



ANDREW M. CUOMO
Governor

NY Rising Housing Program

Clarifications and Appeals

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NY Rising Housing Program (applies to all Programs)

As a NY Rising Applicant, you will receive notifications regarding your eligibility or award amount. You may reach out to your Customer Representative (CR) for a full explanation of the determination made by the Program if you have any concerns about it. If you disagree with your eligibility or award determination, you may request a Clarification from the Program, which will prompt a thorough review of the matter of concern.

How do I request a Clarification?

You can request a Clarification by contacting your Customer Representative at 1-844-9NYRISING (844)969-7474. Additionally, you may email construction-related clarifications directly to review@recreatenys.org. Please be specific about the issue for which you are requesting the Clarification. You must include documentation to support your Clarification request, if necessary.

Please note that you cannot request a Clarification pertaining to an award after signing the related FINAL grant agreement.

What happens during the clarification process?

The Program reviews your file and any additional material submitted and may request additional information if needed.

The Program issues a Clarification Determination and an award table with any adjustments made to your award as a result of the review. The Program sends Clarification Determination letters and award tables as each filed Clarification issue is resolved.

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



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

If you **agree** with how the Program resolved your Clarification, then you do not need to do anything. Simply wait for the new grant agreement to be issued, sign, and then receive your check.

If you **disagree** with how the Program resolved your Clarification, 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. You must reference the completed Clarification you are appealing on your Appeal form. You should clearly explain the reason for your appeal on the form and submit any additional material you have that supports your claim.

You can obtain an Appeal form from your CR and email the completed form to housingappeals@stormrecovery.ny.gov, or send the completed and signed form to your CR to submit on your behalf.

Please note that you cannot file an Appeal pertaining to an award after signing the related FINAL grant agreement.

How long do I have to file an Appeal?

- You must appeal within 30 days of the date of your Clarification Determination letter, as specified in the Grant Agreement.

What happens after I file an Appeal?

The NY Rising Program's Appeals Committee will review your case. Upon completion of their review, you will receive a letter stating the final determination of your Appeal. All determinations are final.