Email Subject: COVID Rent Relief Extension Program Application Denied [Confirmation Number]

Email Body: Dear [**Applicant Name**]:

The COVID Rent Relief Program was created by the State Legislature to help alleviate the hardship faced by tenants across New York during this pandemic with a one-time rental subsidy. On December 18, 2020, Governor Andrew Cuomo announced the extension of the COVID Rent Relief Program and the expansion of its eligibility criteria. Applications that were submitted under the prior program have been automatically re-reviewed under the expanded eligibility program.

After reviewing the information you provided for the COVID Rent Relief Program, and evaluating your application under the expanded eligibility criteria, your application has been determined ineligible.

The determination was based on the following: [**N – Reason(s) for Denial**]

In arriving at this determination, HCR carefully evaluated your application and checked the information provided with data from the Department of Labor, the Department of Tax and Finance and the Office of Temporary and Disability Assistance.

If you need assistance, please contact our COVID Rent Relief Program call center, (833) 499-0318. Translated versions of this letter are available on our website:

繁體中文/ Русский / Kreyòl ayisyen / 한국어/ বাংলা

Thank you,
COVID Rent Relief Program

Denial Reasons Explained:

01 – The documentation provided by the applicant was insufficient.
The documentation provided by the applicant at the time of application was not sufficient to determine income eligibility or rent burden, and the applicant did not provide clarifying documentation upon request during application review within the required timeframe.

02 – The documentation provided by the applicant was missing one or more required items.
The Applicant failed to answer questions or provide adequate supporting documentation at the time of application, and did not provide the required documentation upon request during application review within the required timeframe

03 – The income eligibility requirements for the program were not met.
Before March 1, 2020 and at the time of application, the Applicant's household income must be at or below 80% of the area median income for their county and household size. To see what 80% of area median income is in your county, please go to:
https://hcr.ny.gov/system/files/documents/2020/07/crrp2020_eligible_income_80ami.pdf

04 – The applicant appears to be a beneficiary of tenant or project-based Section 8 or another federal or state rental subsidy, or resides in a Mitchel Lama co-op.
Applicant household appears to be a beneficiary of tenant or project-based Section 8 or another federal or state rental subsidy where the applicant's rent can be no more than 30% of the household income and is therefore ineligible for the COVID Rent Relief Program. Applicants must rent their housing in order to be eligible.

05 – The applicant did not demonstrate that their household lost income during the coverage period. The COVID Rent Relief Program required applicants to have less monthly income in the any month between April 1, 2020 and July 31, 2020 that they are seeking assistance for than prior to March 1, 2020.

06 – The applicant did not demonstrate the high rent burden required for the program.
The Applicant's household must pay more than 30% of their gross monthly income for rent.

07 – The Household's unemployment benefits data conflicts with the application.
Applicant was in receipt of unemployment benefits that were not included in the household income and places household above income eligibility threshold.

08 – ID verification cannot be completed.
Applicant was unable to provide a government issued ID that was valid as of March 1, 2020, or if this form of identification was unavailable, applicant was unable to provide documents that add up to 6 points as per DMV requirements. http://nysdmv.standard-license-and-permit-document-guide.sgizmo.com/s3

09 – The Applicant did not demonstrate that they are a tenant with a primary residence in New York State.
Applicant must have submitted a copy of a lease, other proof of monthly rental amount, or the Tenant Rent Attestation if a lease or other proof was unavailable, evidencing a rental obligation for a residence within New York State.

10 – Landlord information is not complete/cannot be verified.
Submitted landlord name and/or contact information must allow for verification of unit ownership and

collection of relevant tax information.

11 – Application was withdrawn.
Applicant withdrew application for COVID Rent Relief Program.

12 – Subsidy amount was determined to be $0.
The application was determined to be eligible, however based on program calculations using information provided in the application or obtained from other state agencies, the subsidy amount was calculated to be zero and the applicant does not qualify for payment.

13 – Applicant awarded under prior COVID Rent Relief Program
The application was determined to be eligible and an award was generated under the original COVID Rent Relief Program. The applicant is not entitled to additional funds under the expanded COVID Rent Relief Program.

14 – The Applicant submitted a duplicate application or applications
The Applicant submitted more than one application to the COVID Rent Relief Program. Only one application will be reviewed. If the Applicant submitted an application under both the original COVID Rent Relief Program and the extended COVID Rent Relief Program or else submitted multiple applications under the extended COVID Rent Relief Program, the information provided in the first application will be reviewed.