

Status Update for Subsidized Housing Tenant Applicants Template

Subject Line: **[Application ID] [Unit Address]**

You have received an important message from the New York State (NYS) Emergency Rental Assistance Program (ERAP).

Dear,
[Tenant Full Name]
[Unit Address]
[Application ID]
[Date]

Your application has been received.

This is to notify you that the Emergency Rental Assistance Program Application **[Application Number]** for **[Tenant Full Name]** residing at **[Unit Address]** has been received.

What is the status of your application?

You told us on your application that your household lives in subsidized housing where your share of the rent is limited to a set percentage of your household's income. This includes Section 8 housing and public housing, among other housing situations. Your application is still being reviewed. However, State law requires that we prioritize applications from individuals who do not receive a subsidy. Therefore, we are unable to complete your application until we know that sufficient ERAP funds remain after payments are made for eligible applicants who do not reside in subsidized housing.

Here are some things to know or other ways that you can get help.

1. New York State has an eviction moratorium preventing landlords from evicting tenants who submit a hardship declaration until January 15, 2022. Tenants can submit hardship declarations to their landlords or the courts. The hardship declaration may stop a case from moving forward. The hardship declaration can be found here: <https://nycourts.gov/eefpa/>.
2. Households who (1) receive federal rental assistance, such as Section 8, or reside in public housing or other subsidized housing and (2) experienced a loss of income are encouraged to report their income loss to their case manager, public housing authority or property manager and request an increase in benefits or reduction in rent, as applicable. If you are a resident of NYCHA, this can be done online, through the NYCHA self-service portal, by mail or by calling the Customer Contact Center 718-707-7771, for more information from NYCHA visit <https://www1.nyc.gov/site/nycha/about/covid-19-FAQ.page>. If you are a resident of another public housing authority or live in other subsidized housing, you should contact the public housing authority or property manager.
3. You can contact your local department of social services to see what additional help you may qualify for. If you live in New York City, you can call the New York City Department of Social Services at 718-557-1399 or visit the [ACCESS HRA website](https://www1.nyc.gov/site/dss/access-hra-website) at <https://a069-access.nyc.gov/accesshra/#/>. If you live outside of New York City, you should contact the department of social services in the County in which you reside.

We told your landlord this:

A notification was also sent to **[Owner/Landlord Full Name]** to let them know your ERAP Application **[Application Number]** has been received but cannot be processed until we know if enough ERAP funds are left after payments are made for eligible applicants who do not live in subsidized housing.

Do you have questions?

If you have any questions, our Customer Care team is available Monday-Saturday from 8am-7pm EST. You may reach us through any of the following methods:

- Contact us by phone:
 - 844-NY1RENT (844-691-7368)
 - For the hearing impaired, TTY phone number: 1-833-843-8829.
- Contact us by Webchat: [Chat with a representative](#)

*Thank you,
NYS Emergency Rental Assistance Program*
