



ANDREW M. CUOMO
Governor

NY Rising Housing Program

NY Rising Reconciliation Unit Frequently Asked Questions (FAQ)

July 20, 2017

NY Rising Housing Program (applies to all Programs)

1. Why did I receive a letter?

The NY Rising Reconciliation Unit 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 the NY Rising Housing Recovery Program (the Program), known as Duplication of Benefits;
- You received a prior grant disbursement that exceeded the total project cost authorized by the Program;
- 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 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. If you have filed a prior appeal with the Program regarding eligibility or award amount, you may not raise the same, already-decided arguments in the appeal to the Reconciliation Unit. All previous decisions made by both the Program's Appeals and Demonstrable Hardship Committees are final.

4. How long do 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.



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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:

**State of New York Commissioner of Taxation & Finance
PO Box 8000 Department 70
Buffalo, NY 14267-0002**

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.