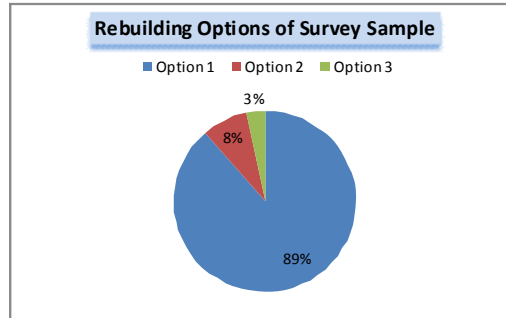


Preliminary Results of Road Home Customer Satisfaction Survey

Purpose: This survey was designed to provide a snapshot of overall satisfaction as well as identify intentions and ability of individual homeowners to rebuild.

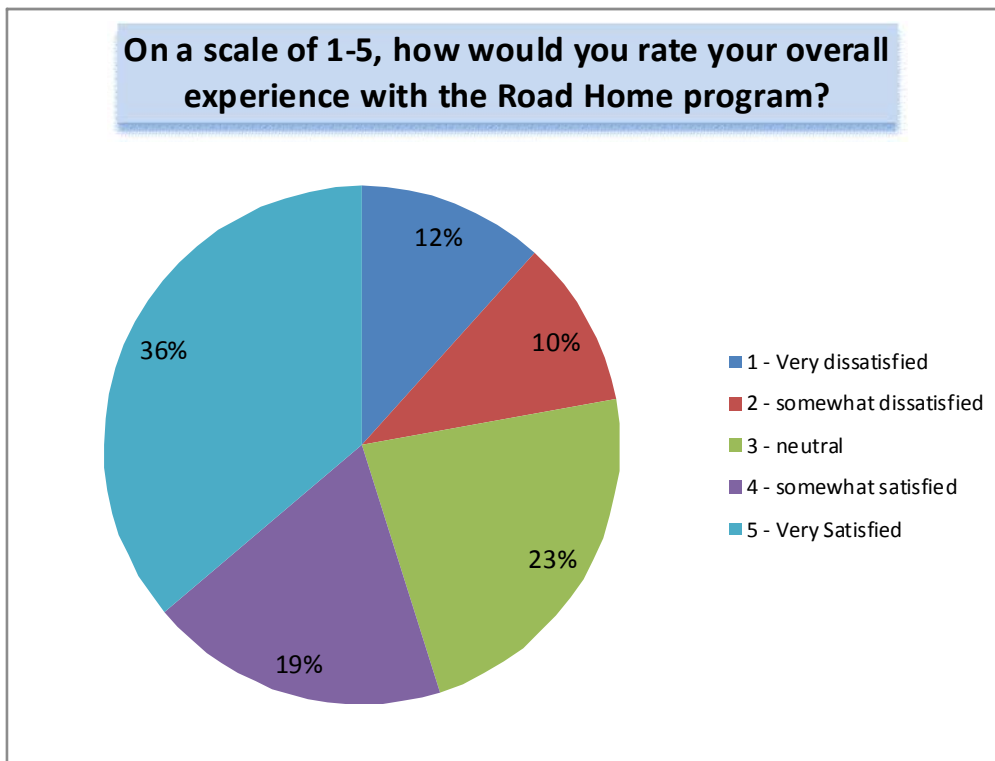
Background and notes: The figures below are preliminary and based on surveys conducted through August of 2008. Due to an error in the conduct of the survey, complete results are not yet available. However, there are select questions which were conducted properly and completely that provide useful information regarding the Road Home program; those results are shown below. The options selected by the sample parallel the options selected by all road home applicants with 88.5% of these selecting option 1 – to repair or rebuild their damaged home.



Results:

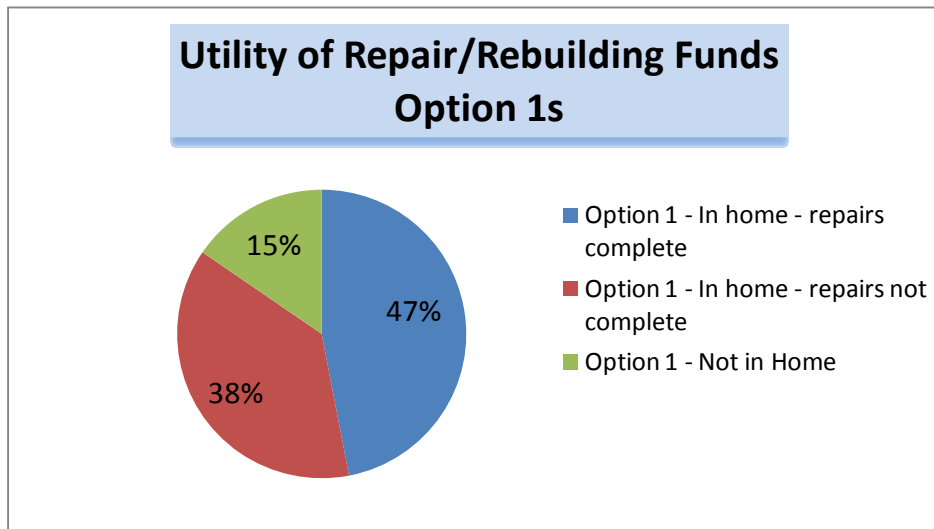
Customer Satisfaction

On a scale of 1-5, 55% rated their overall Road Home experience as satisfactory or very satisfactory; 22% rated their experience as not satisfactory and 23% were neutral.



Utility of Road Home Funds

Of those who selected option 1, 85% are actually living in the home that was damaged by the hurricane. Over half of these have completed the repairs to their home.



The purpose of option 2 funding was to get people into an owner occupied home elsewhere in Louisiana. Of the option 2 applicants surveyed, 75% are now in a home that they own. Of the remaining option 2 applicants, 85% of these plan to purchase a home in the next 2 years.

Discussion:

- In terms of customer satisfaction, the numbers are better than the general perception that is in the media. However, 22% dissatisfied is still high, especially when dealing with over 100,000 customers. For better or worse, the media and advocacy groups are not likely to focus on the 55% of satisfied customers.
- The program appears to be meeting its intent in the vast majority of the cases, which is to get homeowners back into a home that they own or provide them compensation if they are not choosing to purchase another home in Louisiana. If you sum the option 1 homeowners who live in their home, the option 2 homeowners who bought another home and the option 3 homeowners who received their compensation, 84% of the applicants have been able to fulfill the intent of their Road Home grant.

Contact: For questions, comments or suggestions, contact David Bowman, Director of Research and Special Projects, Louisiana Recovery Authority, at 225-342-1718 or david.bowman@la.gov.

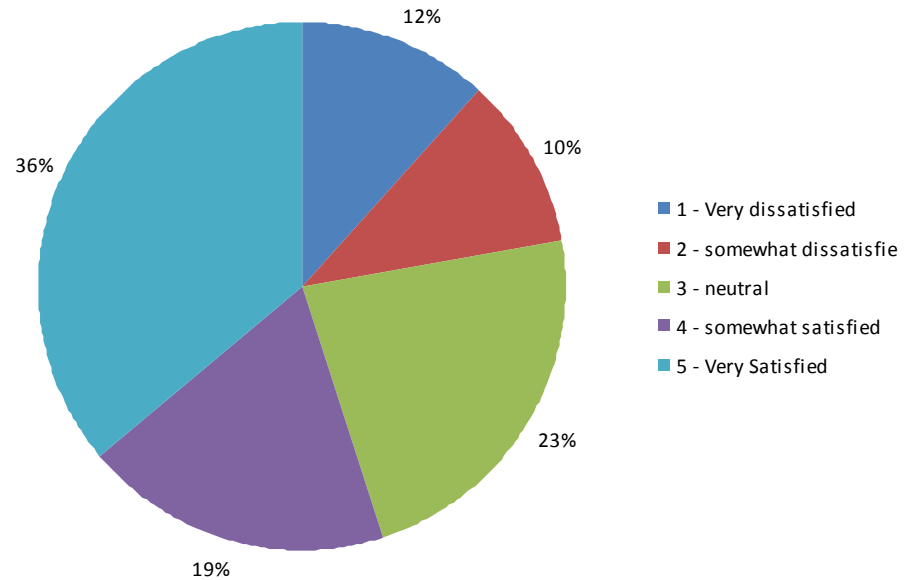
LSU Road Home Customer Satisfaction Survey

LRA Results Briefing

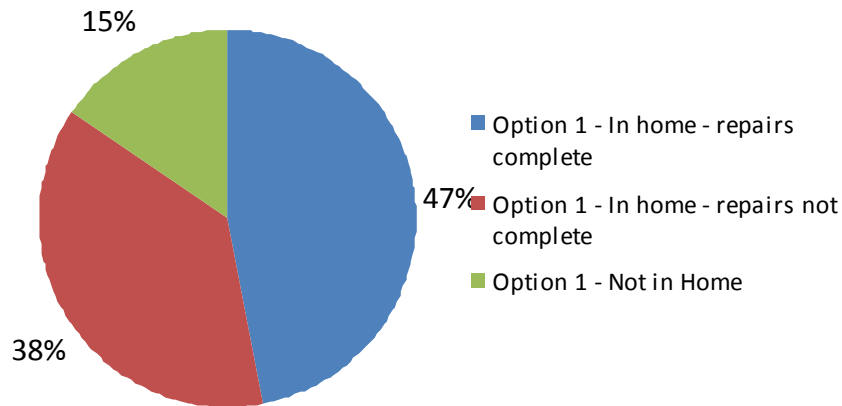
October 8, 2008

- LSU surveyed a representative sample of 650 Road Home applicants.
- Overall, 55% said they were somewhat or very satisfied with the Road Home, versus 22% who said they were somewhat or very *dissatisfied* with the program.

On a scale of 1-5, how would you rate your overall experience with the Road Home program?

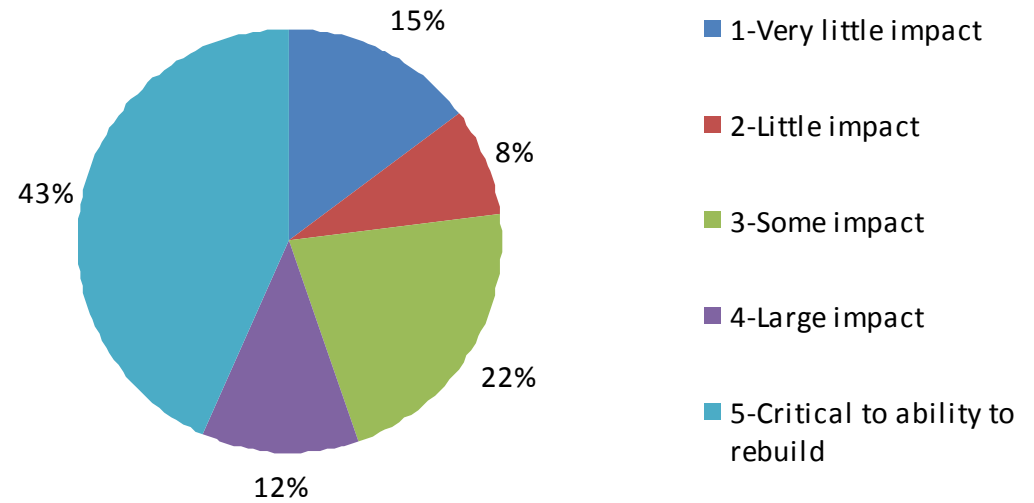


Utility of Repair/Rebuilding Funds



- Of the option 1 applicants surveyed, 85% are currently living in the home for which they received the grant, and only 15% have not yet returned home.
- 55% of these applicants have completed all repairs on their home.

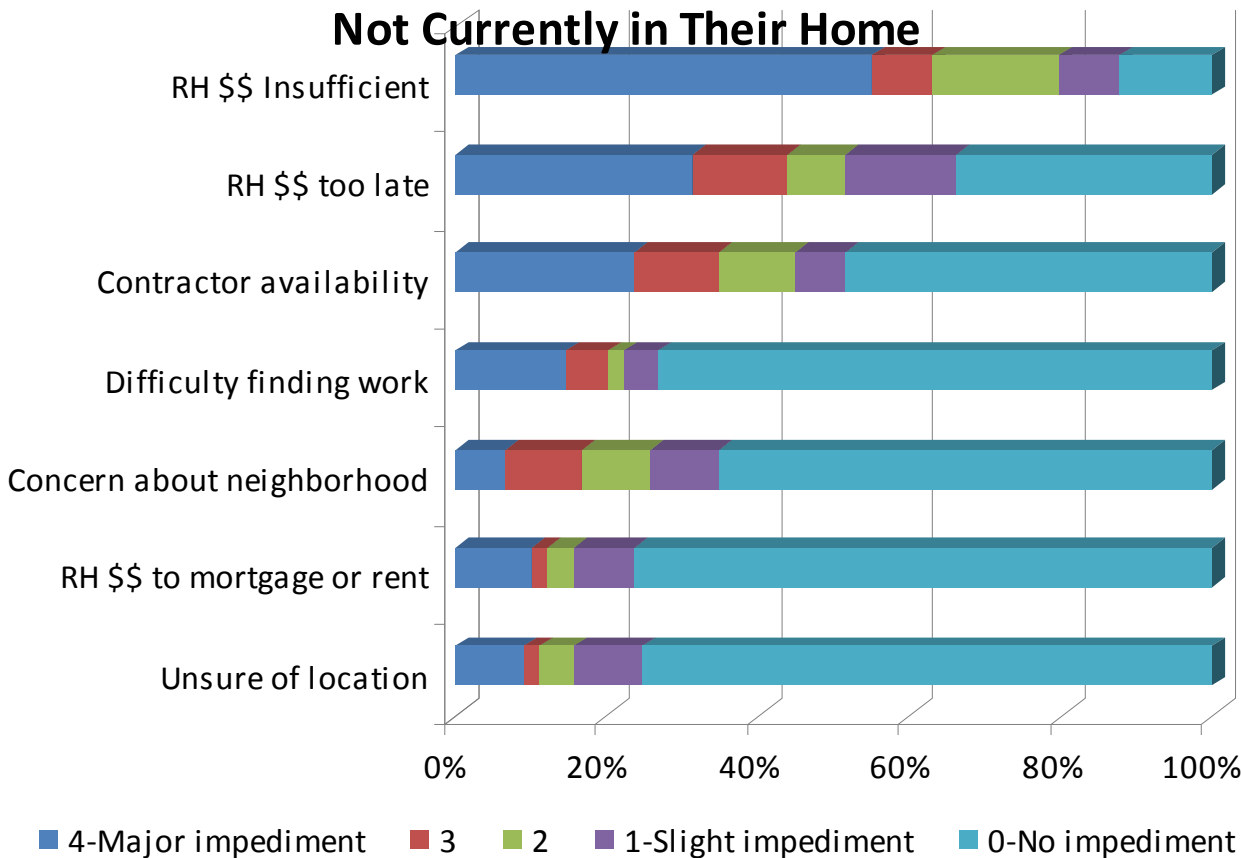
How much did the Road Home grant assist applicants in rebuilding/repairing?



- The vast majority of option 1 applicants (77%) – including those not yet in their home – agreed that their grant significantly assisted their rebuilding.

Barriers to Rebuilding for Option 1s

Not Currently in Their Home



- Option 1 applicants not yet in their home identified a number of barriers to rebuilding.
- The most common reason was an insufficient Road Home grant amount, which was reported to be a major impediment by 55% of respondents.
- 32% of respondents reported the lateness of Road Home grants as a major impediment.
- 23% reported that contractor availability was a major impediment.

- Applicants who are able to return to their homes rate their overall experience with the Road Home more highly than those who have not yet returned. Among applicants who have returned, the percentage who say they are somewhat or very satisfied is 30 percentage points higher than among those who have not returned, and the percentage who say they are somewhat or very *dissatisfied* is 23 percentage points *lower*.
- The next steps will be to understand why 15% of option 1 applicants have not yet been able to return. We hope to map where the highest concentrations of these applicants lie and understand the underlying patterns and reasons they have not returned, and initiate a policy dialogue on interventions that can help them return.

Road Home Customer Satisfaction Survey

Summer 2008

Hi, my name is _____. I am calling from Louisiana State University to conduct a customer satisfaction survey on your experience with the Road Home program. The survey will only take a few minutes of your time, and your responses will remain completely confidential. Would you be willing to participate?

To begin, could you tell me whether I have reached you on a cell phone or regular landline telephone?

Is this a good time to talk?

The first set of questions relate to how helpful the grant was in allowing you to return to your damaged home or purchase a new home.

1. Did you choose option 1 (repair or rebuild), option 2 (relocate within Louisiana) or option 3 (sell your home to the Louisiana Land Trust).
2. (*option 1*)
Are you now **living** in the home for which you received the grant?
 - a) If yes, have you completed repairs on your home? (yes/no)
 - b) If no, please identify the major impediments to rebuilding by ranking these on a scale of 0 to 4, where 0 is no impediment, 1 is a slight impediment and 4 is a major impediment.
 - Not enough money was provided to make repairs
 - The money arrived too late
 - Had to use road home grant to pay back mortgage or rent
 - Contractors are not available
 - Waiting to see if neighborhood will rebound
 - Still unsure if I want to rebuild at this location
 - Difficulty finding work nearby
 - Other (please specify) <Note: this will be an open-ended question>
3. (*If option 1*) On a scale of 1-5, how much did the **grant amount** you received assist you in rebuilding? 5 indicates 'critical to your ability to rebuild' and 1 indicates 'very little impact on your ability to rebuild'.
4. (*If option 2*)
 - a) Do you currently own the home you are living in now?
 - b) If no, do you expect to purchase a home in the next two years?
 - c) If no, please identify the major impediments to purchasing a home by ranking these on a scale of 0 to 4, where 0 is no impediment, 1 is a slight impediment and 4 is a major impediment.
 - Not enough money was provided to make a down payment
 - Had to use road home grant to pay back mortgage or rent
 - Cannot afford increased insurance costs
 - Have not found a suitable house / neighborhood for purchase
 - Difficulty finding work in the area that I want to live
 - Other (please specify) <Note: this will be an open-ended question>

The following questions are related to 5 specific aspects of the Road Home program; the call center, the housing assistance center appointment, the appeals department, the resolutions department and the actual closing appointment. Only answer the questions related to the services you actually received.

5. Did you have any Telephonic contact with the Road Home **Call Center**?

If so,

- ▶ How well do you remember your experience with a Road Home representative?
- ▶ Did you get the information that you needed from the representative?
- ▶ If not, was the representative able to connect you to someone who did have the information you needed?
- ▶ How would you rate the quality of service or information provided?
- ▶ And how would you rate the speed with which your request was handled?
- ▶ How difficult was it for you personally to get through to an ICF representative?
- ▶ Using a 1-5 scale, please rate the representative who handled your call on the following specific attributes:
 - helpfulness
 - professional
 - knowledgeable
 - cared about me and my personal situation
- ▶ Did contact with representatives(s) at the call center make you more or less satisfied with your experience with the Road Home program overall?

6. Did you have a **Housing Assistance Center** appointment?

If so,

- ▶ How well do you remember your experience at the housing assistance center?
- ▶ Did you get the information that you needed from the representative?
- ▶ If not, was the representative able to connect you to someone who did have the information you needed?
- ▶ How would you rate the quality of service or information provided?
- ▶ And how would you rate the speed with which your request was handled?
- ▶ Using a 1-5 scale, please rate the representative who handled your call on the following specific attributes:
 - helpfulness
 - professional
 - knowledgeable
 - cared about me and my personal situation
- ▶ Did contact with representatives(s) at the Housing Assistance Center appointment make you more or less satisfied with your experience with the Road Home program overall?

7. Did you have any Telephonic contact with the **Appeals Department**?

If so,

- ▶ How well do you remember your experience with the appeals department?
- ▶ Did you get the information that you needed from the representative?
- ▶ If not, was the representative able to connect you to someone who did have the information you needed?
- ▶ How would you rate the quality of service or information provided?

- ▶ And how would you rate the speed with which your request was handled?
- ▶ How difficult was it for you personally to get through to an ICF representative?
- ▶ Using a 1-5 scale, please rate the representative who handled your complaint on the following specific attributes:
 - helpfulness
 - professional
 - knowledgeable
 - cared about me and my personal situation
- ▶ Is there anything else you would like to tell us about your experience with the Appeals Department?
- ▶ Did contact with representatives(s) at the Appeals Department via telephone make you more or less satisfied with your experience with the Road Home program overall?

8. Did you have any Telephonic contact with the **Resolutions Department**?

If so,

- ▶ How well do you remember your experience with the resolutions department?
- ▶ Did you get the information that you needed from the representative?
- ▶ If not, was the representative able to connect you to someone who did have the information you needed?
- ▶ How would you rate the quality of service or information provided?
- ▶ And how would you rate the speed with which your request was handled?
- ▶ How difficult was it for you personally to get through to an ICF representative?
- ▶ Using a 1-5 scale, please rate the representative who handled your complaint on the following specific attributes:
 - helpfulness
 - professional
 - knowledgeable
 - cared about me and my personal situation
- ▶ Did contact with representatives(s) at the Resolutions Department via telephone make you more or less satisfied with your experience with the Road Home program overall?

9. Did you have a **closing appointment** with a Road Home Closing Agent?

If so,

- ▶ How well do you remember your experience at the closing appointment?
- ▶ Were you able to complete your closing at the first closing appointment?
- ▶ How would you rate the quality of service provided?
- ▶ And how would you rate the speed with which your closing appointment was handled?
- ▶ Using a 1-5 scale, please rate the representative who handled your closing on the following specific attributes: helpfulness, professional, knowledgeable, cared about me and my personal situation
 - helpfulness
 - professional
 - knowledgeable
 - cared about me and my personal situation
- ▶ Did contact with representatives(s) at the closing appointment make you more or less satisfied with your experience with the Road Home program overall?

10. On a scale of 1-5, how would you rate your **overall** experience with the Road Home program? 5 being very satisfied and 1 being very dissatisfied.

If applicants answered No to question 5 about whether they got the information they needed from the call center, they were not asked this question or any other question after question 5. Therefore, the overall satisfaction in the pie chart in the report "Preliminary Results" of 36% very satisfied and 12% very dissatisfied is not representative of applicants who took the survey. The applicants who took the survey were themselves not representative of all applicants because they were applicants who had contact with a representative of the Closing Dept., Appeals Dept., Resolutions Team, or their housing advisor or assistant within 2 weeks prior to the survey.

Road Home Customer Satisfaction Survey – Proposal Concept

Overview of the need/challenge: The public has reported repeatedly in the last 60 days that the employees of Road Home program (ICF and its subcontractors) do not treat individuals with dignity, respect, and a positive, problem solving attitude that facilitates their path through the program. To solve this problem, the state should follow a three pronged approach:

- 1) **Set clear, public expectations for RH employees from the State** – Make clear from the state to every employee of the Road Home program that it expects them to treat customers with dignity, respect, and a positive, problem solving attitude that facilitates their path through the program. This should be communicated through an open letter to all current and future employees (~2500) of the Road Home Program and should be shared openly with the media.
- 2) **Create a Customer Satisfaction Survey** – Create an independent, ongoing assessment of the performance of the Road Home program toward this goal that will be used to publicly assess the quality of this customer service to applicants.
- 3) **Management based on expectations** – Management from ICF will implement a system of rewards and penalties for Road Home employees based upon customer service/satisfaction, especially focused on PALs, the call center, and the entire Resolution and Appeals teams.

Concept for Customer Satisfaction Survey

- Hire a LSU (PPRL?) or a private survey firm to design and implement a customer satisfaction survey of a statistically significant sample of Road Home “applicants”¹ on a biweekly basis.
- Survey’s output should produce a regular benchmark describing the satisfaction of Road Home applicants (see footnote) with their contact with Road Home employees, to determine if the program staff has served them with dignity, respect, and with a positive, problem solving attitude that facilitates their path through the program.
- The survey should benchmark whether contact with a Road Home employee has addressed their question/concerns in a manner that definitively helps them move toward a conclusion in the program.
- The survey should benchmark their overall satisfaction with the RH staff with whom they have made contact in the past **2 week period** (i.e. track overall improvement).
- The survey should benchmark what the issues are that are preventing non-responsive applicants from making decisions on their offer letters. (This will assist with external intelligence on a future decision about a deadline on responding to offer letters.)
- To avoid confusion and maintain independence, the survey team should clearly identify themselves as independent of the Road Home program and not able to address any Road Home issues directly.

¹ “Applicants” for survey should target at least four categories within a regular time period (suggest bi-weekly): 1) those who have made contact with the call center, 2) those who been in contact with their PALs, 3) those been contacted and are in Resolution or Appeals, 4) those with offer letters from RH who have not made a final decision, and 5) those who have recently closed.

STATE OF LOUISIANA

CONTRACT

Be it known, that on this 15th day of April 2008, the Louisiana Recovery Authority (hereinafter sometimes referred to as "State") and Louisiana State University and A & M College 330 Thomas Boyd Hall, Baton Rouge, LA 70803-2701 (hereinafter sometimes referred to as "Contractor") do hereby enter into contract under the following terms and conditions.

Scope of Services

See attached

Goals and Objectives

To assess the level of professionalism and customer satisfaction with Road Home Program staff on an ongoing basis. These evaluations will be used to track improvement over time for a three to four month period.

Performance Measures

The performance of this Contract will be measured by the Executive Director or his designee who shall evaluate the Contractor's performance pursuant to the requirements of the Contract, including without limitation, the requirements of the Scope of Services. Work must be completed within the established timeline for appropriate review of each version of the report.

Monitoring

The Executive Director or his designee will monitor the services provided by the Contractor and the expenditure of funds under this Contract. The contractor will be in contact bi-weekly with the LRA Staff and will verify that the goals are being met. Final deliverables will be submitted for review and approval by the Executive Director.

Payment Terms

In consideration of the services described above, state hereby agrees to pay the Contractor on a unit cost basis of \$10.65 per completed interview for a total not to exceed FOURTY-TWO THOUSAND FIVE HUNDRED AND NINETY TWO and 88/100 DOLLARS (\$42,592.88).

See the attached for a breakdown of the budget details.

Payment will be made only on the approval of the Executive Director or his designee.

If progress and/or completion to the reasonable satisfaction of the State are obtained, payments are scheduled as follows:

Contractor shall submit to the State an invoice after the completion of the report. Contractor shall be paid within a reasonable time after the State receives a properly documented invoice which outlines the services provided by the Contractor during the time period covered by the invoice, and such invoice is approved by the Executive Director or his designee. Total payment to the Contractor shall not exceed the sum of FOURTY-TWO THOUSAND FIVE HUNDRED AND NINETY TWO and 88/100 DOLLARS (\$42,592.88).

Taxes

Contractor hereby agrees that the responsibility for payment of taxes from the funds thus received under this Contract and/or legislative appropriation shall be contractor's obligation and identified under Federal tax identification number 72-60-008-48.

Termination for Cause

The State may terminate this Contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the Contract; provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice. The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract; provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the state to cure the defect.

Termination for Convenience

The State may terminate the Contract at any time by giving thirty (30) days written notice to the Contractor. The Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

Remedies for Default

Any claim or controversy arising out of this contract shall be resolved by the provisions of LSA - R.S. 39:1524 - 1526.

Ownership

All records, reports, documents and other material delivered or transmitted to Contractor by State shall remain the property of State, and shall be returned by Contractor to State, at Contractor's expense, at termination or expiration of this contract. All records, reports, documents, or other material related to this contract and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of State, and shall,

upon request, be returned by Contractor to State, at Contractor's expense, at termination or expiration of this contract.

Nonassignability

No contractor shall assign any interest in this contract by assignment, transfer, or novation, without prior written consent of the State. This provision shall not be construed to prohibit the contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

Auditors

It is hereby agreed that the Legislative Auditor of the State of Louisiana and/or the Office of the Governor, Division of Administration auditors shall have the option of auditing all accounts of contractor which relate to this contract.

Term of Contract

This contract shall begin on April 15, 2008 and shall terminate on July 31, 2008.

Fiscal Funding

The continuation of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

Discrimination Clause

The contractor agrees to abide by the requirements of the following as applicable: Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, or disabilities.

Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

THUS DONE AND SIGNED AT Baton Rouge, Louisiana on the date(s) noted below.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date(s) noted below.

WITNESSES SIGNATURES:

STATE AGENCY SIGNATURE:

By: _____
Date: _____
Title: Paul Rainwater, Executive Director

WITNESSES SIGNATURES:

CONTRACTOR SIGNATURE:

By: _____
Date: _____
Title: James L. Bates, Director Sponsored Prog.

Amendment to Agreement between State of Louisiana
Louisiana Recovery Authority
AND
Louisiana State University and A & M College
330Thomas Boyd Hall, Baton Rouge, LA 70803-2701

AMENDMENT PROVISIONS

On page 1, under Scope of Services #3 Delete the following:

...not to exceed 500 completed interviews per cycle

On page 1, under Scope of Services following #7 Add the following:

8. Program a survey instrument to capture baseline satisfaction measures and applicants ability to rebuild or purchase using Road Home funds.
9. Implement a telephone survey of a sample of 383 program participants who closed prior to April 27, 2008 on a Road Home grant.
10. Provide top line data results of the survey and complete raw dataset to the State.
11. Complete items 8-10 above on or before September 5, 2008.

On page 1, following the 4th bullet under "GOALS AND OBJECTIVES" Add the following:

- To assess Road Home participants current rebuilding status and identify major impediments to rebuilding.

On page 2, CHANGE CONTRACT FROM:

Payment Terms

In consideration of the services described above, state hereby agrees to pay the Contractor a maximum amount of FOURTY-TWO THOUSAND FIVE HUNDRED AND NINETY TWO and 88/100 DOLLARS (\$42,592.88).

Payment will be made only on the approval of the Executive Director or his designee.

If progress and/or completion to the reasonable satisfaction of the State are obtained, payments are scheduled as follows:

The total number of interviews to be completed by the Contractor shall not exceed 4,000. Contractor shall invoice the State on a monthly basis for interviews authorized and completed in that month based upon \$10.65 per completed interview.

Contractor shall be paid within a reasonable time after the State receives the invoice, and such invoice is approved by the Executive Director or his designee. Total payment to the Contractor shall not exceed the sum of FOURTY-TWO THOUSAND FIVE HUNDRED AND NINETY TWO and 88/100 DOLLARS (\$42,592.88).

TO:

Payment Terms

In consideration of the services described above, state hereby agrees to pay the Contractor a maximum amount of FIFTY-FOUR THOUSAND ONE HUNDRED AND FORTY THREE and 88/100 DOLLARS. This amount includes \$40,097.25 for 7 rounds of surveys and a \$14,046.63 lump sum payment for a more comprehensive survey to acquire baseline and program efficacy data.

Payment will be made only on the approval of the Executive Director or his designee.

If progress and/or completion to the reasonable satisfaction of the State are obtained, payments are scheduled as follows:

The Contractor will complete 3,765 total customer satisfaction interviews in seven rounds over a period of 14 weeks at a rate of \$10.65 per interview. The Contractor will develop and conduct a more comprehensive survey of 383 participants for a lump sum of \$14,046.63.

Contractor shall be paid within a reasonable time after the State receives an invoice outlining the total number of customer satisfaction surveys completed, and such invoice is approved by the Executive Director or his designee. In addition, Contractor shall receive a lump sum payment of \$14,046.63 after providing the State with an invoice and documentation that the comprehensive survey was developed and conducted in accordance with the terms of the contract and such invoice is approved by the Executive Director or his designee. Total payment to the Contractor shall not exceed the sum of FIFTY-FOUR THOUSAND ONE HUNDRED AND FORTY THREE and 88/100 DOLLARS.

On page 4, CHANGE CONTRACT FROM:

Term of Contract

This contract shall begin on April 15, 2008 and shall terminate on July 31, 2008.

TO:

Term of Contract

This contract shall begin on April 15, 2008 and shall terminate on September 5, 2008.

Amendment becomes effective: July 15, 2008

JUSTIFICATION:

This Contract has been amended to allow the State to receive additional services from the Contractor. The State must have a benchmark from which to compare customer satisfaction indicators and some means to determine the relationship between satisfaction and the homeowners' ability to complete repairs or move into a new home. The number of allowable surveys per cycle has been increased slightly in order to obtain a 90% confidence level for each category of service provided; however, the total number of surveys in the original rounds has been decreased slightly because 7 rounds of surveys are being conducted instead of 8. The additional survey has a higher unit cost because a more comprehensive and longer survey is being developed and there are fewer units by which to spread the fixed costs of the project.

This amendment contains or has attached hereto all revised terms and conditions agreed upon by contracting parties. IN WITNESS THEREOF, this amendment is signed and entered into on the date indicated below:

(Contractor's Signature) (Date)

Contractor's Name: James L. Bates

Contractor's Title: Executive Director

Office of Sponsored Programs

(Agency Signature) (Date)

Agency's Name: Paul Rainwater

Agency's Title: Executive Director

Is there anything else you would like to tell us about your experience?

Contact Type

Wave

A housing assistance
center

1

* calls everyday but didn't have a housing appointment. Never can get the same or the proper information. Sick of dealing with Road Home, its worse than FEMA.

A little aggitating, tests your patience

Appt. representative cared but didn't get anything done. Road Home doesn't call back promptly sometimes not at all, poorest run program.PAL doesn't help at all, they don't call and don't want you to call. This has been going on since January 2007, that is

Can't seem to get through to the representative, and waiting on a call back.
cant get through the closing

Confusing Service. No-one is on the same page. Putting people off from returning to New Orleans.

Everyone of his neighbordhood got something from road home and he didn't. He was turned down. Whoever did the initial inspection missed a lot of items. He's not happy that it's taken this long and denying him a response. He never got responded to.

Everything was bad. Some other individuals took care of me but my most recent experience was extremely bad.

everything was good, I am just waiting on finishing the paper.

Experience has been acomplete nightmare. System is to blame not the representatives.

First, when I went to road home, they had my address, but my neighbor's house. The damage estimat was at 19%, when it was actually over 40%. They denied my claim due to a check i recieved for different property. I have yet to recieve my care package, or h

followed the instructions exactly and I have yet to here from them.

representative wasn't very helpful

Great assitance

He gave you bad information and a number that didn't work. They don't understand anything and are idiotic about it, they don't care. They only looked at the outside of the house but didn't bother to go inside and see the damage. It's been horrible

I'm still waiting on getting some information. they seem like they don't really know much.

I am still waiting

I can't get ahold of Appeals board, there is no access to them so you can't talk to anyone. Now there is a problem with power of attorney and co-owner of the house and it seems this is a problem with the Appeals board. So I am waiting on that to get every

I don't worry about it. I give it to the Lord.

I hope i never have to go through with it again. The only problem i'm having is with my elevation. Some of the information they had on me was wrong.

I lost my aunt and my neice. Alligators were eating them. It was like a nightmare. I'm trying to get a trailer for me and my little girl. I owe too much money to die now. Half the people were nice - had real big hearts, some had no hearts at all. Nothing t

I understand the magnitude of requests, however, I would like to speak with someone. Someone to return to my calls to know the status of my application. I would like for it to be over asap.

If Mary Landreau had gotten all the money that she wanted for Road Home then we would all be alright. I have been promised money, information. I keep being told I am not eligible when I had alot of damage to my house and people that didn't get all the mon

It took too long for me to be denied. Almost one year. Called and kept being diverted. People didn't know what they were doing. Rubbed me the wrong way

It was a negative experience, and there's nothing good about the program. "It Sucks"

it was pleasant, and now i'm just waiting to hear from my PAL.

its moving really slow and I get told the same thing everytime I call.

Leiason was very hard to come in contact with. Has not received a call since.
Move the paperwork sooner. It takes time and they change answers
sometimes.

My experience is terrible. It's three years after the storm and we still haven't
gotten our funds because of the red tape of bureaucracy. {My mother and I} -
No help at all. Road Home sucks. Gives other people something and other
people nothing.

My trip to Lake Charels was non satisfactory, because nobody there could help
me. My Case manager does not return my phone calls, e-mails, etc. Its awfull.
Need to know what's really going on
need to stick to one representative per person. one representative told her
she needed papers then when she goes back with the papers another
representative told her she didn't need those papers. after all the hard work
she still got nothing.

no

No

no not at this moment

no one can get anything settled on our claim

No.

Not finished with it, not very happy with roadhome, i think the things they
have done have been very unusual, has not been a very positive process,
everyone is very nice on the phone but they all were helpless, they didnt have
the information, every time

Not really.

not very pleasant

nothing is being done, people talk to you like you are a child, and every time
you are referred to someone new, it feels like you have to start all over again
person couldn't really give an answer to situation

Representative didn't seem to understand some of the work that was needed.

Representatives have said they contacted him, but he denies ever being contacted. Never received any information representatives says claim was closed.

Road Home program lost my paperwork, had to start over, had to fill out more paperwork for appeal, said they got my letter a day late so I couldn't get it. I've lost a lot of money because I couldn't get it from the road home when they promised it. Very fr

Road Home was supposed to help me build my house. I'm old, I'm 79. No one is helping me. My husband is dead. I don't have no help. And I don't have nothing.

Says that the representatives denied her claim, appraisal was done by roadhome and insurance company and both got two totally different amounts.

Sharon Schwartz in St. Bernard Parish - she was excellent. *But now I am closing and I am appealing, and you can't get a hold of someone, they don't return calls and you only have 14 days to return the appeal papers. I can't get my questions answered. Th

She has been helpful but she gave me all of this work that I have to do, so I have to do all of the work and she is just going to download it.

She was as helpful as possible but she didn't really help us to understand how to fill out the papers because it is out of our expertise. Need someone to really help.

She was given an unfair appraisal of her home, not even reasonable because of the 65,000 she put into her house. She bought it and put 127,000 and they wanted to give her 125,000. It was so ridiculous she didn't even think about it. It's ignorant to th

Since the Road Home program started, they have done nothing with my files. They tell me one thing and tell me another thing. I tried to get assistance but they turned me down. I call them, they don't call me back. Road Home is worse than Katrina during th

Sometimes when I call for questions about elevation, I can never get the same answer.

the lady was more knowledgeable than the past, looks like something good is going to happen for me
the left hand doesn't know what the right hand is doing, and it's easy for someone to fall through the cracks

The only problem i had was that they made a mistake in an amount; they acknowledged that they made a mistake, but i had to file an appeal to get it fixed. This required me to drive from my home in Houston to Lake Charels. The dispersement department shou
the people are polite and nice on the phone, but nothing is being done past this. the road home program has been horrible
They're not using proper catastrophic adjusters for evaluation of damage on homes. He hopes they're not using ignorance on purpose. He hopes it's resolved.
they don't return calls within 72 hours, individual complaint of being overworked, lack of efficiency
They explained thins very well, and helped me a lot.
They have been no help to me. I've sent 2 letters to the CEO of Road Home, and gotten no response, my PAL will not return any of my calls or e-mails. My claim was denied and i don't know why. Its been frustrating, and i feel like i'll be one of those peop
They were extremely kind and helpful. Very pleasant and respectable and thorough. Quite pleased
They were helpful but I still didn't get all the information or satisfaction because it isn't dealt with yet.
They weren't mean to her but were rude/mean to her son and daughter. Her son and daughter were trying to help her by going in her place. She's thinking of giving up on Road Home. Her son says they'll wait and see what they hear. They don't want to pay inc

total difference from the first appointment; had improved greatly even though it was brief. it was very helpful and it took a load of stress off of me.

Turned down and not understanding the reason why. All of the stipulations were not explained ahead of time. Therefore the representatives were not as helpful as they could have been.

Very disgusted by this. I have never in my life been so dissatisfied. No one knows what they are doing, they have all this money and don't disburse it correctly. The people that really need the money are not getting it.

Very dissatisfied, poor service. I am ready to settle, they are not giving me what I am eligible for.

very frustrating, not helpful at all because Joseph is a deaf mute and they record everything he does when he isn't making important decisions, I have to represent him. Don't work well with the disabled. They give us wrong numbers, send our letters to fak

Very nice representative, handled everything in a very proper manner very slow but I know that they have alot of people to work with but still very slow

very slow process, considering that I applied the very first week the progam opened it took 53 weeks to recieve assistance

wait for over a year, wait for closure

Went on forever, and sent so called award letter, which said I wasn't qualified for funds because of insurance. Went to series of processes to get awarded funds. All they done is waste time. Changed rules in the middle of the process of qualification of f

With an 82 year old man without a title, it's harder. Road Home helped me tremendously.

Would like them to be fair and properly evualte his home.

Total

2

Appointment went well, quick and painless.

BEEN HORRIBLE

Brittany Moore has been helpful, but she is the ONLY one; had an appeal for over a year and just now possibly getting results

Everything's confusing. Something is very wrong with the program.

Filed together, and I (the husband) wasn't acknowledged. We filed in 2005 and didn't get a response until 2007. We're underpaid, still have damages. I think they're mishandling of funds \$235,000 damages, they only gave you \$82,000. We had insurance, but

Frustrating--have been in process since November 2006, still no resolution get different answers from different representatives
Had to pay road home money back and hire attorneys. Now having to go through appeals process to try to get money back for attorney fees but no one can help me.

Has been slow until recently
haven't gone to closing yet; waiting to hear back
haven't received anything from the program; they have her paper work but it's dragging on

Her latest experience was much better than the first one. She is still waiting for her outcome.

hurry up and get it over

I'm just waiting for my paquete in the mail for six weeks, was suppose to receive the paquete in mid-March according to the website. However, a representative said that they are mailing the paquetes in groups. I get conflicting information from various re

I'm waiting two months about the Elevation program to send me papers, there was dispute over whether I was in the flood zone, even though I have proof from the court house.

I didn't understand that I could write Road Home back, they only \$50,000. Did file an appeal, but haven't got replies since.

I wish someone can direct me to the right person who can give me the information I need. Cassandra Tucker my PAL has not responded to my e-mails for 3 months.

if you don't interrupt the representative while they are talking they will disconnect you; do not wait for feedback; representatives not knowledgable, just reading from a card; ridiculous wait time

it's a big flop; unprofessional, something should be done for people more quickly; it's been almost 3 years; federal government is a bunch of beef; served in army & marines and the country is doing nothing for him
It's been a year, and I thought my file complete but they keep asking for more information and papers. I haven't reached closing yet.
Just has not received the help that she needed.
Keep filing forms over and over again, and nothing is getting done. No one knows what they are doing over there, and they just hire people to give them jobs

like to put an ad in the paper telling everyone how awful it is; denied him paperwork; keep finding reasons to deny him; give money to wrong people
Most representatives on the telephone strictly what the computer says. Only say that my case was "active". When I met a supervisor in person, she were more helpful. My insurance is about to be cancelled if Road Home doesn't give me the funds to fix my house
need to be better organized, and hire competent employees; they deducted the wrong amounts; seems like 3rd graders are working for the program; can't get correct information
Nice people, but it doesn't get me anywhere. Currently waiting HGI
Catasrophe for months so I can finally finish my closing process. Can't leave a message and never can get in contact with HGI by phone. Right now currently in FEMA trailer.
NO BUT STILL WAITING FOR MONEY
PAL returned call in February, and has not returned call since; took 8 weeks to complete what she needed to but has not been able to get back in touch w/ her liaison
People in the front desk aren't very helpful. She had an appointment and was told someone would be there who spoke Spanish as it's her first language. She went to the appointment and there was no one there who spoke Spanish. She has an appointment today and

Representative is very helpful but she is waiting and has no results. She would like to know one way or the other if she is going to get her money.

Representative is very nice, got an appointment the next day. Digusted with the system and the program is a joke. No consistency, says one thing to someone and another thing to somebody else. Is looking into getting an attorney or going to the media.

she is very unsatisfied road home experience, which is putting it mildly according to her.

some people were nice and helpful while others were awful, keeps being led on; still waiting and wish they would hurry up

Some representatives knew information and others did not know anything. It was a roll of dice for getting help. I called once a week every week to get answers, with some results. I'm still waiting for a response from the program, for three weeks. Told me

Talking to a lot of people, but no one has the info I need. I had to take off of work, and no one could help.

The call in service has people that are unknowledgeable and they are giving out conflicting information. The people in the inside are doing the same thing. The workers have been wonderful, but FEMA and Road Home have failed me. Road Home hasn't given me a PAL, and once again in the pre-closing stage. I have had several appointments, with nothing done. I've been displaced since 2007.

They send me a package with the wrong id. I'm still waiting for a response from the representative from the appointment.

Very satisfied

Very slow & painstaking

Very unsatisfied--repeatedly given incorrect, inconsistent information
waiting on appeal

WANT HER MONEY

WANT SOME ANSWERS NO CLUE ABOUT ANYTHING

would like to get it over with because her home looks horrible and would not withstand another hurricane; in dispute and not hopeful

Total

3

A bit slow but its expected due to the amount of people in the program.
appeals this summer

As of now, it's been a year since I applied, there was a mix up with me and advisor. Problems with names on the titles, due to advisor giving out wrong advise. Now they are reverifying everything. Now, my PAL is working on adding my dad to the application

bankruptcy took care of mortgage was told it a year and 1/2 still waiting has to move to an appartment can't stay on the trailer why does it take so long when the head of roadhome gave himself mill and a half bonus....some people just give up..been waitin

DECEASED WIFE HANDING MATTERS

Denise James with Blanco's office is the only one who helped him middle class America has taken a big hit federal govt. and state govt. blundered this neighbors had no insurance got 150,000 because of low income got a friend who got 350,000 insurance road

doesnt think the money wasn't giving equally out. has a house that is 3000 sq ft.and flooded 8 ft. and only recieve 30000. while someone else's house flooded and recieved the same amount.

Everything was fine

EXTREMELY FRUSTRATING

felt better when she had 1 on 1 meetings versus being phone

GLAD THAT THEY CAME TO AID THEM

GOT AWARD LETTER IN NOV 2007

Had to apply three times. Plan does not allow corrections. Appraisal was half of actual value of home.

handled inappropriately all around, hasn't done a thing to help, welcome to call her at anytime

haven't had any problems

he did the best he could

he feels like he is still stuck in limbo, he is at the second closing and he hasn't received any info on that yet and he is still waiting.

He thinks it's unfair the way Roadhome compensates different individuals. He feels it does not make sense. He receive different estimates of how much he would receive from insurance company and from Roadhome and doesn't appreciate this fact. Also, diffe

house 2200 square feet had insurance 20 years got less than uninsured people in appeals can't finish house it's unfair. Felt penalized for having insurance got 30% less than if he didn't have it.

I have been in appeal for the last couple of years. I am not satisfied at all.

I just want to finish my closing

I think it needs to be overhauled. Something needs to be done.

i wish i would have gotten better results

in appeals didn't get anything widow on fixed income

it is difficult with the paper work. it seems a lot of stuff is repetitive.

it taking a while, but he is still trying to get it.

its taken a little bit too long

Just hoping everything goes through. Wondering whats going on.

just waiting to try to go to closing

keeps getting handed down from person to person

Mess involving me oweing 14,000 to Road Home on structure that has nothing to do with Road Home evaluation. It's affecting my Elevation grant

N/A

new person very helpful working with Marleens Durel 504 339-1846 Did tell

Fred Houston if we don't get an answer soon we'll probably die before the

money gets here. 81 and 79 widespread problems....people without

insurance only get 70% of the worth. it i

no

no problems. pretty happy

no, everything was fine.

NOBODY KNOWS ANYTHING KEEP TRANSFERRING TO DIFFERENT PEOPLE
WHO DON'T KNOW,WANT MONEY

Not communicating with people at all. Not recieved money.
not enough expirience didn't understand the act of donation and the paper
work appealed trying to get approved for the ACG for not maxing out the
150seeking the difference.

not good communication at first made appointment to speak with someone
else in the office sought out someone else....paperwork went to wrong
areas...everytime he actually went into the roadhome office he got results
eventhough things were always pending e
PROCESS IS VERY VERY SLOW. 3years and still not processed
program is a waste of taxpayers moneys, hasn't received a thing, can't
contact anyone

READ FILE FUSTRATION IN THERE

realy horrible experience selected option 1 to stay in home and get grant and
later got a letter saying she was inellegible but fema said she was. wrote
another letter 2 appeal was denied with nothing house about to fall
in...inelligible for roadhome...ma
she is happy with the experience

She is totally frustrated. She is no longer a registered voter for this reason.
She has no confidence in the federal government.

she went through a tough experience with the road home program.

so long and drawn out, too many different reps, no follow up

SOME REPRESENTATIVES NEED TO BE MORE CONSIDERATE TOWARDS THOSE
WHO NEED THEIR HELP. IF YOU DO NOT KNOW HOW TO ANSWER THE
QUESTION, TRANSFER THEM TO SOMEONE WHO DOES. SHE RECEIVED SOME
INFORMATION FROM ONE SUPERVISOR THEN WAS TRANSFERRED TO
ANOTHER WHO HA

still waiting on closing it's been 9 months.

STILL WAITING TO HEAR FROM SOMEBODY

taken almost 3 years, lack of knowledge, currently appealing,
taking too long almost a year in the process of closing .
terrible

TERRIBLE

TERRIBLE AND VERY VERY VERY VERY SLOW VERY SLOW

The last person I talked to was very helpful, the others were not! In the beginning, the reps were not nice at all. They should be more considerate of their customers' feelings.

The problem was the lapse in time. She had to complain about it. She did to use some of her saving to take care repairs unlike others.

the program is not functional and has no clear criteria or purpose, not very helpful

The really not helpful at all, I have to tell them the same thing over and over again. They never made changes in the computer that they were supposed to. the reps need to be more aware of what the program is about, and he feels like the reps are not properly trained.

They need to get more people working for them that can assist blind people. Things should be faster.
too long of a wait

tried for a long time just to get a letter, very disappointed in assessment of damages, trying to appeal, haven't heard about current status for a while up till a week ago from 2 1/2 years ago...last person helped
very kind, not condescending

very satisfied, prompt

waiting on rental

Waiting to hear from them again.

want to get appeal over with, runaround

wanting on closing date

wasn't helpful, nobody could really help

wish it would hurry up and end; my house is sinking!; hoping have the strength to get out if house catches on fire; used up all of my money on repairs; very helpful other than that

Total

My concern is the execution of the program. The only information the application, and they still haven't contacted me and it's been 3 weeks since the appointment.

The last experience was very good (the young man handled this case very well, very helpful), but the time before that, it was very bad (a lady was handling my case poorly).

ICF representatives to very hard contact the same person you talked to initially. Can't talk to the same person. Been through the program 17 months. The program going as long as it have should have a system set up by now. Couldn't get in touch with PAL.

I've been denied, 3 years of waiting. They did little or nothing to help some people. They can give over 100,000 to someone who lost a little, and next to nothing for someone who lost everything. I appealed on the 41,000 funds they wanted to give me, my ap

I wish we weren't denied, we lost everything in Cameroon parish. Calcisieu got more money, when they minimal damage.

dealing with Road Home for 1 1/2 years, worst experience in his life, Katrina was nicer than dealing with Road Home, currently appealing, worst of the worst
process is very slow

We applied but we haven't heard anything from them, only that records in review or no decision has made. I've been waiting 3 months.

I've been waiting since 2006.

HORRIBLE, DISABLE AND CAN BARELY WALK, CAN'T GET NO HELP, HAVE TO FIGHT TO GET ANYTHING, DISABLE AND ELDERLY ARE GETTING SCREWED. PEOPLE WHO HAD MINOR ROOF DAMAGE WERE GETTING 20 TO 30 THOUSAND. CLOSING AMOUNT KEPT CHANGING, GETTING LOWER. WAS TOLD COU

It sucks, I'm still waiting, its a joke, I payed taxes all my life. I'm still waiting. working with Road Home for 3 years, went from active to inactive back to active, then back to inactive, closest she got was "preclosure", wants to know how she can finally get it taken care of

It's an awful experience
they are still waiting to close.

NO, NOT REALLY. WON AN APPEAL IN JANUARY, IN THE LAST HIS WIFE WENT
TO SEE WHY IT IS TAKING SO LONG TO GET THE MONEY. PAL IS NOT CALLING
THEM BACK.

no

that programme is horrible because the procedural complexity
WORST EXPERIENCE HE HAS HAD IN HIS LIFE. PEOPLE CALL YOU THAT THEY
DON'T NEED. CAN NEVER GET IN CONTACT WITH THEM WITH THE PERSONAL
ACTION LIASION, CAN LEAVE THEM VOICE MAILS AND THEY NEVER GET IN
TOUCH WITH PEOPLE.

no good service

STILL NOT GOING ANYWHERE, VERY SLOW.

no

SHE DOESN'T HAVE ANYWHERE TO GO. SHE ASKED QUESTIONS AND HE
WOULD SNAP AT HER.

NO.

no

no

try get back but it long time, nobody call back from the post closenig team
nobody call for long time

no

The elevatin was mentioned but nothing else has happened. Things have been
very slow with the program.

no

you recieved not all you want

very wastefull my time

They have evaluated me again yet.

still waiting

they keep switching reps on her and her complete case is sitting there on the
desk waiting to go to closing.

She sometimes wonders if Road Home actually really wants to help people
because she was given wrong information.

No other information.

It's taken two and a half years to get to this point. It's the process... the company that handles the claims. If something isn't there they just file it and it sits and sits and sits until the claimant gets curious. If I had to go this process again, I w

haven't received their money yet and still waiting. been applied since 2006.

The rep wasn't helpful at all. The respondent showed her all the info she had to get the best care but the rep was not forthcoming with the information.

He's waiting on his check for the past nine months and he's been having a hard time reaching the office and getting his lawyer to give him \$10,000. They are pretty slowly with the process.

I don't have any of my paperwork, and there seems to be some kind of problem that I can't get it resolved.

the problem is not yet solved

somewhat unhappy with the service

not a good experience. waited four months for assistance

having hard time hearing back from them.

if they put one person in charge and they had one rep the whole time, the process would have been done by now. They filed the appeal May 22, 2007 and nothing has been done basically. in post closing, no one answers the phone and they wonder if someone rea

she is waiting for them to call for the closing

very helpful

The houma center gave excellent service, othre than that I have not had a good experience. I have had to move seven times in the three years. At this point, Im about to give up.

she has been trying to get a pal for 3 months and she is still waiting. she can't do anything until she gets a pal. she has been to the chalmette and baton rouge offices twice trying to get some kind of answers.

it is too long process, too slow

We are have a very bad experience with Road Home. Have waited for a year to receive a grant. No one seems to respond to our calls or emails.

did not get any help at all, the whole process is very lengthy and complex

it is a farce, too long procedure, actual people are not getting help out of it. We are almost three years into it and we are still fighting for it. It has been a terrible experience.

things are getting done, had very good experience

process is going on nicely, had good experience

had good experience only with the last representative

It has been a bad, bad experience. promised a grant in 2006, and have yet to receive any response. Very frustrating to deal with.

experience with representative was ok. but Im completely dissatisfied with the Road home program.

the rules change daily and the program is unfair. same rules don't apply for everyone, and she feels like she is jumping through hoops.

applied Sept 3 2,006 nightmare at the slidel center and didn't have an advisor for a long time constantly faxing papers over and over faxed about 10 times had problems with the notary seal didn't know for a long time what the hold up was...they didn't cal

They should be more careful. They said she wasn't leaving in her house during the storms but she tried to disprove that but it has delayed her application and the process. They set her info aside which has now become a problem for her.

they will not pull her file and it has been a year. her husband died in january and his wife took over the case. and they filed in june of last year and her files havent been pulled. she has been trying to talk to someone in charge and they will not let h

disappointed taking too long to find out anything been over a month and 1/2 . She is very dissatisfied with the program.

lake charles center had reasonable answers Sue was very hard to reach and he has been very , very disappointed, has appealed and they cut his reward down...argument home or mobile home...nothing to see...had a google shot from space only paying square f seems like a real grind to get something through...have to go back still trying to get appeal straight dispute over damages. some got money and didn't need it and he got nothing so far..started on the east bank and now dealing with west bank.

It's been overwhelming. They tell you what they feel you should hear, giving you a different answer everytime you called.

that it is basically a run-around and the luck of the draw the program is not out lined nothing concrete to point out why I haven't closed...not designed efficiently. been a year since applied did an incorrect title search. with housing assistance they ar

the person who handled the case in the beginning doesn't reflect what happened in the longhaul. the confusion came along with the questions. they should have a master program on the computer, where every representative you talk to can pull it up, and shou

she is still going through the appeal, it has been two years since she filed an appeal. she had 3 or 4 reps who were supposed to send a cab report to her and they never did. so she had to go to baton rouge herself to get.

It was a very stressful situation with no responses gotten from the program. would like to see results with his case.

They made her feel kind of stupid even though she has a bachelor's degree. They said buying a house was going to affect her award but that was not true and no one could explain anything to her.

I'm still waiting on information from the liason. No one can answer her questions, and she is at a stand still. Waiting on closing appointment. In the last couple of weeks, it's been very poor.

Has submitted everything possible to get to the closing, and still has not made it yet. Has been in preclosing for 9 months now, and is continuously being asked to bring in everything thing that has already brought it. Representatives are very great and v
It's been frustrating...

She thinks the program was a terrible experience. She wrote letters but nothing happened about it. She believes they were all so unprofessional, even supervisors. They regarded her as though she was from the streets...
It was ridiculous as she couldn't get her file in active status for over four months. She had to go over and demand an appointment. The man who put her file in active status made her get a very small benefit and wouldn't listen to anything else about the

Last Appointment was very helpful. Liason hasn't been much of a help.
he was told something different everytime he went to a meeting. at some meetings he was told he would get the maximum amount. and he didn't get anything. he is supposed to receive documents in the mail about an appeal and he didn't receive it. there is no
It could be better.
They should treat everyone equally as they say that those who are qualified labour get more than people like her. If she had a trailer, her home would have been fixed already but she got a home instead so her house isn't getting all the attention it deser

Thinks things can be handled a lot differently. Different workers telling you different things, never got the same story twice. Really don't give a response time, and the representatives are left in the dark.
It's been pretty good, the pal hasn't contacted them. The ya lways get the answering machine.
he has been switched between different representatives.
had good experience
program is awefull, lengthy, representative are harassing,no body care about us.

Took a couple of weeks and a little money, but everything is being taken care of.

most of the people were helpfull, but were very lengthy process, complex procedure, lot of paper works made life mesearable

Nothing has been resolved.

5

a horrible experience

I guess just that nobody really gives me the answer I want to hear and it takes forever- been waiting for almost a year.

Can't get anything done. Its slowing down, holding you low. Service Slow

We're blessed that its there.

Outcome wasn't good at all. It wasn't handled diplomatically. Very disappointed the way the Road Home was handled.

It took long tim and I wish my case will handell soon

"the claim took an year and half...and the claim was subsequently cancelled AFTER THE AWARD LETTER WAS GIVEN TO ME!!!.I have written the letTTr to the office of Governor..and I have been with WWL..TYE PROPERT WAS UNDER RENTAL PROG AND MOVED TO RESIDENTIA

I had many problems and I'm waitng for an answer to my appael. I was not treated very fairly. Also I wish I could resolve my current problems.

they are not treating senior citizens well possible discrimination very little money appealed, was told she owed them

I'm still waiting on closing, its been over a year. I ran out of money. I might be evicted. I've been a productive citizen. I've loss a whole home.

Its not really good, all my information should be on the computer, they shouldn't have to call me for the information.

they lied to him, misleading information still not taking care of him ongoing for a year in a half. the manager on veteran and kenner he is fat and very not helpful. dont follow thru with questions and procedures. very disappointed!

HORRIBLE COMMUNICATION OVERALL CAUSE THEM TO LOOSE 3 MONTH FOR CLOSING. THE TITLE COMPANY HAD WRONG INFORMATION AND ROAD HOME DIDNT KNOW WHY. FOR 3 MONTHS CALL RESOLUTION LINE NOONE CALLED BACK FOR 3 MONTHS UNTIL HE WROTE LETTERS TO GOVERNOR THAN HE GOT A

worst than storm

They could be helpful if they can to you. They didn't call me back when I had a problem.

no