LEGAL SERVICES NYC PUBLIC BENEFITS VIRTUAL CLINICS CHECKLIST/FAQ-OSD

1. **What documents do I need to provide for a OSD?**
   a. If in court, a court stipulation stating amount of arrears owed and deadline
   b. IDs of whole household living in the apartment (birth certificates and SS cards, state or driver IDs)
   c. Up-to-date rent ledger
   d. Up-to-date Lease
   e. Up-to-date proof of income of household
      i. (Examples: Most recent paystubs, SSI statement, etc.)
   f. Advocacy email
2. **How can I provide the documents to HRA?**
   a. Through the Access HRA app or by fax
   b. To fax the documents, you can find the fax number for the client's assigned Benefits Access Center here.
      i. If you don't know the client's assigned Benefits Access Center, you can find it here by searching with the client's zip code
3. **What is an advocacy email?**
   a. An email to the Rental Assistance Unit (RAU) that details client's case and advocates for approval
   b. Provide information about why client fell behind in rent
      i. Can provide proof if **IF** available (Ex: hospitalization, debt letters, invoices, employer termination letter, outstanding bills, etc.)
4. **What do I have to send to RAU?**
   a. Along with the advocacy email, all the supporting documents that were uploaded for the application
5. **A case number has not been assigned to the case but I am ready to send the Advocacy email, what do I do?**
   a. Send the email to RAU with the confirmation number and ask them about case number