[Subrecipient Letterhead]

[DATE]

[HOMEOWNER NAME]

[HOMEOWNER ADDRESS]

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_,

This letter is to notify you your application is incomplete. In order to be eligible for the program, you must complete your application within the timeline set forth in the HRRP policy manual.

You are required to respond in a timely fashion to request for information and materials to complete the eligibility process. A response is required within 30 days of the first time we tried to reach you. If we do not hear from you or receive the request materials within the 30 day window, your application will be considered to be “on hold” until the information is received.

If you become unresponsive (defined as failure to answer or return three consecutive phone calls or failure to respond to written request within the timeline above), your application will be closed. Application closure can only be appealed once. Subsequent closure for unresponsiveness is not appealable.

Please respond and turn over your necessary materials by [DATE] in order to keep your application in process.

[Insert any other notes related to the decision here].

Sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(CASE MANAGER NAME)