

# How to Appeal Your ERAP Determination

## What is an ERAP determination?

An ERAP determination is our decision on the application for ERAP assistance filed by a tenant and/or the landlord/owner. If you disagree with any part of the decision, you can file an Appeal. If we made a mistake, we will correct it.

**Note:** An ERAP determination is an approval or denial of the ERAP application. A “provisional approval” and a “180-day notice” are notices you might receive but they are not ERAP determinations.

## Who can Appeal?

Both Tenants and Landlords/Owners can appeal.

## What if I think only part of the decision is wrong? Can I still Appeal?

Yes. If you disagree with all or part of your determination you may appeal.

## How do I ask for an Appeal?

You can ask for an appeal by phone (814-486-1161) or by e-mail to [kim.andrus@ntcac.org](mailto:kim.andrus@ntcac.org)

### **By phone:**

To ask for an appeal by phone, please call Northern Tier Community Action (814-486-1161).

### **Online:**

To appeal online, please complete the Emergency Rental Assistance Program Appeal Form.

## What is my deadline for filing an Appeal?

You have thirty (30) days from the date on your ERAP determination notification to request an appeal.

### **What if I missed the 30-day deadline to Appeal?**

If you think you missed the deadline to Appeal, you should request an Appeal and explain the reason why you missed the deadline.

### **When do I explain why I think the decision is wrong and why I am filing the Appeal?**

If you file your Appeal by phone, you can tell the case manager why you need an appeal. You will also be able to email [kim.andrus@ntcac.org](mailto:kim.andrus@ntcac.org) documents to support your appeal, and you may include a written explanation with your documents.

### **Will I get confirmation that I filed an Appeal?**

Yes. If you request an Appeal by phone, the case manager will provide you with your case file number. If you request an Appeal by e-mail, the case manager will e-mail you your case file number and confirmation notice. Please save a copy of your e-mail for your records.

**After you Appeal: Confirmation Notice and 10 days to submit any additional documents.**

### **What happens after I request an Appeal?**

After you file the Appeal, you will get a written Confirmation Notice from us sent by either email or regular mail depending upon how you chose to receive communications from us. This notice confirms that we received your Appeal and explains that you have ten (10) days from the date you got the Confirmation Notice to give us any additional documents or information to explain why you think our decision was wrong.

## **How do I submit documents to support my Appeal?**

You can submit your documents online by following these instructions to upload your documents:

1. Click on this e-mail link: [kim.andrus@ntcac.org](mailto:kim.andrus@ntcac.org), and attach any copies of documentation to your e-mail.

## **Do I have to submit documents to support my Appeal?**

No. You do not have to submit any new documents to support your Appeal. If you do not upload any additional documents telling us why you think our decision was wrong within ten (10) days of receiving your Confirmation Notification, we will review what we already have. A review team will take another look at your application and the documents that you submitted with your application.

## **How will we decide your Appeal?**

Your appeal is assigned to our Deputy Director, who will review your initial application, the documents submitted in support of your application, any information you provide explaining why you disagree with the determination, and any additional documentation you submit in support of your appeal. The Deputy Director makes a recommendation as to whether your appeal should be granted or not. Then our Executive Director looks at all of this and makes a final determination. Once we have made a final determination on your Appeal, you will get a notice stating whether the original decision was correct, or was wrong and will be corrected, sent by either email or regular mail depending upon how you chose to receive communications from us.

If you wish to further appeal a decision resulting from this local agency appeal outcome, it must be made to the local court system that has appropriate jurisdiction (2 Pa. C.S. § 752). The DHS Secretary has no authority to reconsider decisions issued at the local level. Appellants would instead file ERAP appeals with the Court of Common Pleas for the county in which the decision was issued.

**What if I have questions about the Appeals process?**

If you have any questions, our Emergency Rental Assistance Program Manager is available Monday-Friday from 8am-4pm EST. You may reach us through any of the following methods:

- Contact us by phone: 814-486-1161 Ext 243
- Contact us by e-mail: [kim.andrus@ntcac.org](mailto:kim.andrus@ntcac.org)

Northern Tier Community Action Corp.  
Emergency Rental Assistance Program

**Applicant Appeal Form**

Please provide the following information to assist ERAP's staff in the orderly resolution of your issue/complaint. **Name and signature are required and forms without them will not be considered.**

Applicant's Name (printed): \_\_\_\_\_ Date: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_

Applicant's Contact: \_\_\_\_\_ (phone) \_\_\_\_\_ (email)

Detailed explanation of the Issue/Complaint (Please be clear about dates and the people involved.)

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Please explain what you believe would be a satisfactory resolution of this situation.

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**For use by ERAP staff only:**

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_