**IHCDA ESG Rental Assistance Intake Application Decline and Appeal Policy**

Program applicants have the right to submit formal appeals for review of declined applications. All appeals should be reviewed by IHCDA staff. Staff member responsible for completing the appeal review and making the final decision should not be a staff member who was involved in previous application review steps.

The reason for a declined application should be clearly communicated in the decline message to the applicant. The information necessary for the applicant to appeal will be included in the decline message to the applicant. Templates are created to ensure consistency.

**Appeal Review Process**

Upon receipt of an applicant appeal the application will be assigned to the designated reviewer. Decisions should be made based on the information submitted in the appeal as well as a review of the application to ensure that the initial decision was correct.

Once a final decision is determined the reviewer should notify the applicant of the final decision. This should be completed in a reasonable time (**TBD**) to allow for the applicant to receive assistance if the decision is to be reversed. Any pertinent information regarding the review and decision should be noted in the file.

If the decision stands the application should be unassigned and no further action is needed (TBD based on submittalbe)

If the appeal results in a reversal of the decline, detailed notes should be made in the file then the application should be assigned to the appropriate HUB for processing.

**Applicant Appeal Process**

Upon notification of application decline the applicant will have 10 days to appeal the decision. It should be clearly noted in the decline message that appeals received after the deadline will not be considered.

The applicant should provide any additional or corrected information to support their case for appeal.

The applicant should receipt notification that the appeal has been received and in review.