



Buncombe County, North Carolina

Private Property Debris Removal (PPDR) & Structure Demolition Program

Right of Entry (ROE) Frequently Asked Questions (Version 2)

The PPDR and Structure Demolition program is designed to help individuals with properties impacted by Hurricane Helene, who do not have the means to remove eligible disaster debris or demolish unrecoverable structures on their property. **A Buncombe County Right of Entry (ROE), signed by all property owners, is required before contractors providing PPDR and/or demolition can access and enter the property.**

Understanding the Program

What is a Private Property Debris Removal (PPDR) Program?

- This program is for removing debris caused by Hurricane Helene that is still on private property. In severe disasters where debris removal is overwhelming to property owners, a PPDR program is offered to aid the community.

What is a structure demolition program?

- This program is for demolition of unsafe structures that were severely damaged by Hurricane Helene and located on private property.

Who can apply?

- The owner(s) of a property located within the unincorporated areas of Buncombe County and in the Asheville city limits. The cities of Woodfin, Weaverville, Biltmore Forest, and Montreat are facilitating their own PPDR program.

What kind of properties can apply?

- Both residential and small commercial properties can apply. Each property will be reviewed for eligibility on a case-by-case basis. The county's team will review each application closely and work with the property owner(s) to obtain information about the ownership and damages. *Applying does not guarantee that your property will be approved.*

What if I'm a renter?

- Only the legal owner/owners can submit a property for this program. If you are a renter of a property, you must coordinate with the legal owner to sign up for this program.

Understanding ROEs

Why is an ROE needed?

- ***If there is debris on your property, gaining legal access to it is the very first step.*** This project will require government representatives to access the property even before the actual debris removal or demolition begins.
- An ROE is sometimes needed as a "easement" to another property. For example, an ROE may be needed to grant access through a private easement that exists on your road and property to get to a waterway for debris removal. ROEs may be requested at the beginning of the project to prevent future delays later.

What are the three parts of a Right-of-Entry (ROE) form?

- Right of Entry: This grants right of property access and entry to the County, its agencies, contractors, and subcontractors for ***inspecting, removing, and clearing eligible storm-generated debris.***

- **Hold Harmless:** This releases the county, state, their agencies, contractors, and subcontractors for damage of any type, whatsoever, either to the property or persons situated thereon and releases, discharges, **and** waives any action, either legal or equitable which might arise out of activities on the property during property inspection, debris removal and/or demolition.
- **Non-Duplication of Benefits:** This states that any money specifically for debris removal for the property must be (a) returned to the government if you received it and did not spend it on debris removal/demolition or (b) declare that you do not have insurance, or the policy does not include these benefits.

I own multiple properties. May I include all parcels on one ROE?

- No. Each parcel will require a separate application and ROE specific to the parcel.

Do I have to sign the ROE to have my debris removed or have a demolition performed?

- A right-of-entry is a **voluntary document**. Your land is private and therefore it is **your decision** to grant access.
- However, an ROE is required for (a) debris removal or demolition on your property or (b) may be a requirement for a community project to proceed like hard-to-reach debris on an adjacent property or debris in a waterway.

Does agreeing to an ROE mean I am agreeing to the whole project?

- **Signing an ROE does not mean you are agreeing to having a project implemented.** This is a voluntary program; therefore, you may withdraw from the program any time prior to the start of debris removal or demolition activities on your property.
- An ROE is your authorization for the government and its contractors to enter your property for the purposes to traversing to another project site; to perform a site inspections and debris removal.
- However, if you choose not to proceed after formal reviews, studies, or work has begun, you may be liable for the cost of work completed to date.

Submitting an ROE

I think my property is eligible for debris removal or demolition; how can I apply?

- Complete an application online at www.buncombeready.org or scan the code.
- Visit one of our five PPDR locations across the county
 - Asheville Mall, 3 South Tunnel Rd. (same location as the FEMA Disaster Recovery Center), Asheville – Mon.-Fri., 8 a.m. to 7 p.m. and Sat. 9 a.m. to 7 p.m. (times adjust with the FEMA DRC's)
 - Swannanoa Fire Rescue, 510 Bee Tree Rd., Tues.-Sat., 8 a.m. to 5 p.m.
 - Fairview Library, 1 Taylor Rd., Fairview, Tues.-Sat., 8 a.m. to 5 p.m.
 - Black Mountain Library, 105 N Dougherty St., Tues-Sat. 8 a.m. to 5 p.m.
 - Barnardsville Fire Department Station 15, 100 Dillingham Rd., Tues.-Sat., 8 a.m. to 5 p.m.
- Schedule an in-person meeting at your property/dwelling by calling our PPDR hotline at 828-250-6100 #2. You will speak with a real person, and they will schedule a time when our intake specialists will meet with you.



What documents do I need to have ready to complete my application?

- A copy of your insurance policy (if the property was insured)
- Proof/statement of loss from insurance company (if the property was insured)
- A color copy of your driver’s license or valid government issued identification (e.g. passport or North Carolina identification card)
- Proof of ownership such as a warranty deed, tax assessment, etc.
- Trust documents if the property is in a trust.
- Articles of Incorporation if the property is owned by a corporation
- Power of Attorney if an authorized agent is acting on behalf of the property owner
- Sketch of the parcel and where debris is located (not required but encouraged)

If the property is owned by multiple persons, all parties may need to sign the ROE based on how the property is titled.

What if one or more of the owners are deceased and the property is still in their name?

- In these circumstances, they will be handled on a case-by-case basis with the county's PPDR verification team.

Program Eligibility Criteria

How does my property become eligible for debris removal or demolition?

- Properties located within Buncombe County (unincorporated areas and cities) are eligible for the program if they have qualified debris on them or demolition of an unsafe structure.

What is eligible in the debris removal and demolition program?

The eligible work for a property will be determined on an individual basis following a site inspection. Typically:

Debris Removal

- Hazardous limbs, trees, or other mixed debris caused by Hurricane Helene that is near a commonly used area or maintained areas of a property.
- Debris impacting a waterway.

Demolition

- The demolition and debris removal of a structure that is a health hazard, deemed unfit/unsafe to reside in, and may not be recoverable or is in threat of collapse, this may include concrete slabs.

What is NOT eligible under the program?

- Debris removal from vacant lots, unimproved property, and unused or unmaintained areas.
- Debris on land used primarily for agricultural purposes, such as land for crops or livestock.

Who determines eligibility?

- The county's inspector will conduct an initial eligibility review for Helene-caused debris; however, only FEMA can ultimately decide upon eligibility.

Is commercial property eligible for the program?

- Commercial properties are generally eligible under this program, however eligibility for the program will be determined on a case-by-case basis.

Payments and Insurance

Do I have to pay for debris removal or demolition services under the PPDR program?

- ***There is no cost to participate in this program.*** This program was designed to help individual property owners without the means to remove disaster debris or demolish unrecoverable structures on their property following a major disaster.

If I have homeowner's insurance, can I still participate in the debris removal program?

- When you submit an ROE, you must submit a copy of your homeowner's insurance policy.
- To avoid a duplication of benefits, your insurance company may be required to provide payment from your policy designated for debris removal or demolition to the county.
- If you have already received a benefits payment from your insurance company for work you are requesting from the county, you may be requested to reimburse the county for that portion to eliminate any duplication of benefits that may arise after final costs of the project are assessed and your statement of loss is reviewed.

Can I use my debris removal insurance to remove items that are ineligible for removal under the county program?

- Yes. If you have a specified amount for debris removal in your insurance policy, you may use your insurance proceeds to remove disaster debris that is ineligible for removal under the county's program (e.g., swimming pools, debris in unmaintained areas, etc.).
- The county will only collect remaining proceeds, if any, after you have paid to remove your ineligible debris.

If I participate in this program, will the county have the right to take all of my insurance proceeds?

- No. The county will only seek reimbursement from the insurance carrier as stated above. The county will not attempt to collect any insurance proceeds designated for rebuilding.

Timeline

What happens after I submit my completed ROE?

- The county and its contractors will review your ROE to verify that all property owners have signed it.
- Next, they will contact you to schedule a site inspection. During the site visit, information about the property and eligible hazards that are a result of Hurricane Helene will be documented, and this information will be submitted for review and approval under the program. After approval, a contractor through the U.S. Army Corps of Engineers will begin the debris removal and/or demolition services.
- If your property has been surveyed and approved for a demolition, additional site visits may be required to test for asbestos, review surrounding environmental conditions, and disconnect utilities from the requested structure(s) prior to demolition operations.
- For questions on of the progress on your property, call 828-250-6100 #2.

How soon will the work be done?

- Eligible private property debris removal or structural demolition is a process with inspections, approvals, and work orders. We appreciate your patience in this process.
- Once the program verifies ownership on the PPDR, you will be contacted that week to schedule assessments.
- Approval and scheduling of structural demolition on properties will take time as it undergoes additional reviews and approvals.

For any further questions, call 828-250-6100 #2, visit www.buncombeready.org or visit an application center.