



NYC Build it Back
NYC Housing Recovery Operations
housing@recovery.nyc.gov
nyc.gov/builditback

ISSUE RESOLUTION PROCESS

If you do not understand or disagree with a program determination, you may take advantage of NYC Build it Back's Issue Resolution Process to obtain more information and request review of a written program determination.

The Program has established a formal two-tier process to resolve issues with applicants. Prior to the formal review process, the "Request for Explanation" will provide applicants the ability to understand program decisions through informal communications with Customer Service Representatives.

If you continue to disagree with a program determination after receiving an explanation from a customer service representative you may submit a Request for Review of a written program determination using the form enclosed or provided by the Program.

If you continue to disagree with a written program determination, and the determination relates to your eligibility to participate in the program, you may submit a formal Appeal of the eligibility determination using the form provided with the review response sent to you by the Program (for eligibility determinations only). Appeals must be submitted within 30 days of your receipt of the review response from the Program.

If the form available for such a request is not included with this mailing, you may obtain one at your Build it Back center, or request one by phone at (212) 615-8017, by fax at (212) 312-0857, or by email at legal@recovery.nyc.gov, and following the instructions for submitting the request. For more information about this process, please contact Build it Back's issue resolution staff at (212) 615-8017.

If any of the forms mentioned above have not been provided to you, you may obtain one at your Build it Back center, or request one by phone at (212) 615-8017, by fax at (212) 312-0857, or by email at legal@recovery.nyc.gov.

FAIR HOUSING LAW

Under the New York City Human Rights Law, you cannot be denied housing because of your actual or perceived race, creed, color national origin, age, disability, gender (including gender identity and sexual harassment), sexual orientation, marital status, partnership status, alienage



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or citizenship status, lawful occupation, lawful source of income, or because children may be residing with you.

If you believe that you are a victim of housing discrimination, you should **dial 311** to reach the **NYC Commission on Human Rights**, or visit www.nyc.gov/cchr.

In addition, under Federal law, it is illegal to discriminate against any person because of race, color, religion, sex, handicap, familial status, or national origin.

If you feel that you have been discriminated against under Federal law, you may file a complaint of housing discrimination:

U.S. Department of Housing and
Urban Development
Assistant Secretary for Fair Housing and
Equal Opportunity
Washington, D.C. 20410

1-800-669-9777 (Toll Free)
1-800-927-9275 (TTY)

