

# KNOW YOUR RIGHTS: ONE SHOT DEAL REPAYMENT

Frequently asked questions and answers about repaying rental and/or utility arrears assistance

## I recently signed a one-shot repayment agreement for rental or utility arrears. What happens now?

- You have agreed to repay NYC Human Resources Administration (HRA) the money you received for assistance to pay for your rental or utility arrears. There is no interest charged. Once your repayment agreement is received and the HRA check to the landlord or ConEdison is cashed, HRA will begin billing you.

If you are currently receiving cash assistance or shelter assistance, you will be recouped from your semimonthly assistance. This means that HRA will deduct a certain amount from your semimonthly assistance until the rental or utility arrears are fully repaid.

If you are not receiving cash or shelter assistance, the amount you owe will be divided into 12 (for rental arrears) or 24 (for utility arrears) monthly installments. Each month, you should receive a bill from HRA.

## How will I make payments?

- If you are not receiving cash or shelter assistance, you will receive a monthly bill. Once you receive a bill, you can mail payments in the postage pre-paid envelope included in your monthly bill.

You can also send in payments to:

*New York City Department of Social Services/HRA*

*Investigation Revenue Enforcement Administration Division of Claims and Collections*

*P.O. Box 414312*

*Boston, MA 02241-4312*

Please make checks payable to the “NYC Department of Social Services.” Please include the Client Identification Number (CIN), case number, or social security number (SSN) on the check and any accompanying documents.



# 917-661-4500

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### My monthly payment is too high. Can I change the amount billed each month?

- If you contact HRA, they can lower your monthly payment. If a household wants to change the monthly amount due, you must contact the HRA Division of Claims and Collections at (718) 557-1344. Tell the representative you want to discuss your repayment agreement. You will be given an appointment with Division staff. A minimum payment of \$40.00 must be made each month.

### What happens if I stop paying the bills sent to me?

- You are responsible for repaying your rental or utility assistance on the assigned schedule unless you ask for a different payment plan and HRA agrees with that request. If you do not contact HRA's Division of Claims and Collections to change your payment schedule or ask for a suspension, you might have a civil action taken against you. This means you could have your credit score negatively affected, your paycheck garnished, and legal fees plus interest added to the original amount owed.

### Who do I contact with my questions or concerns?

- You can contact the HRA Division of Claims and Collections at (718) 557-1344. Tell the telephone agent you want to discuss your repayment agreement. You will be given an appointment to talk about your repayment agreement with a Claims & Collections staff member. Please be advised, due to high call volumes, your call may not be answered the first time. We advise that you leave a voicemail for a return call.

You can also email Claims & Collections at [claimscollections@hra.nyc.gov](mailto:claimscollections@hra.nyc.gov).

The Claims and Collections Division is located at: 375 Pearl St., 22nd Floor, New York, NY 10038.



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\* The information in this factsheet does not constitute legal advice.