

[application ID]

Dear applicant,

This message is in reference to your application for the New York State Emergency Rental Assistance Program (ERAP). We have not received the required documentation to process this application, and we have not received any response from our previous notices. This application has remained incomplete for more than 14 days due to missing documentation and has now been updated to **Pending Withdrawal**. Your application will be held in this status for 14 days. If we do not receive a response from you within 14 days, this application will be **denied**.

If you have the required documentation and need assistance submitting it or believe you already submitted it, please call our Customer Care team at 844-NY1-RENT (844-691-7368) at your earliest convenience. 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)

Note: Documents will not be accepted by email, fax or postal mail. Documents must be uploaded by the tenant or landlord through the ERAP portal. If you need help in uploading documents, please contact a Community-Based Organization in your area. A list of organizations is available at the following link: <https://otda.ny.gov/programs/emergency-rental-assistance/help-applying/>

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