



## NY Rising Reconciliation Frequently Asked Questions (FAQ)

### 1. Why did I receive a letter?

NY Rising conducted a reconciliation of your grant application. There may be several reasons why you fall under repayment. These may include but are not limited to: the amount of funding you received from other sources for work authorized by NY Rising, known as Duplication of Benefits; you received a prior grant disbursement that exceeded the total project cost authorized by NY Rising; you did not comply with Program policy; or you did not complete authorized work. As per the terms of your agreement, any overpayment must be returned.

### 2. Is there someone I can talk to about my letter of repayment?

The letter will identify your assigned Reconciliation Case Agent and contact information. If you cannot reach your Reconciliation Case Agent at the number provided, please call 1-855-861-0153.

### 3. Can I dispute the amount of the repayment?

Your file has been through a rigorous review in order to determine any overpayment amount. However, if you believe the amount is incorrect, you can talk to your Reconciliation Case Agent about ways to dispute the amount.

### 4. How long to I have to dispute the amount?

As per the terms of your award, you have 60 days to file an appeal. An appeal Form is included in your Repayment Letter. Please contact your Reconciliation Case Agent as soon as possible for further details.

### 5. Where can I send my payment?

You may mail a completed Repayment Form and your payment (money order, bank check, business check or personal check), made payable to: ***Housing Trust Fund Corporation***, to  
**HTFC**  
**P.O. Box 1339**  
**Albany, NY 12201**

### 6. Can I pay by credit card or Paypal?

At this time we only accept money orders, bank checks, business checks and personal checks.

### 7. Can I make partial payments?

Please consult with your Reconciliation Case Agent for available options for installment payments, however please be aware that payments made in an amount less than the total amount may be subject to interest or penalties.

### 8. What if I do not have the money to repay?

Please contact your Reconciliation Case Agent for available options for repayment.