

**Subject Line:** New York State ERAP Rental Payment - UNLESS YOU ACT WITHIN 180 DAYS YOU MAY NOT RECEIVE AN ERAP PAYMENT FOR THIS TENANT

[Landlord/Property Owner Name]  
[Owner Address]  
[Application ID]  
[Date]

ATTENTION: YOUR TENANT HAS BEEN PROVISIONALLY APPROVED FOR ERAP – BUT UNLESS YOU ACT WITHIN 180 DAYS YOU MAY NOT RECEIVE AN ERAP PAYMENT

Dear *[Landlord/Property Owner]*,

This notice is regarding application *[App ID]* for *[Applicant Name]* residing at *[Unit Address]* submitted to the New York State Emergency Rental Assistance Program (ERAP). **Your tenant is PROVISIONALLY APPROVED for emergency rental assistance but unless you act within 180 days of this notice, you may not receive payment.**

**Your Tenant’s Reported Rental Obligation and Information on Provisional ERAP Approval:**

Your tenant reported a regular monthly rental obligation of \$[INSERT AMOUNT]. Your tenant is provisionally approved for an ERAP payment up to this monthly rent amount for a maximum of 12 months to cover rental arrears and up to 3 months of future rent for rent-burdened households. The ERAP approved amount is subject to change, pending your documentation of arrears owed.

**If you do not provide the necessary documents or information within 180 days from the date of this notification, you may not receive this ERAP payment and the maximum amounts may be deemed waived by you.**

**What is a Provisional Approval?**

A provisional approval means your tenant has been found eligible and has submitted all their necessary documentation. You will not receive payment, however, until you have submitted the documentation or information necessary to complete the application. Funds will be held for 180 days from the date of this notification so that you may provide the required documents or information. To see the full list of required documents, please go to the ERAP website at:

[https://nysrenthelp.otda.ny.gov/uploads/ERAPDocList/ERAPDocumentationList\\_en.pdf](https://nysrenthelp.otda.ny.gov/uploads/ERAPDocList/ERAPDocumentationList_en.pdf).

**How Do We Find Out What ERAP Information or Documents We Are Missing?**

If you believe you already registered as a landlord/property owner and otherwise submitted the necessary documentation, please 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.

If you have not yet registered or submitted any documents, you can do so at:

<https://nysrenthelp.otda.ny.gov/en/Identity/Account/OwnerRegistration>. **After registering, you will be assigned an owner number which you will need to input in order to upload documentation.** Next, you

must click "Upload Owner Documents" on the right navigation bar and provide your owner number and the application number (optional field). You must submit required documents one at a time.

**What Happens Once I Submit the Landlord/Owner Information Needed?**

Once we have what we need from you, we will send out a final approval notice and schedule an ERAP payment to you.

**Ongoing Tenant Protections:**

Your tenant also will receive a notice informing them that they are provisionally approved for emergency rental assistance. Your tenant may present the notice to the court during the next 12 months if you try to evict them for not paying rent or if you try to get a money judgment for the rental amounts covered by the ERAP payment for which your tenant is provisionally approved.

If you do not submit the necessary documents or information, or you decline to participate in the program within 12 months of the date of this notification, you shall be deemed to have waived rent in the amount of the ERAP payment for which your tenant is provisionally approved.

**I Want to Cooperate. How do I Submit Required Documents?**

Please register as a Property Owner at:

<https://nysrenthelp.otda.ny.gov/en/Identity/Account/OwnerRegistration>. **After registering, you will be assigned an owner number which you will need to input in order to upload documentation.** Next, you must click "Upload Owner Documents" on the right navigation bar and provide your owner number and the application number (optional field). You must submit required documents one at a time.

**Note:** The New York State Human Rights Law prohibits discrimination based on a tenant receiving a lawful source of income such as ERAP.

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.

Thank you,

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. Please do not respond to this message.***