

If there was a COMMENT in Service Request section indicating which application to keep, use the following email language:

Email to be sent out on the application to KEEP:

Dear Applicant:

Thank you for your application to the NYS Emergency Rental Assistance Program. This email is to advise you that there are multiple applications associated with your name/address.

We will only process the one you indicated to process, which is: **INSERT APP # HERE**.

The following previously submitted duplicate applications will be withdrawn: **INSERT APP #(s) HERE**

The application you indicated to process will now be the application of record for your account. No further action is required from you at this time regarding duplicate applications. If you submitted documentation for any of these duplicate applications, those documents will be moved to the application you indicated to process.

This is a no-reply email address and is not actively monitored. Please do not respond to this message.

Do you have additional questions? View our Frequently Asked Questions here (<https://otda.ny.gov/programs/emergency-rental-assistance/faq.asp>) 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.

Regards,

NYS ERAP Program

Email to be sent out on the application(s) to withdraw (propose for denial):

Dear Applicant:

Thank you for your application to the NYS Emergency Rental Assistance Program. This email is to advise you that there are multiple applications associated with your name/address.

This application is a duplicate and will be withdrawn: **INSERT APP # HERE**

We will only process the one you indicated to process, which is: **INSERT APP # HERE**.

The application you indicated to process will now be the application of record for your account. No further action is required from you at this time regarding duplicate applications. If you submitted documentation for any of these applications, those documents will be moved to the application you indicated to process.

This is a no-reply email address and is not actively monitored. Please do not respond to this message.

Do you have additional questions? View our Frequently Asked Questions here (<https://otda.ny.gov/programs/emergency-rental-assistance/faq.asp>) 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.

Regards,

NYS ERAP Program

If there was **NO** comment in Service Request section indicating which application to keep and you kept the most recent submitted application, use the following email language:

Email to be sent out on the application to KEEP:

Dear Applicant:

Thank you for your application to the NYS Emergency Rental Assistance Program. This email is to advise you that there are multiple applications associated with your name/address.

We will only process the last (most recent) application you submitted, which is: **INSERT APP # HERE**.

The following previously submitted duplicate applications will be withdrawn: **INSERT APP #(s) HERE**

Your last (most recent) application will now be the application of record for your account. No further action is required from you at this time regarding duplicate applications. If you submitted supporting documentation for any of these duplicate applications, those documents will be moved to the last (most recent) application.

This is a no-reply email address and is not actively monitored. Please do not respond to this message.

Do you have additional questions? View our Frequently Asked Questions here (<https://otda.ny.gov/programs/emergency-rental-assistance/faq.asp>) 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.

Regards,

NYS ERAP Program

Email to be sent out on the application(s) to withdraw (propose for denial):

Dear Applicant:

Thank you for your application to the NYS Emergency Rental Assistance Program. This email is to advise you that there are multiple applications associated with your name/address. We will only process the last (most recent) application you submitted.

This application is a duplicate and will be withdrawn: **INSERT APP # HERE**

We will only process the last (most recent) application you submitted, which is: **INSERT APP # HERE**.

Your last (most recent) application will now be the application of record for your account. No further action is required from you at this time regarding duplicate applications. If you submitted supporting documentation for any of these applications, those documents will be moved to the correct application.

This is a no-reply email address and is not actively monitored. Please do not respond to this message.

Do you have additional questions? View our Frequently Asked Questions here (<https://otda.ny.gov/programs/emergency-rental-assistance/faq.asp>) 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.

Regards,

NYS ERAP Program