

New York State

ERAP Appeal Form Instructions

1. Click on the appeal form link.
2. Under question 1, type in the application number you want to request an appeal for.
3. Under question 2, select the program for which you are requesting an appeal. You must choose either the Emergency Rental Assistance Program (ERAP) or the Landlord Rental Assistance Program (LRAP). If you are requesting an appeal for ERAP, please choose ERAP from the dropdown menu.
4. In question 3, type the name of the person requesting the appeal. If you are a tenant or landlord, type in your own name. If you are a lawyer, caseworker or other person designated by the landlord or tenant, type your name.
5. In question 4, tell us the role of the person requesting the appeal. You can select landlord, tenant or other. Use the “other” option if a lawyer, caseworker, or other person besides the tenant or landlord is filling out the form to request the appeal.
6. If you chose other in question 4, in the “if other, please specify” field, please tell us if you are a lawyer, caseworker, or if you have some other relationship to the tenant or landlord, tell us what that relationship is.
7. If you chose other in question 4, in the “if other, enter organization name, if applicable” field, please list the name of the organization, if applicable. For example, you could list the name of a community-based organization or legal services organization in this field.
8. Type the tenant’s name under the “tenant name” box.
9. Type the landlord’s name under the “landlord name” box.
10. Type the address of the apartment or rental unit under the “unit address” box.
11. Type whether it is the tenant or landlord who is requesting the appeal under the “tenant or landlord requesting appeal” box.
12. If you are a landlord or owner, type your owner number under the “if applicable, owner number” box.
13. Choose the appeal type from dropdown menu. You can choose to appeal just rent arrears (back rent), just prospective (future) rent, both rent arrears and prospective rent, utility arrears, or both rent and utility payments.
14. Choose the reason for appeal from the dropdown menu.
 - a. Choose “incorrect payment/award amount” if you think the amount you got was wrong.
 - b. Choose “did not provide required documents” if you were denied because you didn’t provide documents, but you think you provided everything you had to.

- c. Choose “ineligible: income over limit” if you got a notice telling you that you were denied because of your income.
 - d. Choose “ineligible: other program qualifications” if you were denied for a reason other than your income.
 - e. If you don’t see the reason you are appealing in the dropdown menu, please choose “other.”
15. Under the box that says “details,” please type the reason you think the decision on the application was wrong and give us more details why you think the decision was wrong. Some examples of the things you may want to tell us are that you think you received the wrong amount or that you received less than you asked for. You can also tell us if you think you provided all your documents or if you think we calculated your income wrong.
16. Under the box that asks “do you have additional documentation to include in your application review” choose yes or no from the dropdown. You should choose “yes” if you are going to upload documents that help explain why you think the decision on the application was wrong. If you do not want to provide any additional documents or information telling us why you think the decision on the application was wrong, please choose “no.” You do not have to provide any additional documents. If you don’t provide additional documents we will review your application, any documents you already submitted and the appeal request form.
17. If you chose “yes” to let us know you were going to upload additional documents, please upload them by going to <https://nysrenthelp.otda.ny.gov>.
- a. If you are a tenant, scroll down and click on “Upload Tenant Documents” at the bottom of the page. Enter your ERAP application number and date of birth. In the document type dropdown menu, please remember to upload the document as an “Appeal.” Then upload the appropriate document by clicking the “Select File” button below the Document Type dropdown menu. Now you will select the appropriate document from the pop-up window and click “Open”. The file’s title will appear below the “Select File” button. Lastly, complete a Captcha Validation by clicking the box next to “I am not a robot” and clicking the purple “Upload Documents” button to finalize the document upload. Please upload and submit the documents one at a time.
 - b. If you are a landlord or owner, please log-in to your account. Then navigate to the Landlord/Owner section, and under the Landlord/Owner Menu on the right-hand side of the page, click on “Upload Documents.” Next, you will select your Owner Number/Legal Entity from the first dropdown menu. Then select the ERAP Application Number from the list of applications attached to your previously selected Owner Number/Legal Entity. Next, select “Appeal” from the Document Type dropdown menu. Now you will select the appropriate document by clicking the “Select File” button below the Document Type dropdown menu. Select the appropriate file from the pop-up window and click “Open.” The file’s title will appear below the “Select File” button. Lastly, complete a Captcha Validation by clicking the box next to “I am not a robot” and clicking the purple “Upload Documents” button to finalize the document upload. Please upload and submit documents one at a time.

If you need help uploading documents, there are community-based organizations in your area that can help you. [View the list of community-based organizations available to help tenants and landlords.](#)