



NY Rising Housing Recovery Program Clarifications and Appeals

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As a NY Rising Applicant you will receive notifications regarding your eligibility for the Program or the amount of funds awarded. You may disagree with the determinations that the Program has made and should contact your Customer Representative (CR) to get a full explanation of the determinations made by the Program. If you still disagree, you may request a clarification from the Program. The clarification will prompt a thorough review of the matter by the Program.

How do I request a clarification?

There are two methods for requesting a clarification:

1. Contact your Customer Representative;
2. Email review@recreatenys.org for construction clarification requests only.

Please note: Please be specific about the issue for which you are requesting a clarification. You must include documentation supporting your concerns. **You should still sign program Grant Agreements and accept a payment while the clarification review is pending** (with one exception; once you sign the FINAL grant agreement for your repair/reconstruction award, you cannot request clarifications or file appeals relating to that award).

What happens during the clarification process?

The Program reviews your file and any additional material submitted and may request additional information from you.

After review, you will receive a Clarification Determination Letter and an award table with any adjustments made to your award as a result of the review. The Program issues Clarification Determination letters and award tables as each filed clarification issue is resolved.

If the clarification results in an increase in the award, a new grant agreement and check will be issued to you.



What should I do now that I have received my Clarification Determination Letter?

If you **agree** with how the Program resolved your clarification issue, then you do not need to do anything. When you are issued the new grant agreement, you must sign it in order to receive the check.

If you **disagree** with how the Program resolved your clarification issue, you may appeal the Program's determination. An Appeal is a formal and final review of your clarification determination, using all previously submitted documents, conducted by a team of NY Rising Housing Recovery officials including legal representatives.

How do I file an appeal?

You can only appeal a resolved (completed) clarification, for which the Program has issued a Clarification Determination Letter; so in your appeal form you should reference the completed clarification that you are appealing. You should clearly explain the reason for your appeal on the form and submit any additional material you have, that supports your claim.

You must obtain an appeals form from your CR and you may

1. Email it to housingappeals@stormrecovery.ny.gov, or
2. Contact your CR to email it on your behalf.

How long do I have to file an appeal?

1. Filing a clarification stops the clock on the 60-day deadline to appeal specified in the Grant Agreement.
2. You must appeal within 60 days of the date of the Clarification Determination letter.
3. If you need more than 60 days to file your Appeal you may request an extension 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 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.