



NY Rising Housing Recovery Program Clarifications and Appeals

February 5, 2014

CLARIFICATION REVIEW PROCESS

Applicants who are seeking further guidance on the **amount** in their award letter, any **calculation** included in the award letter or their **eligibility** should contact their Customer Representative.

After an applicant has received an Award Letter an applicant may request a clarification review of their file by contacting their Customer Representative and completing a *Clarification Review Form*.

Once an applicant receives a clarified award determination document, the applicant must either accept or decline the award amount and execute the clarified award determination document.

If the Homeowner **accepts** the determination in the clarification award determination document, the grant agreement is immediately sent to the Homeowner, and the grant award funds are issued to the Homeowner within sixty (60) days of execution of the grant agreement.

If the Homeowner **declines** the determination in the clarification award determination document, he has sixty (60) days to file an appeal. An appeals form can be obtained from a Customer Representative. Once the 60 day appeals window has passed, the homeowner has waived their right to appeal.

CLARIFICATION REVIEW PROCESS for REIMBURSEMENT ONLY

Applicants who are seeking further guidance on the amount in their reimbursement package, or any **calculation** included in the reimbursement package should contact their Customer Representative.

After an applicant has received a reimbursement package an applicant may request a clarification review of their file by contacting their Customer Representative and completing a Clarification Review Form.

If the Homeowner will not execute the grant agreement and has not cashed the reimbursement check, the homeowner must return the check to the Customer Representative

If the Homeowner has cashed the check, the Homeowner must execute the grant agreement prior to a clarification review.

The Homeowner will complete the clarification review form with his Customer Representative which will provide a stay of the 60 day appeals time limit outlined in the grant agreement.

If the applicant has already requested a clarification review, but has not cashed the check or executed the grant agreement, the customer representative should reach out to the applicant and clarify if they



are still interested in a clarification review of their file. If they are, the customer representative should request the applicant either:

- a. return the check while their file is under review or
- b. Cash the check and execute the grant agreement. The customer representative will also provide a notice that the clarification review is in process and that the time to request an appeal will be stayed until 60 days after he receives a response to the clarification review.

If the Homeowner is satisfied and no longer wants the review, the customer representative will send a written confirmation confirming that the request for clarification review has been withdrawn and specifying the last date to appeal (60) days from the date that the letter is sent to Homeowner.

Once an applicant receives a clarified award determination document, the applicant must either accept or decline the award amount and execute the clarified award determination document.

If the Homeowner **accepts** the determination in the clarification award determination document, the grant agreement is immediately sent to the Homeowner, and the grant award funds are issued to the Homeowner within sixty (60) days of execution of the grant agreement. Prior to additional funding being dispersed, an applicant **must** have submitted all documents. Any questions regarding outstanding documents the applicant may contact their Customer Representative to discuss.

If the Homeowner **declines** the determination in the clarification award determination document, he has sixty (60) days to file an appeal. An appeals form can be obtained from a Customer Representative. Once the 60 day appeals window has passed, the homeowner has waived their right to appeal.

APPEALS PROCESS

If the Homeowner believes that the program's determination of their funding award calculation or eligibility status is incorrect, the Homeowner can request a Formal State Appeals Form from their Customer Representative.

An Applicant has a right to appeal the following:

- Eligibility Determination
- Award Determination

In order to appeal, an applicant must submit a *Formal State Appeals Form* within 60 days from either their Final Eligibility Determination or their Award Determination to the e-mail address: housingappeals@stormrecovery.ny.gov

A written determination will be issued to the Homeowner to the appeal.

If the Homeowner **accepts** the determination in the appeal award determination document, the grant agreement is immediately sent to the Homeowner, and the grant award funds are issued to the Homeowner within sixty (60) days of execution of the grant agreement.

If the Homeowner **declines** the determination in the appeal award determination document the file will be closed and if the award amount is less than the amount of the grant already disbursed, the overage will be recaptured.