

FREQUENTLY ASKED QUESTIONS ABOUT ONE (1) SHOTS

Q. I just signed a one-shot repayment agreement for rental or utility arrears, what happens next?

- A. You have agreed to repay the Department of Social Services (DSS) the money you received for assistance to pay for your rental or utility arrears. The Human Resources Administration (HRA) has arranged with its Division of Accounts Receivable and Billing (DARB) to enroll you in its automated billing process.



Q. How does the automated billing process work?

- A. Once your signed repayment agreement is received and the HRA check to the landlord or your utility provider is cashed, HRA will enter the full amount that you now owe into the HRA billing system as a billable account. The amount will be divided into the 12 (shelter) or 24 (utility) monthly installments required by New York State Social Services law. Each month you will receive a bill from the HRA / DARB and a postage pre-paid business reply envelope. Each bill will show payments received since the prior bill and the remaining balance.



Q. How can I change the amount of the bill due each month?

- A. If you want to change the monthly amount due, you can contact HRA's Division of Claims and Collections. The Division will work with you to create a different payment plan based on changes to your finances or other circumstances. You can ask to reduce or increase the monthly bill amount at any time during the 12 or 24 month original repayment period. You can also repay the outstanding amount in full at any time during the billing process. There are many ways to reduce your monthly bill but in order to do so you must contact Claims & Collections.



Q. When will the monthly billing begin?

- A. The monthly billing begins after your repayment agreement is given to HRA and the check HRA issued to pay your rental or utility arrears is cashed. If the check is not cashed, you will not be enrolled in the monthly billing process and therefore no monies will be due to HRA.



Q. When will the billing end?

- A. The billing will end when the amount is paid in full. If you become an active Cash Assistance recipient before the amount has been paid in full, billing will be stopped until your case closes.

Q. Who do I contact with my questions or concerns?

- A. You can contact the HRA Division of Claims and Collections at (718) 557-1344 and press option # 5. 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. You can also email Claims & Collections @ claimscollections@dss.nyc.gov

**Q. Where is the Division of Claims and Collections located?**

- A. The address is: 375 PEARL STREET, New York, N.Y. 10038.

**Q. What happens if I stop paying the bills sent to me?**

- A. 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.