

Subject: You have received an important message from the New York State Emergency Rental Assistance Program (ERAP).

[Applicant Name]

[Unit Address]

[Application ID]

[Date]

ATTENTION: PROVISIONAL APPROVAL OF ERAP APPLICATION

Dear *Applicant Name*,

This notice is to inform you that the Emergency Rental Assistance Program Application [Application ID] for [Applicant Name] residing at [Unit Address] is PROVISIONALLY APPROVED for emergency rental assistance.

You reported a regular monthly rental obligation of \$[INSERT AMOUNT]. You are 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.

Please Note: The ERAP approved amount is subject to change, pending your Landlord/Property Owner's documentation of arrears owed. If your Landlord/Property Owner does not provide the necessary documents or information within 180 days from the date of this notification, the maximum amounts may be deemed waived by your Landlord/Property Owner.

What is a Provisional Approval? A provisional approval means that you have completed your portion of the application, but your Landlord/Property Owner has not submitted documents or information necessary to receive payment.

Will you contact my Landlord/Owner again to let them know they need to submit documents or information? Yes. We have contacted your Landlord and we will contact them again to let them know you have been provisionally approved and that now they need to do their part and submit any missing documentation or information.

What happens once you receive the Landlord/Owner information needed?

Once we have what we need from your landlord, we will make a final approval and schedule an ERAP payment to your Landlord/Property Owner. Funds will be held for 180 days from the date of this notification so that your Landlord/Property Owner has time to submit the necessary documents or information.

Ongoing Tenant Protections

You are protected as a tenant because you received this notice. Keep a copy of this notice in case you need to show it to a judge or other official seeking to evict you from your residence!

What if the landlord/owner has already started a case against me and says that I didn't pay the rent money covered by this notice? If you are already in court, your landlord/owner cannot evict you for the money the state has provisionally approved (or collect it in small claims court). Show this notice to the judge next time you go to court.

What if the landlord/owner fails to cooperate within the next 6 months (180 days)?

The landlord/owner has 180 days to cooperate with ERAP. If the landlord/owner refuses to cooperate within the 180 days, you continue to be protected after the 180 days. The landlord/owner cannot evict you or get a money judgment against you for the months covered by this notice.

The landlord/property owner wants to cooperate. What Should I tell them to do?

Your Landlord/Property Owner can contact our Customer Care team at 844-NY1-RENT (844-691-7368) if they have any questions. Your Landlord/Property Owner can submit their documents online at <https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentOwner>.

If you applied for assistance to help pay for utilities and are approved for a utility payment, you will receive a separate notice.

What if I think the monthly rent amount or other information on this notification is wrong?

This is an important notification that may affect your legal rights. If you think the stated monthly rent amount is wrong, or we made some other mistake, like the wrong address or unit number, please contact us to correct it.

How to contact us – If you want to correct the information on this notice, it is important that you call us as soon as possible at **844-NY1-RENT (844-691-7368)**. **For individuals who are hearing impaired, you may call the TTY number at 1-833-843-8829.** When you call, please tell the call center agent that you need to change your monthly rent amount, or your address, or other information that you think is wrong. The agent will provide you with a service request number for the change.

What happens next? After we review and process the change you asked for, you will receive an updated provisional approval notification with the new information.

We Notified the Landlord/Owner of this Decision

A notification was also sent to [Owner/Landlord Full Name] to let them know your ERAP Application [Application Number] was provisionally approved.

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.