking the **LOG ON TO YOUR SURVEY** button found at restore.la.gov.

TO REGISTER AS A FIRST TIME USER

You will be prompted to enter your name, phone number, email and password to register your account.

- The password should be at least eight characters long and should contain one number, one uppercase letter, and one special character.
- Complete all required fields, follow the reCAPTCHA prompts and click **CREATE ACCOUNT**.

You will be assigned a six-digit Account ID that will be used to login to your account. You will need this number along with your Last Name and Password to login to the survey.

You will also receive a one-time activation link in an automated email sent to the registered email address and/or to your registered mobile number. Click the activation link in the text/email message on your mobile device. Once you click the link, you will be logged into your account and may begin to complete the survey.

The screenshot shows the eGrants registration interface. On the left is a dark sidebar with the CIVIX logo and 'eGrants Menu'. The menu has 'Login' and 'Register' options, both with right-pointing chevrons. The 'Register' option is highlighted. The main content area has a light gray header with 'eGRANTS MOBILE FRIENDLY' and a home icon. Below the header is the title 'Restore Louisiana Homeowner Assistance Program'. The form is divided into two main sections: 'User Details' and 'User Account'. The 'User Details' section includes a message about Chrome being a preferred browser, a note about the 'Create Account' button, and input fields for 'First Name (Required)', 'Last Name (Required)', 'Mobile Phone Number (Mobile Phone Accepting Texts or Email is Required)', and 'Email (Mobile Phone Accepting Texts or Email is Required)'. The 'User Account' section includes input fields for 'Password (Required)' and 'Confirm Password (Required)', and a reCAPTCHA widget at the bottom with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link.

eGrants Menu

Login >

Register >

eGRANTS MOBILE FRIENDLY

Restore Louisiana Homeowner Assistance Program

User Details

Chrome is a preferred browser for eGrants.

The Create Account button will be enabled after all required fields are entered

First Name (Required)

Enter First Name

Last Name (Required)

Enter Last Name

Mobile Phone Number (Mobile Phone Accepting Texts or Email is Required)

() - -

Email (Mobile Phone Accepting Texts or Email is Required)

Enter Email Address

User Account

Password (Required)

Enter Password

Confirm Password (Required)


Re-enter Password

☐ I'm not a robot

reCAPTCHA Privacy - Terms


LOGGING INTO YOUR ACCOUNT

You will receive a one-time verification code each time you login to your account, enter the verification code sent to the registered phone number and/or email address. The code will expire after 30-minutes. Once entered, you will be logged in to complete/view your survey.

 eGrants Menu

Login >

Register >

eGRANTS MOBILE FRIENDLY

Restore Louisiana Homeowner Assistance Program

Login

Chrome is a preferred browser for eGrants.

The Login button will be enabled after all required fields are entered.

Account ID: (Required)

Last Name: (Required)

Password: (Required)


One More Thing....


We need to confirm your account. We've just sent you a one-time code to your email

Please check your email or mobile phone and enter the code below

Verification Code: (Required) [Request another one-time code](#)

Please call **866-735-2001** for help related to your account

 I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

Login

SURVEY QUESTIONS



LOGIN to the survey to begin at restore.la.gov.

On each page, the **NEXT** button will be enabled when you have provided the necessary information.

1. DAMAGED RESIDENCE ADDRESS



In the **STREET ADDRESS** field below, begin typing the address of the damaged home. As you type, one or more addresses will be displayed. When the address of your damaged home appears, click on that address from the list. The **CITY** and **ZIP CODE** fields will auto fill. Check the information for accuracy.

When address is filled in, select the **PARISH** and **STRUCTURE TYPE** of the damaged home.

Once you fill in your address information, your FEMA Registration Number should automatically populate in the field if you meet the major/severe damage determination.

Click **NEXT** to continue the survey.

Note: If your address did not autofill, this indicates your address is not associated with a registered FEMA account for Hurricane Francine which is a requirement of this program.

In order to complete the program survey, an address must be selected.

If the Damaged Residence Address has already been submitted, the **DUPLICATE ADDRESS** screen will appear. It is not recommended to complete two surveys for the same address. If you encounter this screen, you can choose to **EXIT**, or you can check the box to continue. If you continue, a program representative will contact you for further verification.

The screenshot shows a mobile-friendly survey interface. On the left is a sidebar with 'eGrants Menu' containing 'Survey' and 'Damaged Residence' options. The main content area is titled 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey' and includes a phone number '866.735.2001'. Below the title, it says '1. Damaged Residence Address' and provides instructions: 'The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked.' It then explains the address autofill process: 'In the STREET ADDRESS field below, begin typing the address of the damaged home. As you type, one or more addresses will be displayed. When the address of your damaged home appears, click on that address from the list. The CITY, ZIP CODE and FEMA Registration Number fields will auto fill. Check the information for accuracy. When address is filled in, select the PARISH and STRUCTURE TYPE of the damaged home. Click NEXT to continue the survey.' A note follows: 'If you do not find your address in the list, please continue to type more of your address. Please be sure to type your address as found on your FEMA letter. If you are a Renter, you will not be able to complete this Survey.' The form contains several input fields: 'Street Address (Required)' with a placeholder 'Enter Street Address', 'Apartment/Unit Number' with 'Enter Apartment/Unit Number', 'City (Required)' with 'Enter City', 'Zip Code (Required)', 'Zip Plus 4', and 'FEMA Registration Number'. At the bottom, there are two dropdown menus: 'Select Parish of damaged home (Required):' with 'Select Parish *' and 'Select structure of damaged home (Required):' with 'Select Damaged Home Structure *'. At the very bottom are 'Previous' and 'Next' buttons.

Select the parish of your damaged home from the drop-down menu.

Select the structure type of your damaged home from the drop-down menu: (below are further descriptions to help you identify the accurate structure type of your home)



**SINGLE-FAMILY
HOME**

A dwelling unit composed of a single living unit that is surrounded by permanent open spaces. A single-family home is one building with one address.



DUPLEX

A dwelling containing two separate living units that is surrounded by permanent open space.



**CONDOMINIUM
/TOWNHOME**

A dwelling containing separate living units with different owners for each unit.

STRUCTURE TYPES (CONTINUED)



**MOBILE HOME - DOUBLE-WIDE - ON LEASED LAND**

A dwelling unit composed of two components substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is not owned by the homeowner, such as in a trailer park.

**MOBILE HOME - SINGLE-WIDE - ON LEASED LAND**

A dwelling unit substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is not owned by the homeowner, such as in a trailer park.

**MOBILE HOME - DOUBLE-WIDE - ON OWNED LAND**

A dwelling unit composed of two components substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is owned by the homeowner.

**MOBILE HOME - SINGLE-WIDE - ON OWNED LAND**

A dwelling unit substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is owned by the homeowner.

1A. OWNER OCCUPANT



Are you an owner of this damaged home and did you occupy it as your permanent residence at the time of disaster?

- a. Yes
- b. If No, please identify one owner-occupant of this damaged home
 - iii. First Name
 - iv. Last Name
 - v. Primary Phone #
 - vi. Email Address (optional)

The screenshot shows a web application interface for a survey. On the left is a dark sidebar with the CIVIX logo and an 'eGrants Menu' containing links for 'Survey', 'Damaged Residence', 'Owner Occupant', and 'Contact Information'. The main content area has a header with 'eGRANTS MOBILE FRIENDLY', a 'HOME' link, and a 'LOGOUT' link. Below the header, the title 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey' is displayed. The section is titled '1A. Owner Occupant'. A message states: 'The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked.' A question asks: 'Are you an owner of this damaged home and did you occupy it as your permanent residence at the time of disaster? If you answered no, please complete the remainder of the survey as if you are the homeowner.' To the right of this question is a 'No/Yes' toggle switch, which is currently set to 'Yes'. Below the question, a prompt says: 'Please complete the remainder of the Survey as if you are the Homeowner and provide the following details for the Homeowner.' There are four input fields: 'First Name', 'Last Name', 'Primary Phone Number' (with a dropdown for area code), and 'Email Address'. At the bottom are two buttons: 'Previous' and 'Next'.

After entering your information, check the box at the bottom of the page to confirm that the information is correct before proceeding to next question.

To be eligible for assistance, you (the Primary Applicant) must have owned the damaged property at the time of the disaster.

If you select “Yes,” you will later be asked to provide proof of ownership and occupancy during the application process.

If the User completing the survey is not the Homeowner, check the “No” checkbox and complete the remainder of the survey as if you are the Homeowner.

2. CONTACT INFORMATION

Would you like to provide an address and contact information that is different than the address of your damaged home?

- a. Yes
- b. If No, skip to next question

The screenshot shows a web-based survey interface. On the left is a dark sidebar with the CIVIX logo and an 'eGrants Menu' containing links for 'Survey', 'Damaged Residence', 'Owner Occupant', and 'Contact Information'. The main content area is titled 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey' and '2. Contact Information'. It includes a toggle switch for 'No/Yes' and a question: 'Would you like to provide an address and contact information that is different from the address of your damaged home? If no, skip it'. Below this are input fields for Name, Street Address (Required), Apartment/Unit Number, City (Required), State (Required) with a dropdown menu, Zip Code (Required), Primary Phone (Required), Mobile Phone, and Email Address. A checkbox at the bottom asks 'The information above is correct'. Navigation buttons for 'Previous' and 'Next' are at the bottom right.

If you answer “Yes,” or you are not currently residing in your damaged home, you may want to provide an alternate address where you are receiving your mail. Please provide a mobile phone number or email address where the program can easily contact you regarding next steps.


After entering your information, check the box at the bottom of the page to confirm that the information is correct before proceeding to next question.

3. DISASTER



Which major disaster damaged your home?

Hurricane Francine

**eGrants Menu**

Survey >

Damaged Residence >

Owner Occupant >

Contact Information >

Disaster >

eGRANTS MOBILE FRIENDLY

HOME

LOGOUT

RESTORE24 UAT Louisiana Homeowner Assistance Program Survey

3. Disaster

*The NEXT button will be enabled when you have provided the required information.
The information on the page will be saved only when the NEXT button is clicked.*

Which major disaster impacted your home? (Required)

☒ Hurricane Francine 2024

← Previous


→ Next

Please select Hurricane Francine as the disaster that led to damage for the property that you, the Primary Applicant, referenced in Question 1.

4. FEMA REGISTRATION NUMBER



FEMA Registration Number that you were given when you applied for Individual Assistance (IA) for the Hurricane Francine (2024).

 eGrants Menu

Survey >

Damaged Residence >

Owner Occupant >

Contact Information >

Disaster >

FEMA >

Occupants >

eGRANTS MOBILE FRIENDLY

HOME

LOGOUT

RESTORE24 UAT Louisiana Homeowner Assistance Program Survey

4. FEMA Registration Number

The NEXT button will be enabled when you have provided the required information.

The information on the page will be saved only when the NEXT button is clicked.

FEMA registration number that you were given when you applied for Individual Assistance (IA) for the Hurricane Francine (2024).

FEMA Registration Number.

Previous

Next

If you (the Primary Applicant) or another owner of the damaged property applied for FEMA Individual Assistance for the damaged property, the FEMA Registration Number will auto-populate based on the address you submitted in Question 1.

If the FEMA Registration Number listed does not match your records, please call the program call center at 866.735.2001.

RESTORE LOUISIANA HOMEOWNER ASSISTANCE PROGRAM

SURVEY GUIDE

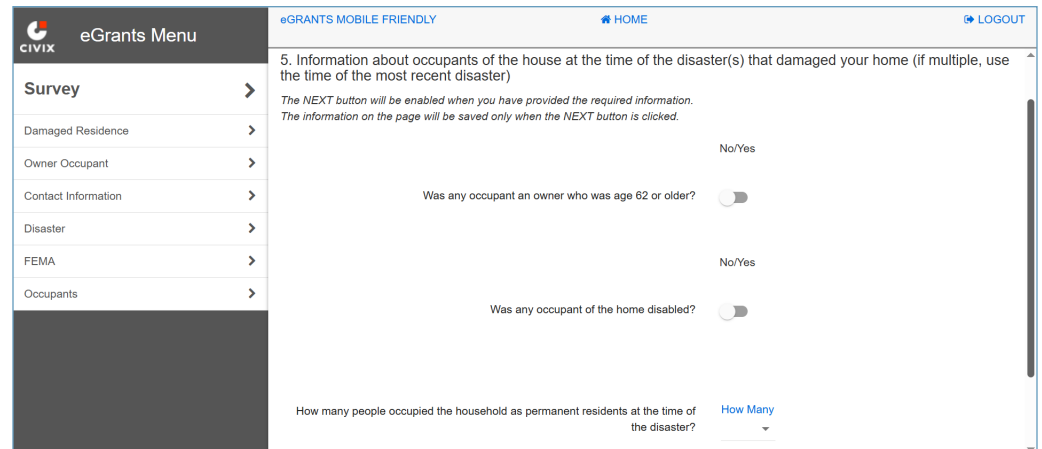
SURVEY QUESTIONS

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5. OCCUPANTS

Information about the occupants of the house at the time of the disaster(s) that damaged your home.

(If multiple, use the time of the most recent disaster.)



The screenshot shows a web-based survey interface. On the left is a dark sidebar with the CIVIX logo and an 'eGrants Menu' containing links for Survey, Damaged Residence, Owner Occupant, Contact Information, Disaster, FEMA, and Occupants. The main content area has a header with 'eGRANTS MOBILE FRIENDLY', a home icon, and a 'LOGOUT' link. The survey title is '5. Information about occupants of the house at the time of the disaster(s) that damaged your home (if multiple, use the time of the most recent disaster)'. Below the title is a note: 'The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked.' There are two toggle questions: 'Was any occupant an owner who was age 62 or older?' and 'Was any occupant of the home disabled?', both with 'No/Yes' labels. At the bottom is a dropdown question: 'How many people occupied the household as permanent residents at the time of the disaster?' with a 'How Many' label and a dropdown arrow.

Was any occupant an owner who was age 62 or older?

This question is not used to determine eligibility but may determine who is prioritized for assistance.

Was any occupant of the home disabled?

This question is not used to determine eligibility but may determine who is prioritized for assistance.

How many people occupied the home as permanent residents at the time of the disaster? (1 - 8+)

Please select from the dropdown menu how many occupants resided in the home at the time of the disaster.

All household members should be included here, regardless of their age or relationship to one another; this may include both related and unrelated persons, as well as multiple families.

6. HOUSEHOLD INCOME



Using the table above, select the income range that matches the total gross income for all members of the household (age 18 and older).

- a. \$42,401 - or more
- b. \$26,551 - 42,400
- c. \$15,901 - 26,550
- d. \$0 - 15,900

CIVIX

eGrants Menu

Survey >

Damaged Residence >

Owner Occupant >

Contact Information >

Disaster >

FEMA >

Occupants >

Income >

eGRANTS MOBILE FRIENDLY

HOME

LOGOUT

RESTORE24 UAT Louisiana Homeowner Assistance Program Survey

6. Household Income

The NEXT button will be enabled when you have provided the required information.
The information on the page will be saved only when the NEXT button is clicked.

Parish: Terrebonne

Household Members: 1

Total Estimated Household Income	
Category	Income Range (\$\$)
A	\$ 42,401 - or more
B	\$ 26,551 - 42,400
C	\$ 15,901 - 26,550
D	\$ 0 - 15,900

Using the table above, select the income range that matches the total gross income for all members of the household.

[Select Income Range](#)

The Parish and Household Members fields should autofill from information provided in previous questions. Please select the appropriate range of income for ALL household members 18 years or older, not just owners at the time of disaster. The range you select should be a sum, adding together all incomes for household members.

Your gross income—also known as gross pay on your paycheck—is the individual’s total pay from all sources before taxes or other deductions.

7. INSURANCE

Did you have homeowners' insurance (hazard) on the structure of your home?

- If Yes, please enter the name of the insurance company.
- If Yes, please enter that policy number.

The screenshot shows a web-based survey titled "7. Insurance" from the "eGrants Menu". The survey is mobile-friendly and includes a "HOME" link and a "LOGOUT" button. The survey questions are as follows:

- Did you have homeowner's insurance (hazard) on the structure of your home?** (Toggle switch, currently "No")
- Did you have National Flood Insurance Program (NFIP) insurance on the structure of your home?** (Toggle switch, currently "No")
- Did you have private flood insurance on the structure of your home?** (Toggle switch, currently "No")
- How much in insurance proceeds have you received, or how much do you anticipate receiving, from all insurance policies for repairs to the structure of the home? This amount should ONLY include the structure of your home—not other purposes, such as the contents of the home.** (Dropdown menu, currently "\$0 - \$0.00")
- Have you ever received federal assistance (FEMA, SBA, CDBG) from a previous disaster prior to 2024?** (Toggle switch, currently "No")
- Have you received a Substantial Damage/Improvement Determination Letter from your local jurisdiction (City or Parish) that you can provide to the Program if requested?** (Toggle switch, currently "No")

At the bottom of the form are "Previous" and "Next" buttons. A note at the top states: "The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked."

Select whether you had homeowners' insurance at the time of the disaster when your home was damaged by selecting "Yes" or "No."

If you select "Yes" for this question, you will be asked to answer two additional questions regarding your homeowners' insurance.

If you select "No," for this question, you will proceed to the next section of Question 10.

If you select "Yes," please then enter the name of your insurance company and associated policy number. Note: The insurance company question is a required field and must be answered in order to access the next screen.

If you do not know your policy number, you may call your insurance company to verify.

7. INSURANCE (CONTINUED)



Did you have National Flood Insurance Program (NFIP) insurance on the structure of your home?

Select whether you had National Flood Insurance Program (NFIP) insurance at the time of the disaster when your home was damaged by selecting “Yes” or “No.”

If you select “Yes,” please then enter your insurance policy number.

If you select “No,” you will proceed to the next section of Question 10.

Did you have private flood insurance on the structure of your home?

Select whether you had private insurance at the time of the disaster when your home was damaged by selecting “Yes” or “No.”

If you select “Yes,” please then enter the name of your insurance company and associating policy number.

If you select “No,” you will proceed to the next section. Note: The insurance company question is a required field and must be answered in order to access the next screen.

How much in insurance proceeds have you received, or how much do you anticipate receiving, from all insurance policies for repairs to the structure of the home?

This amount should ONLY include the structure of your home—not other purposes, including the contents of the home.

Please select the range that matches the monetary amount of all insurance proceeds you have received or expect to receive to repair the damage done to the structure of your home, not for contents or living expenses, following the disaster event that damaged your home. This number should reflect all funding or reimbursement for repairs in response to the disaster event.

7. INSURANCE (CONTINUED)



Have you ever received federal assistance (FEMA, SBA, CDBG) from a previous disaster prior to 2024?

Prior to Hurricane Francine, select “Yes” or “No” to answer whether you have received federal assistance of any previous event, regardless of assistance scope or amount.

If you select “Yes” for this question, you will be asked to answer two additional questions regarding your federal assistance.

If you select “No,” for this question, you will proceed to the next section.

If you answered “Yes,” to the first question:

Select whether you were required to maintain flood insurance after you received federal assistance from the previous disaster event.

Select whether you have maintained flood insurance after you received federal assistance from the previous disaster event.

Have you received a Substantial Damage Determination from your local jurisdiction due to the damage to your home?

Substantial Damage Determination letters (SDL) are only issued to properties located in a Special Flood Hazard Area. If your local jurisdiction made a determination of substantial damage to your home following the disaster event that led to damage, please select “Yes.” When the cost of the repairs equals or exceeds 50% of the pre-damage market value of the home, the damages are considered Substantial Damage.

If no determination was made, please select “No.”

8. YEAR HOUSE WAS CONSTRUCTED



Was your home constructed prior to 1978?

If your home was constructed prior to 1978, please select “Yes.” Homes constructed before 1978 were constructed using lead-based paint in the home, so this question helps determine if lead-based paint may need to be addressed during the repair process. This question does not determine eligibility.

Do you know if this home has gone through a major renovation since 1978, including new paint to the exterior and/or interior of the home?

Please to the best of your ability answer whether this home has gone through a major renovation since 1978.

Do you have a concern of lead-based paint in the home?

Please state whether you have a concern that there is currently lead-based paint in the damaged home.

The screenshot shows a web-based survey interface for the RESTORE24 UAT Louisiana Homeowner Assistance Program. On the left is a sidebar menu titled 'eGrants Menu' with the CIVIX logo, listing various survey sections: Survey, Damaged Residence, Owner Occupant, Contact Information, Disaster, FEMA, Occupants, Income, Insurance, and Year. The main content area is titled 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey' and displays the question '8. Year House Was Constructed'. Below the question, there is a note: 'The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked.' The question itself is 'Was your home constructed prior to 1978?' with a toggle switch. The toggle is currently set to 'No'. At the bottom of the main content area are two buttons: 'Previous' and 'Next'.

9. ABOUT HOME REPAIRS

Have any repairs been done for storm-related damage on your home?

Please select “Yes” if repairs have been completed to the damaged property, including repairs that have been partially completed but still require additional work. These repairs could have been completed by you, an organization, a contractor, or a handyman. The program will verify all completed and remaining repairs through an inspection.

If you select “Yes” for this question, you will be asked to answer four additional questions regarding your home repairs.

If you select “No,” for this question, you will proceed to the next section.

Have you engaged a contractor?

If you answered “Yes” to the first question:

Please select whether you hired a contractor to conduct repair work on the damaged home.

Have you completed the repairs?

Please answer whether you have concluded the repairs on the damaged home.

The screenshot shows a web-based survey interface. At the top, there is a header with the CIVIX logo, 'eGrants Menu', 'eGRANTS MOBILE FRIENDLY', 'HOME', and 'LOGOUT'. A left-hand menu lists survey sections: Survey, Damaged Residence, Owner Occupant, Contact Information, Disaster, FEMA, Occupants, Income, Insurance, Year, and Repairs. The main content area is titled 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey' and '9. About Home Repairs'. It includes instructions: 'The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked.' The survey questions are as follows: 1. 'Have any repairs been done for storm-related damage on your home?' with a 'No/Yes' toggle set to 'Yes'. 2. 'Have you engaged a contractor?' with a 'No/Yes' toggle set to 'No'. 3. 'Have you completed the repairs?' with a 'No/Yes' toggle set to 'No'. 4. 'Are you back in your home?' with a 'No/Yes' toggle set to 'No'. 5. 'What is the estimated dollar amount of materials purchased and labor paid to date for your repairs?' with a text input field containing 'Enter Dollar Amount'. 6. '10. If you have not completed the repairs, are you interested in rebuilding/repairing your home?' with a 'No/Yes' toggle set to 'Yes'. 7. '11. If you do not want to rebuild your home, would you be interested in selling your home?' with a 'No/Yes' toggle set to 'No'. A note below question 11 states: 'Please note: This option is not available at this time, but the Louisiana Office of Community Development will review situations on a case-by-case basis to determine the cost effectiveness of buying a home from an eligible household that wishes to sell the property.' At the bottom, there are 'Previous' and 'Next' buttons.

9. ABOUT HOME REPAIRS (CONTINUED)



Are you back in your home?

Please select whether you have moved back into the repaired home as your full-time place of residence.

What is the estimated dollar amount of materials purchased and labor paid to date for your repairs?

Please to the best of your ability provide the dollar amount estimate culminating the total materials purchased and labor paid up to this point in time for all structural repairs on the home. Please keep all of your receipts. You may be requested to substantiate these costs with receipts or paid invoices during the application process.

If you have not completed the repairs, are you interested in rebuilding/repairing your home?

If you select “Yes” for this question, you will not fill out the rest of this section and can proceed to the end of the survey.

If you select “No” for this question, please answer the next question regarding home repairs.

If No, If you do not want to rebuild your home, would you be interested in selling your home?

Please note: This option is not available at this time, but the Louisiana Office of Community Development - Disaster Recovery will review situations on a case-by-case basis to determine the cost effectiveness of buying a home from an eligible household that wishes to sell the property.

If you select “Yes” for this question, a program representative will reach out to you to discuss potential options as they become available.

YOU HAVE FINISHED ANSWERING THE QUESTIONS.



You are ready to submit the survey.

The **SUBMIT** button will be enabled when you have provided the necessary information.

You can use the **PREVIOUS** button or the left panel navigation tabs to review or update the current responses to the survey questions.

HOW TO SUBMIT THE SURVEY

After you have read and acknowledged the text on this screen, you should submit the survey.

☐ By submitting this survey, I certify that the information I have given is complete and correct. Failure to provide complete, accurate and truthful information may result in my ineligibility for grant assistance.*

Click the Submit button one time and you will receive an automated email or text response that confirms it has been submitted.



The screenshot shows the eGrants mobile app interface. At the top, there is a header bar with the CIVIX logo, 'eGrants Menu', and navigation links for 'eGRANTS MOBILE FRIENDLY', 'HOME', and 'LOGOUT'. Below the header, the main content area is titled 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey'. The left sidebar contains a menu with the following items: 'Survey', 'Damaged Residence', 'Owner Occupant', 'Contact Information', 'Disaster', 'FEMA', 'Occupants', 'Income', 'Insurance', 'Year', and 'Repairs'. The main content area displays the following text: 'You have finished answering the questions. You are ready to submit the survey.' followed by a note: 'The Submit button will be enabled when you have provided the necessary information'. Below this, it states: 'Before clicking the Submit button, please use the Previous button or the left panel menu navigation tabs to review or update the current responses to each of the Survey questions. After all responses have been reviewed for accuracy, use the Next button to navigate to this last page of the Survey and follow the below instructions.' It then says: 'When you click the button below, you will submit your survey. Until you are notified that you can start your application, you may return to update your survey responses and resubmit your survey.' and 'You have completed the survey. After you have read and acknowledged the text on this screen, you should submit the survey.' At the bottom, there is a checkbox with the text: 'BY SUBMITTING THIS SURVEY, I certify that the information I have given is complete and correct. Failure to provide complete, accurate and truthful information may result in my INELIGIBILITY FOR GRANT ASSISTANCE.' Below the checkbox are two buttons: 'Previous' and 'Submit'.

RESTORE.LA.GOV
INFO@RESTORE-LA.ORG
1-866-735-2001

