Dear applicant,

We received your application for the New York State Emergency Rental Assistance Program (ERAP). We reviewed your application, and you did not submit supporting documentation with your application. In order for your application to be processed, you must submit required documentation.

To see the full list of acceptable documents, please go to the ERAP website at:
https://nysrenthelp.otda.ny.gov/uploads/ERAPDocList/ERAPDocumentationList_en.pdf

Once you have the required documents, please go to this link to upload the documents:
https://nysrenthelp.otda.ny.gov/en/. Then, click on "Upload Tenant Documents" or "Upload Owner Documents" on the right navigation bar. If you are a tenant, provide your application number and date of birth, and submit required documents one at a time. If you are a landlord, provide your owner number and the application number (optional field), and submit required documents one at a time.

Do you have additional questions? View our Frequently Asked Questions at Frequently Asked Questions Emergency Rental Assistance Program | OTDA (ny.gov) or call our Customer Care team at 844-NY1-RENT (844-691-7368). For individuals who are hearing impaired, the TTY phone number is: 1-833-843-8829.

Sincerely,

New York State Emergency Rental Assistance Program
844-NY1-RENT (844-691-7368)

This is a no-reply email address and is not actively monitored.