



ANDREW M. CUOMO
Governor

Homes and Community Renewal

RUTHANNE VISNAUSKAS
Commissioner/CEO

Confirmation Number:

Dear [Applicant Name]:

The New York State COVID Rent Relief Program (COVIDRRP) has undertaken an additional review of your application for rental assistance. You received a previous notification of denial based on your household's previous participation in Section 8 or another federal or state rental assistance program. Upon further review, it has been determined your COVIDRRP application is also ineligible based on other reasons that are listed below:

<INSERT DENIAL REASONS>

Additional information regarding the appeals and denials, translated in multiple languages, may be found on the HCR website at: <https://hcr.ny.gov/crrp-translated-appeal-information>

In accordance with program policies, the program will allow you to appeal the new ineligible determination if you feel it has been reached in error. To appeal this decision, you MUST submit the attached appeal form with supporting documentation within 7 business days of the date of this letter. Your appeal form with supporting documentation may be submitted via the appeals portal at <https://covidrentreliefappeals.hcr.ny.gov>. Please complete the form making sure to indicate:

- Date of appeal;
 - Your name;
 - Your current mailing address;
 - The street address of your primary residence listed on the application;
 - Your confirmation identification number (see above);
 - A specific explanation of the reasons for your disagreement with the decision.
- Please attach copies of all supporting documentation the program should consider with your appeal.

If you need assistance, please contact our COVID Rental Relief Program call center at (833) 499-0318. Additional application assistance can also be found from one of the Program's partner non-profit organizations listed in the table below. This information can also be found on our program website <https://hcr.ny.gov/rrp> under the "Contact Us & Application Assistance" tab. Again, the appeal form must be submitted to the NY COVID-19 Rent Relief Program within 7 business days of the date of this letter.

We sincerely apologize for any confusion this may have caused.



Homes and Community Renewal

ANDREW M. CUOMO
Governor

RUTHANNE VISNAUSKAS
Commissioner/CEO

Translated versions of this letter are available on our website.

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

Sincerely,

NY COVID-19 Rent Relief Program

Non-Profit	Phone Number	Area(s) Served
Arbor Housing and Development	(607) 654-7487	Allegany, Chemung, Livingston, Ontario, Schuyler, Seneca, Steuben, Tompkins, Tioga, Yates, and other surrounding counties
Catholic Charities Archdiocese of New York	(888) 744-7900	The Bronx
Catholic Charities Brooklyn and Queens	(718) 722-6001	Brooklyn, Queens
Help USA	(212) 400-7000	The Bronx
Housing Assistance Program of Essex County (HAPEC)	(518) 873-6888	Essex, Clinton, Franklin and Hamilton counties
Hudson River Housing	(845) 454-5176	Dutchess County
Long Island Housing Partnership (LIHP)	(631) 435-4710	Nassau and Suffolk counties
RiseBoro Community Partnership	(718) 366-3800	Bushwick, Brownsville, Bedford-Stuyvesant, Crown Heights, Greenpoint and Williamsburg
RUPCO	(845) 331-9860	Orange and Ulster counties
Services for the UnderServed (SUS)	(212) 633-6900	All 5 boroughs; Nassau and Suffolk County



Homes and Community Renewal

ANDREW M. CUOMO
Governor

RUTHANNE VISNAUSKAS
Commissioner/CEO

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 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.



ANDREW M. CUOMO
Governor

Homes and Community Renewal

RUTHANNE VISNAUSKAS
Commissioner/CEO

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.