



Homes and Community Renewal

ANDREW M. CUOMO
Governor

RUTHANNE VISNAUSKAS
Commissioner/CEO

Understanding the Status of a Case

In general, a case goes through four processing stages. The time lines stated are **estimates** and vary from case to case.

1. **Initial Case Processing** – An application is submitted, screened for completeness, assigned a docket number and placed in a case file. A copy of the application is mailed to the opposing party, who is given twenty to thirty days to submit a written response to the file. The case file is placed in a queue and waits to be assigned to a case examiner. The length of time in the queue can range from two to six months or more depending upon the current case intake level.
2. **Active Processing** – The case file is assigned to an examiner, who reviews the application and the response. If it is determined to be necessary, the examiner will mail a written request for additional information and/or evidence and a response period of twenty to thirty days is given. Once the response is received, due process requirements may compel that the response be served by DHCR on the opposing party, who in turn is given twenty to thirty days to review and respond in writing. The complexity of the case may require the examiner to seek supervisory assistance and generate additional requests for information adding to the length of case processing time, which can range from two to six months, or more.
3. **Final Review** – The rent examiner and the supervisor draft a written case decision, also known as an order, and transfer it to the Rent Administrator or Director, who has the authority to make a final review of the draft order and can choose to reassign to an examiner for additional processing, edit it, and/or issue the final written order.
4. **Order Issued/Closed** – Once the final review of the case is completed, in most situations, a written order is signed, date stamped, issued and mailed to the tenant(s) and owner and/or their authorized representative. For these cases, the Case Status will be Order Issued and the Determination is most often one of the following: Granted, Granted-in-Part or Denied. In some cases, an order may not need to be issued and for these cases the Case Status will be Closed and the Determination may be one of several, including Void, Closed without Action or Consolidated.

If you did not receive a copy of an order, you may request one by contacting ORARecords@nyshcr.org

If you need help in understanding the Determination of your case, you may contact the Rent InfoLine at (833) 499-0343 or visit a Borough Rent Office, by appointment only.

USC – Revised (7/20)