

NYS OTDA ERAP Program
Reviewer Email Communications

Email Intro Text (For all communications)

We have received your application for the New York State Emergency Rental Assistance Program (ERAP). Your application is being reviewed. We are asking for the following information to complete this review:

Email Closing Text (For all communications)

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](#) 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.

Context: Reviewer needs more information

Situation: If monthly arrears were requested, no monthly amount was given, and no documentation was received

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

Email Body: Please provide documentation showing evidence of your monthly rent amount by clicking on the link below. Examples of this documentation include a letter from your landlord, rent ledger, or other notice. The documentation submitted must clearly show your monthly rent amount.

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

Click on the link below to upload the supporting documents:

<https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentTenant>

Please upload these documents within seven days of the date of this notification by clicking the link above.

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/>*

Context: Reviewer needs more information

Situation: If a reviewer determines that no documentation was provided for ownership

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

Email Body: The Property Owner/Landlord/Management Company of your rental unit must submit proof of ownership to support your ERAP application. While we continue to contact your Property Owner/Landlord/Property Management Company regarding this information, it may be helpful if you reach out or send a quick note to your Landlord/Property Management representative about completing their portion of the application. Examples of this documentation include a deed, homeowner insurance policy, tax bill, or other similar documents.

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

Click on the link below to upload the supporting documents:

<https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentOwner>

Please upload these documents within seven days of the date of this notification by clicking the link above.

***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/>*

Context: Reviewer needs more information

Situation: If the applicant requested utilities arrears assistance and no required documentation was provided

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

Email Body: We have not received documentation that supports your request for assistance with unpaid utility payments through ERAP. Please submit a utility bill for your current household that includes your account number.

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

Click on the link below to upload the supporting documents:

<https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentTenant>

Please upload these documents within seven days of the date of this notification by clicking the link above.

***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/>*

Context: Reviewer needs more information

Situation: If no lease or similar documentation was received

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

Email Body: Please provide documentation that indicates you are renting at this address to support your ERAP application. Examples of this documentation include a lease, tenancy agreement, landlord certification, or other written documentation showing you are required to pay monthly rent. The document must show your name, the owner's name, the address where you are renting, and your monthly rent.

To see the complete list of acceptable documents, please go to the portal at

https://nysrenthelp.otda.ny.gov/uploads/ERAPDocList/ERAPDocumentationList_en.pdf

Click on the link below to upload the supporting documents:

<https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentTenant>

Please upload these documents within seven days of the date of this notification by clicking the link above.

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/>

Context: Reviewer needs more information

Situation: If no documentation to support household member identification has been received

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

Email Body: We have not received proof of identity for all household members for your ERAP application. Please provide proof of identity for [Household Member(s) Name] by clicking on the link below. Acceptable forms of identification include but are not limited to driver's license, government-issued ID, passport, birth certificate, or baptismal certificate.

To see the complete list of acceptable documents, please go to the portal at

https://nysrenthelp.otda.ny.gov/uploads/ERAPDocList/ERAPDocumentationList_en.pdf

Click on the link below to upload the supporting documents:

<https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentTenant>

Please upload these documents within seven days of the date of this notification by clicking the link above.

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/>

Context: Reviewer needs more information

Situation: If no supporting documents for income were provided or not sufficient

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

Email Body: According to the information you provided on your ERAP application, your household received income. Please submit documentation that provides proof of income for all household members who are age 18 or older.

To see the complete list of acceptable documents, please go to the portal at

https://nysrenthelp.otda.ny.gov/uploads/ERAPDocList/ERAPDocumentationList_en.pdf

Click on the link below to upload the supporting documents:

<https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentTenant>

Please upload these documents within seven days of the date of this notification by clicking the link above.

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/>

Context: Reviewer needs more information

Situation: Property address on application and lease (or other similar documents) do not match

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

Email Body: The address on the lease (or other similar documents) that you provided does not match the address in the ERAP application. Please provide a lease (or other similar documents) that matches the address provided in the application.

To see the complete list of acceptable documents, please go to the portal at

https://nysrenthelp.otda.ny.gov/uploads/ERAPDocList/ERAPDocumentationList_en.pdf

Click on the link below to upload the supporting documents:

<https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentTenant>

Please upload these documents within seven days of the date of this notification by clicking the link above.

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/>*

Context: Reviewer needs more information

Situation: Applicant name is not on the lease

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

Email Body: The applicant's name is not on the lease (or other similar documents) that was provided to support your ERAP application. Please provide a lease (or other similar documents) that includes the applicant's name or otherwise provides proof that the individual is residing in the unit. Acceptable forms of documentation include but are not limited to a lease, Driver's License, rent receipt, school records, benefits award letters, utility bills, bank statement, insurance bill, or a piece of mail with name and address. If none of the above can be provided, two (2) collateral contact statements are acceptable. (A "collateral contact statement" is from someone who knows the person lives at address.)

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

Click on the link below to upload the supporting documents:

<https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentTenant>

Please upload these documents within seven days of the date of this notification by clicking the link above.

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/>*

Context: The owner has not provided all information

Situation: If owner agreement is pending owner signature

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

Email Body: The Property Owner/Landlord/Management Company of your rental unit has been notified that you have completed your portion of the ERAP application. Please contact your Landlord/Property Owner or Property Management representative and remind them to complete their portion of the ERAP application promptly. While we continue to contact your Owner/Landlord/Property Management representative regarding this information, it may be helpful if you reach out or send a quick note to your Owner/Landlord/Property Management representative about completing their portion of the application. Your Owner/Landlord/Property Management representative can contact our Customer Care team at 844-NY1-RENT (844-691-7368) if they have any questions.

Context: The owner has not provided all information

Situation: If owner W9 has not been received

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

Email Body: The Property Owner/Landlord/Management Company of your rental unit has been notified that you have completed your portion of the ERAP application. Please contact your Landlord/Property Owner or Property Management representative and remind them to complete their portion of the ERAP application promptly. While we continue to contact your Landlord/Property Owner regarding this information, it may be helpful if you reach out or send a quick note to your Landlord/Property Management representative about completing their portion of the application. Your Landlord/Property Management representative can contact our Customer Care team if they have any questions. Your Landlord/Property Owner can submit their documents online at <https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentOwner>.

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/>
