

MEMORANDUM

DATE: April 20, 2020

TO: Owners, Marketing Agents, and Applicants

SUBJECT: Changes to Policies Outlined in the Marketing Handbook in Light of COVID19 Crisis

During the COVID19 Crisis, the City is committed to continuing to connect New Yorkers to affordable housing. HPD and HDC have implemented process adjustments to allow for applications to be processed as remotely as possible, such as: encouraging direct document submission to avoid in-person appointments, allowing for e-signature on required forms, and providing virtual tours of apartments.

HPD/HDC will be implementing a temporary addendum to the Marketing Handbook during this time to expedite the processing of applications to get qualified applicants into affordable housing as quickly as possible. Specific policy changes are outlined below with changes in **bold**.

Temporary Revision to Section 4-4(D) Appeals (page 26)

1. Applicants have **5 business days** from the sent date or postmark of the ineligibility or rejection notice to appeal in writing to the Marketing Agent. The applicant's place on the log is maintained while the appeal is under review. **Applicants who requested to be contacted by paper-mail must receive a courtesy phone call and an opportunity to provide an email address. Marketing Agents must record on the lottery log the date(s) of their instance(s) of outreach to such applicants.**

Temporary Addition to Section 4-4(F) Processing Applicants (page 27)

1. **Applicants who appear eligible on the log and have requested to be contacted by email may be contacted in large batches to affirm interest in a development before being asked to submit documents. The notice must contain information about the project such as: location, amenities, and rent amounts. Applicants have 5 business days to respond affirming their interest; applicants who do not respond are considered rejected. No rejection notice is required to be sent.**

Applicants who requested to be contacted by mail must be contacted by phone and have 5 business days to respond by phone affirming their interest. Those who indicate they are no longer interested or do not respond must receive a letter communication documenting the contact.

2. Applicants who appear eligible on the log **and affirmed interest in the development** must be contacted via their preferred method of contact (email or regular mail) to provide documentation for the Marketing Agent to review **once their log number has been reached for processing.**