

Landlord Communications  
NYS OTDA ERAP Program

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**Email Closing Text (For all communications)**

***This is a no-reply email address and is not actively monitored. Please do not respond to this message.***

Do you have additional questions? View our Frequently Asked Questions at <https://otda.ny.gov/programs/emergency-rental-assistance/faq.asp> or call our Customer Care team at 844-NY1-RENT (844-691-7368). For individuals who are hearing impaired, the TTY phone number is: 1-833-843-8829.

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**Email Subject:** You have received an important message from the New York State Emergency Rental Assistance Program (ERAP)

**Email Body:** We are processing application [**Application Number, Applicant Name, Physical Address**] for the New York State Emergency Rental Assistance Program in which you have been identified as the property owner, landlord or property management company. To continue our review of this application, we need the following information from you:

**Required to submit ONLY once per payment entity\***

- W9
- Direct deposit (bank account) information

*\*If an owner has multiple properties with different payment entities (different SSN/EIN), then an owner account and a W9 will be required for each payment entity.*

**Required to submit for each Application (for each unit)**

- Executed lease with tenant applicant (if tenant has not provided)
- Proof of Arrears (You may submit ledger showing month by month or submit the Landlord Monthly Rent Confirmation Form for this purpose.)

**Required to submit upon request**

- Proof of Ownership – real estate deed, homeowner insurance policy, tax bill, or other similar document. Required when OTDA is unable to independently verify the ownership of a property.
- Proof of being an authorized payment entity. Required when the payment entity on the lease is not the same as the owner registered with the Property Appraisal's Office or as independently verified by OTDA. Acceptable documentation may include a property management agreement, court orders, or other similar documents that establish a legal relationship between the registered owner and the payment entity on the lease. An owner may also complete the Attestation form.

- Other documentation may be required if the Program determines it necessary to determine eligibility of an application

Please upload these documents within seven days of this notification by following the link below.

To see the complete list of acceptable documents, please go to the ERAP portal at [https://nysrenthelp.otda.ny.gov/uploads/ERAPDocList/ERAPDocumentationList\\_en.pdf](https://nysrenthelp.otda.ny.gov/uploads/ERAPDocList/ERAPDocumentationList_en.pdf)

**Click on the link below to upload the supporting documents.**

<https://nysrenthelp.otda.ny.gov/en/Tools/UploadDocumentOwner>

**Note:** documents will not be accepted by email, fax or postal mail. Documents must be uploaded by the tenant or landlord through the ERAP portal. If you need help in uploading documents, please contact a Community-Based Organization in your area. A list of organizations is available at the following link: <https://otda.ny.gov/programs/emergency-rental-assistance/help-applying/>

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