



# Emergency Rental Assistance Program Appeal Process

The City of Fresno Emergency Rental Assistance Program (ERAP) provides applicants an opportunity to appeal any determinations or denials based on program policy or calculations. Due to federal guidance, applicants may not challenge the use of [federal statutory requirements](#). Individuals are eligible to begin the appeal process only after receiving a determination or denial.

When to Appeal	An appeal application may be filed after applicant receives a determination or denial if applicant believes there is an error with: <ul style="list-style-type: none"><li>• Program eligibility determination</li><li>• Program award and/or assistance calculation(s)</li></ul>
What is Required to Appeal	Applicant must complete the ERAP Appeal Form, including the application or ERA #, property address and any supporting facts or documents to justify appeal
How to Submit an ERAP Appeal Form	A completed ERAP Appeal Form and any applicable documentation may be emailed or mailed as outlined below: <ul style="list-style-type: none"><li>• <a href="mailto:ERAP@fresno.gov">ERAP@fresno.gov</a> include ERAP Appeal and Application # in subject line</li><li>• ATTN: ERAP Appeal City of Fresno 2600 Fresno Street Fresno, CA 93721</li></ul>
What to Expect after ERAP Appeal Form is Submitted	City of Fresno staff will complete the review of ERAP Appeal Forms and make a determination within thirty (30) calendar days of receipt <ul style="list-style-type: none"><li>• Applicants will be notified of the determination within five (5) business days of the completed review. Notification will include a brief statement of the reasons for the final determination</li><li>• Appeals may be denied or approved in whole or in part after a thorough review of the circumstance, documentation and justification of facts</li><li>• All determinations will be based on funding availability at the time of review</li></ul>

## Incomplete ERAP Appeal Forms

- Appellant will be notified within 15 days if the ERAP Appeal Form is incomplete. Incomplete Appeal Forms will not be processed.
- If not completed by appellant within 30 days of notice by City of Fresno staff, ERAP Appeal Forms will be determined incomplete and closed.

## Appeal Review

- Appeals will be reviewed by a City of Fresno staff member that did not make the original determination. If the appeal is reviewed and the original determination will not be changed, a manager will review before the final determination is made.

# City of Fresno Emergency Rental Assistance Program (ERAP) Appeal Form

Date Appeal Submitted

Application or *ERA* #

Full Name

Property Address Line 1

Property Address Line 2

Current Mailing Address

*(N/A if same as above)*

Applicant Submitting  Tenant  
the Appeal  Landlord

Select any of the following options for which the appeal is being requested:

Appeal Eligibility Determination and/or Denial

Appeal Award/Payment Amount of Rent

Provide an explanation for the appeal below. (attach additional documentation if needed)

Signature of Applicant/Appellant: \_\_\_\_\_

Printed Name: \_\_\_\_\_