



NY Rising Housing Recovery Program Clarifications and Appeals

Revised March 27, 2015

During the course of the Program you will receive notifications regarding your eligibility for the Program, calculations of your award and occasional amended award letters and grant agreements. When you receive these notifications you may have questions or disagree with the determinations that the Program has made. If this occurs, you should first speak with your Customer Representative (CR) to get a full explanation of the determinations made by the Program with respect to your file.

If you still disagree, you should ask for a Clarification, which is a process to further investigate the issues affecting your eligibility and/or the amount of your award. You can start the Clarification process by requesting it of your Customer Representative or by emailing review@recreatnys.org. You should be very specific about the issue you are requesting clarification regarding and why you disagree with the determination made by the Program. You should include supporting documentation.

You may still sign the grant agreement even if you ask for a Clarification. A Clarification stops the clock on the 60 day deadline to Appeal which is mentioned in the grant agreement.

During the Clarification process the Program will thoroughly review your file and any additional material submitted. At the end of the Clarification review you will receive a Clarification Determination which will inform you if the original Program determination has been modified. If the Clarification was based upon an award calculation you will receive a new Award Table showing the new calculation it changes. You will be asked to sign the Clarification Determination and indicate your acceptance or rejection of the Clarification Determination.

- If you accept the Clarification Determination you will waive your right to Appeal.
- If you reject the Clarification Determination you will have 60 days to Appeal.
- If the clarification remains unsigned, after 30 days the applicant's clarification will move to Administrative Close status & the applicant will continue to move forward in the Program.

An Appeal is a formal and final review of your file and all previously submitted documents, conducted by a team of NY Rising Housing Recovery officials including legal representatives, which is done upon the completion of the Clarification process. You must contact your Customer Representative or other NY Rising Representative to file an Appeal. You must fill out the Appeal Form and submit it to housingappeals@stormrecovery.ny.gov. If you do not have access to email, your Customer Representative will submit it for you.



If you need more than 60 days to file your Appeal you may request an extension of the 60 day Appeal deadline by filling out an Appeals Deadline Extension Form which can be obtained from your CR and which will automatically extend the deadline for 60 days. Additional extensions may be requested in the same manner, but approval is at the discretion of the Program.

After the Appeals Team has reviewed your case, you will receive a letter stating the final determination of your Appeal.