

## **COVID-19 Housing Assistance Program Appeal Process**

If you are denied housing assistance, the grant administrator will provide you with a written denial letter along with the reasons for denial. You may appeal the decision by contacting the grant administrator to request an appeal of the decision, either in writing or orally, within 10 days of the date of the denial letter.

After receiving a request for an appeal, the grant administrator will assign a staff person to review your appeal request. If, on review, your application is determined to be eligible, you will be assisted based on the time and date of the original application submission. If you are again determined to be ineligible, a written letter of the appeal decision will be sent to you along with the reasons for upholding the denial.

The grant administrator will complete the appeal review within five business days of receiving the request for appeal. If the appeal is successful, your ability to receive assistance will depend on whether any COVID-19 Housing Assistance Program funds are available on the date of the appeal decision. A successful appeal decision does not guarantee receipt of assistance.