Texas General Land Office
2024 Disasters

KNOW BEFORE YOU SUBMIT AN APPEAL

What is an Appeal?

The GLO provides applicants with an opportunity to appeal program decisions, including ineligibility, project award type, and project award amount. An appeal is an applicant's formal, written request to reconsider a determination made by the GLO.

THINGS TO KNOW

- The GLO will review your appeal and supporting documents in full and apply any changes to your eligibility status, project award type, and/or project award amount after an appeal determination is issued.
- The GLO will consider documented program policies and procedures when making an appeal determination.
- Applicants must follow the established 1st and 2nd level appeals process.

Preparing for your Appeal

As the stakeholder, it is ***your responsibility to defend your case.*** This means providing all supporting documentation at the time the appeal is submitted.

The following are examples of common appeal types and supporting documentation that should be submitted with your appeal:

Reason	Examples	Supporting Documents
Eligibility	Failure to provide proof of program eligibility requirements like legal status, ownership, primary residency, disaster tieback, flood insurance, and current payment for mortgage, property taxes, and child support	Additional or alternative documentation from the Applicant Document Checklist that supports eligibility
Award Type	Awarded reconstruction and requesting rehabilitation Number of bedrooms	Proof of payment and dated photographs of repairs to contest program damage inspection Documentation (medical, extenuating circumstances) to support need to add additional bedrooms
Application or Documentation Deadline	Missed application deadline or 30-day deadline for program documentation	Proof that application was submitted by application deadline or documentation was submitted by 30-day deadline
Duplication of Benefits (DOB)	GAP Amount or Reimbursement Award Amount	Documentation that supports home repairs were completed, and DOB should be reduced

Process Overview

1. Applicant receives notification of ineligibility, award type, or award amount.
2. Applicant submits 1st level appeal to the program staff within 10 days.
3. Program provides applicant with 1st level appeal determination.
4. If 1st level appeal is denied, then applicant may submit 2nd level appeal to GLO within 10 days.
5. GLO provides applicant with 2nd level appeal determination.

WAYS TO SUBMIT AN APPEAL

https://www.glo.texas.gov/disaster-recovery/filing-complaint-or-appeal
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