

Texas Rent Relief Program Appeal Policy & Form

Texas Rent Relief Program applicants may contest any determinations or denials based on program policy or calculations. However, an applicant may not challenge the use of federal statutory requirements.

Applicants may file an appeal when it is believed there is an error with program eligibility determinations, program award, initial appeal determination, among any other determinations. An applicant must submit a written appeal directly with the program within **thirty (30) days** of the determination. If an Applicant fails to file an appeal within the time allotted, said inaction will be deemed as an acceptance of the program determination.

Applicants who file an appeal are encouraged to provide individual facts or circumstances, as well as supporting documents to justify their petition. The program has the discretion to accept or reject new documentation based upon its relevance to the circumstances of the appeal. Appeals may be denied or approved in whole or in part after a thorough review of the circumstances, the information already included in an Applicant's file, and relevant new documentation submitted. An appeal is not an opportunity to resubmit a complete application.

How to file an appeal: To submit an appeal, complete the form on the following page and mail it to the address or email provided at the top of the form. Appeals submitted by mail must be postmarked or emailed within the **thirty (30) days** of the initial application determination.

The Program will review and address the Program-based Appeal within **fifteen (15) days** of its receipt, when feasible. Applicants will be notified of the Program's determination. Applicants may submit a second appeal to the first appeal denial determination; instructions for how to submit a second appeal will be provided within original appeal determination.

Disclaimer: All information maintained by a state agency is presumed to be public, subject to specific exceptions in the Public Information Act (Chapter 552 of the Texas Government Code) or other law. Any information provided may be disclosed to appropriate investigatory or law enforcement authorities.

With few exceptions, an individual is entitled on request to be informed about the information that the state governmental body collects about the individual. Under Sections 552.021 and 552.023 of the Texas Government Code, the individual is entitled to receive and review the information. Under Section 559.004 of the Texas Government Code, the individual is entitled to have the state governmental body correct information about the individual that is incorrect.



TEXAS RENT RELIEF APPEAL FORM

Please include any supporting documentation for the appeal with submission of this form.

Written appeals must be mailed to: ATTN: Texas Rent Relief Program 785 Greens Pkwy Houston, Texas 77067	Emailed appeals must be sent to: appeals@texasrentrelief.com
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Date	Click or tap here to enter text.
Application Case ID #	Click or tap here to enter text.
Full Name	Click or tap here to enter text.
Property Address Line 1	Click or tap here to enter text.
Property Address Line 2	Click or tap here to enter text.
Current Mailing Address (N/A if same as above)	Click or tap here to enter text.
Current Mailing Address (N/A if same as above)	Click or tap here to enter text.
Applicant Submitting the Appeal	<input type="checkbox"/> Tenant <input type="checkbox"/> Landlord <input type="checkbox"/> Utility Company

Select one of the following options for which you are requesting appeal:

- Eligibility Determination
- Award/Payment Amount of Rent
- Award/Payment Amount of Utilities
- Other: _____

Provide an explanation of the basis for the appeal:

Click or tap here to enter text.

