

# 6 REASONS YOUR ONE-SHOT DEAL APPLICATION FOR RENTAL ARREARS ASSISTANCE MAY BE DENIED.

The NYC Human Resources Administration (HRA) provides financial assistance, also known as “One-Shot Deals,” in emergency situations. **The most common emergency assistance sought is for rental arrears.** There are basic eligibility requirements to access emergency rental assistance; this includes meeting the immigration criteria and sometimes an income criterion, along with completing an eligibility interview. Beyond that, below are common reasons why many one-shot deal applications for rental arrears assistance may be denied.

## 1 You have no income and/or cannot pay your ongoing rent.

- You must demonstrate how you will pay your rent moving forward.
- You can show you have a new roommate who will contribute to the rent. You can use the [Verification of Secondary Tenant's Residence and Housing Costs \(W-147Q\)](#) to document this.
- You have a third party to assist you with a portion of the rent. You can use the [Excess Rent & Third Party Form \(W-146\)](#) to document this.
- In certain cases, you may be asked to show proof of payment for the current month's rent.

## 2 You did not show WHY you fell behind on your rent.

- You must explain and document the emergency that impacted your ability to pay the rent for the months that you are requesting assistance.
- The emergency can be you lost your job, you went from full-time to part-time, or there were medical reasons that affected your ability to pay the rent.
- Whatever the emergency, you need to document this as best you can and provide as much evidence as possible.

## 3 You are NOT the tenant of record.

- You must be the tenant of record or legally obligated to pay the rent.
- [Click here](#) for a suggested documentation guide for help with documenting proof if you are a renter.

## 4 You owe a lot of rent.

- At HRA's discretion, they may determine the amount you owe is excessive.
- If there is money in an account that can be used to pay a portion of the arrears, it might help your chances of getting the balance from HRA.
- For charity assistance, clients can contact Housing Court Answers at (212) 962-4795, Monday — Friday, from 9 am to 5 pm.

## 5 You are not in housing court.

- Even though there is no stated requirement to be in housing court, when rent arrears are very high, you may be required to have a housing court case.
- Being in housing court may assist tenants with determining whether there are repairs to the apartment that must be made before arrears are paid or to dispute months where the landlord alleges there are arrears, and the tenant has paid those months.
- In certain situations, being in housing court can help to expedite an emergency assistance request.

## 6 You applied incorrectly.

- Cash Assistance recipients apply for an [additional allowance](#) for emergency rental assistance. When applying online via [ACCESS HRA](#), the request is known as an “Emergency Grant.” These are NEVER considered a “One-Shot Deal” (OSD).
- Non-Cash Assistance individuals apply for a OSD. This is a one-time grant for an emergency. The process is different and requires more documentation than a client who is already in receipt of assistance.
- Applying incorrectly can delay your application, and, in some cases, it may result in rejection.