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Warranty Standard Operating Procedures for Restore Louisiana Homeowners Program
Sept 2019

RESTORE
LOUISIANA PROGRAM
Homeowner Assistance



**Warranty Standard
Operating Procedures**

September 4, 2019

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Original post location: <https://www.truckandtools.com/disaster/declarations/louisiana/default.asp?gdyk=231>

Published: 12-2-2019 Revised: 12-2-2019

The Restore Louisiana Homeowners Program RLHP offers a limited warranty on new construction and home repairs made by the Program contractor Solution 1 only.

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The Restore Louisiana Homeowners Program (RLHP) offers a limited warranty on new construction and home repairs made by the Program contractor (Solution 1 only). Reconstruction projects will have a 1-year fit and finish warranty period, a 2-year mechanical, electrical and plumbing (MEP) warranty period, and a 5-year structural warranty period. Rehabilitation projects will have a 1-year warranty period for all scope of work (SOW) included in the Estimated Cost of Repairs (ECR). Instructions on how to file a warranty claim and a copy of a claim form are provided to the applicant at the final inspection along with the final acceptance form. The warranty is limited to the cost of reasonable repairs and shall not exceed the Repair Estimate (“Scope of Work”) determined by the Restore Louisiana Homeowner Assistance Program (RLHP). This Standard Operating Procedure (SOP) serves to provide a comprehensive overview of warranty claim and grievance procedures.

INTRODUCTION

Federal Register Notice Vol. 81, No. 224 published on November 21, 2016 strongly encourages the grantee, who is the Office of Community Development &ndash Disaster Recovery Unit (OCD-DRU), to require a warranty period post-construction, with formal notification to homeowners on a periodic basis to be issued by the Restore Louisiana Homeowner Assistance Program (RLHP). Applicants that file a warranty claim for repair projects must do so within one calendar year following passed final inspection. Applicants filing warranty claims for reconstruction projects must do so within one calendar year following passed final inspection for fit and finish items, 2 years for MEP, or 5 years for structural concerns. Claims filed after deadlines provided will be accepted, but the Warranty Response Team (WRT) determination could be “rejected” based on the expiration of deadlines or because the claim is invalid. The RLHP will not accept warranties filed by individuals or entities that are not listed as an applicant on the respective file, nor will the RLHP accept warranties received prior to the issuance of a passed Program final inspection. Prior to Program final inspection, if construction issues cannot be resolved, the applicant may submit a formal grievance.

Pursuant to the Homeowner Program Manual, for Solution 1 only, applicants may submit grievances with their Solution 1 contractor for work that is not in keeping with established homebuilding contractor standards and workmanship outlined by RLHP. The applicants can present their grievance to the state to contest the work that is being or has been performed, or that should have been performed under the RLHP policies.

Initial Warranty Mailers

Solution 1 applicants that had a successful Program final inspection for 6 months will be issued a Warranty Packet (Appendix A). The Warranty Packet includes a letter reminding the applicant of the remaining time left to file a Warranty Claim for their project type (i.e. &ndash rehabilitation or reconstruction project). Additionally, the packet will contain a Warranty Claim Form and a Warranty Instructions and Disclaimer document.

A monthly report will be generated by the Reporting Team that identifies Solution 1 files that require a Warranty Packet the report will also specify the project type (i.e. - rehabilitation or reconstruction project). The report will be distributed to the Applicant Relations Team and a Solution 1 Designee for review and

vetting. After the review, the Applicant Relations Team will issue the Warranty Packet with the applicable letter (rehabilitation letter or reconstruction letter. See Appendix A for both letter types) to all vetted account IDs on the dataset.

The Applicant Relations Team will enter one of the following standardized notes into eGrants, depending on the project type:

- Rehab Mailer/Warranty Packet:
 - 6-Month Warranty letter mailed and emailed (if available) on MMDDYYYY. This mailer went to all Solution 1 homeowners who are 6 months into their 1-year warranty. If they are experiencing issues with their home, they may submit a Notice of Warranty Claim Form. This form and detailed instructions were included in this mailer.
 - Naming Convention: accountID_6MoWarrLet_MMDDYYYY
- Recon Mailer/Warranty Packet
 - Reconstruction Warranty letter mailed and emailed (if available) to homeowner on DATE. This mailer went to all Solution 1 recon homeowners to describe their warranty submission process. If they are experiencing issues with their home, they may submit a Notice of Warranty Claim Form. This form and detailed instructions were included in this mailer.
 - Naming Convention: accountID_ReconWarrLett_MMDDYYYY.pdf.

Workflow for Filed Claims

The following is a high-level overview of the Warranty Process once a claim is filed. Elements of the workflow are addressed in greater detail under the internal warranty procedures below.

1. Warranty claim submitted
2. Claim authenticated by IEM legal
3. Claim reviewed for validity by Warranty
4. Valid claims addressed by contractor
5. Claim response communicated to applicant by AR
6. Claim response recorded in eGrants

Submitting Warranty Claims

There are several mechanisms by which an individual can file a claim.

Claims Filed Through the Call Center/Homeowner Assistance Center (HAC)

If an individual verbally requests to file a Warranty Claim (via the Call Center or through a HAC), the Case Manager (CM) or Customer Service Representative (CSR) should take the following steps:

- The CM/CSR should direct the individual to file a written complaint through the U.S. mail (see address in following section) or the CM/CSR can submit a claim on behalf of the interested party.
- The CM/CSR should inform the applicant that the WRT may reach out to them to further explore their issue(s) upon receipt of the claim.
- If the individual insists on speaking with someone else, the CM/CSR should refer the call to the Construction Expeditor.

Claims Filed Through the U.S. Mail

Some individuals may not have access to a computer and may wish to send a letter detailing their warranty issues with the Program. If Program staff receives a call, they should instruct interested parties to send all written communications via U.S. mail to:

IEM
Attn: Legal
8550 United Plaza Boulevard, Suite 400
Baton Rouge, Louisiana 70809-2256

The written claim, whether submitted via U.S. mail or in person, should be completed on a Program approved Notice of Warranty Claim Form and include the following elements:

- Name, Application ID, and mailing address
- Name of Solution 1 Program contractor
- Listing of alleged defects requiring repair and
- Date of discovery.

Internal Processing of the Claim

Warranty Claim Forms submitted via U.S. mail to IEM will be date-stamped by IEM Legal and then emailed to: Warranty@restore-la.org.

Some applicants may erroneously mail their Warranty Claim Form to the Baton Rouge HAC. The Applicant Relations Team will collect all Warranty Claim Forms that are mailed to the HAC and will provide them to an IEM representative. Once IEM retrieves the Warranty Claim Form, IEM Legal will date stamp the form and email it to Warranty@restore-la.org as specified above.

((Updates to follow 12-3-2019 10AM CMT))

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