

If I have questions regarding my eligibility for the Owner-Occupied Rehabilitation/Reconstruction and Rental Rehabilitation/Reconstruction Housing programs, where can I get my questions answered?

Most eligibility questions can be answered here at the Owner-Occupied Rehabilitation/Reconstruction and Rental Rehabilitation/Reconstruction website. If you still have any questions please submit them to dlg.dr@ky.gov.

If I am having trouble uploading my attached documents to my online survey, could I submit them another way?

If you are having trouble submitting your required Driver's License or Personal Identification, please just hold on to them and a supporting program partner will reach out to you.

Is there an Owner-Occupied Rehabilitation/Reconstruction or Rental Rehabilitation/Reconstruction Support Line that I could call?

DLG does have a Support Line available to leave a recording 24 hours a day. Either a representative from DLG or supporting partner will reach out to you Monday – Friday between 8:00 am to 4:30 pm. The Support Line is 502-573-2383.

When should I expect to hear a response to my questions via email or voicemail?

We truly appreciate your patience and please do not leave multiple messages. DLG or supporting partner will typically respond within 1 – 2 business days, depending on call the volume of messages. Please do not feel the need to leave a voicemail and question via email, this increased volume can potentially slow down our responses.

Can I have somebody complete the application on my behalf?

Yes, while a representative from DLG is unable to complete the survey for you, a supporting partner would be happy to work with you to facilitate the completion of the application.

If you are unable to access a computer or smartphone – or if they are elderly or disabled – a 3rd party can help you apply. The 3rd party persons can include family, friends, fellow church members, a caseworker, etc... The 3rd party person helping you complete your survey can identify themselves as someone helping to complete the survey and can provide contact information if needed.

If I did not apply to or was not eligible to receive FEMA funds, am I eligible to complete the survey and be considered for assistance?

Yes, while we do ask for your FEMA assistance number to see the level of FEMA assistance provided, it is not a requirement for CDBG-DR eligibility to have FEMA been eligible for FEMA assistance. However, you must be able to still show the unit assistance needed is as a result of the identified disaster.

How do I submit a report of fraud within the program?

You may submit a claim of fraud to Kentucky Department for Local Government via email or to any supporting partner of DLG. Please make sure you provide as much detail related to the claim of fraud.