



## **Housing Advocacy Mobile Home Program**

# **Mobile Home Program: Park Flooding Recovery Assistance Fund (FRAF) GRIEVANCE AND APPEAL PROCESS**

### **Decision Review**

If you disagree with a decision made on your application, you may ask for a Program Decision Review. A review of the decision to deny or adjust your assistance will be conducted. *Review requests must be submitted within 15 days of the date of the denial notice.* You must send your request for review to the CVOEO MHP Attn: FRAF Decision Review, PO Box 1603 Burlington VT 05402.

If you disagree with the review decision, you may request an appeal to the CVOEO Housing Advocacy Programs Director. **You do have to ask for a review before requesting an appeal.**

### **Appeal**

If you disagree with a review decision, you may ask for an appeal. The CVOEO Housing Advocacy Programs Director or his or her designee will review the facts of your application and circumstances and decide whether the decision should be upheld or reversed.

### **Do You Need Free Legal Help?**

You may be able to get free legal help from Vermont Legal Aid. Call Vermont Legal Aid at **1-800-889-2047**.

### **Americans with Disabilities Act**

If you think you might have a physical or mental condition that considerably limits a major life activity, like moving, seeing, hearing, or thinking, let us know. The Americans with Disabilities Act gives individuals with disabilities certain rights. We will make reasonable changes and accommodations in our requirements to help you take part in our programs. Tell your worker if you think there is something that you need.

### **Do You Have Questions?**

If you have any questions or want more information, please call **802-660-3455 ext. 204**.