



## HomeHelpMN COVID-19 Emergency Assistance Minnesota Housing Appeal Process

If you are denied assistance or if your application was withdrawn because it was incomplete, you may be able to appeal that decision.

If your application for assistance was denied or withdrawn, you received a written denial letter (either by email or USPS) listing the reasons the application was withdrawn or denied. If you believe the determination was made in error, you may request an appeal of that decision. An appeal request must be made in writing within 14 calendar days of the date of the denial letter.

***Withdrawn Applications:*** Please note that you may reapply for assistance regardless of if you choose to appeal the decision, subject to funding availability and while the program is accepting applications.

### **If you wish to appeal:**

- You can submit your request for appeal in one of the following ways:
  1. Within the application system: Log in to your application, select “appeal”, and enter the requested information.
  2. By U.S. Mail:  
HomeHelpMN  
P.O. Box 2408  
Minneapolis, MN 55402
  3. By Fax: Send to 612-435-4863

**NOTE: Email is not secure, and we will not accept appeals by email.**

### **What to include in your appeal:**

- When submitting the request for appeal, you must include:
  1. Case ID
  2. Name
  3. Address
  4. Contact Information
  5. Why you believe the determination was made in error

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6. Documentation to support the appeal request
  - a. If you were denied assistance based on ineligibility, you must provide documentation related to proof of eligibility to support the appeal request.
  - b. If you believe the determination to withdraw your application was made in error, you must clearly demonstrate that you were responsive to requests for information using methods that can be documented by date and time sent.

**NOTE: Submitting additional information regarding your circumstances does not guarantee that your application will be determined eligible for assistance.**

**Appeal Review:**

- If, after review, you are deemed eligible for assistance, your application will be assessed based on the time and date of the original application submission and on availability of funds.

**NOTE: A successful appeal decision does not guarantee a payment of funds.**  
**Minnesota Housing or its vendor can only review appeals for applications to the HomeHelpMN program.**
- If the denial of assistance is upheld, you will be sent a written letter of the final decision via systems communications, email or USPS with the decision and the reasons for upholding the denial.

*If you have questions, need interpretation services or need assistance, you may contact the HomeHelpMN Call Center at 1-800-388-3226, Monday through Friday, 8 a.m. – 6 p.m. CST.*

*Si tiene alguna pregunta, necesita servicios de interpretación o necesita asistencia, puede comunicarse con el centro de llamadas del programa HomeHelpMN llamando al 1-800-388-3226, de lunes a viernes, de 8 a.m. a 6 p.m. (hora estándar del Centro).*

*Haddii aad qabto su'aalo, aad u baahantahay adeegyo turjubaan ama aad u baahantahay gargaar, waxaad la soo xiriiri kartaa Xarunta Wicista HomeHelpMN 1-800-388-3226, Isniinta ilaa Jimcaha, 8 a.m. – 6 p.m. CST.*

*Yog tias koj muaj lus nug, xav tau neeg txhais lus los yog xav tau kev pab, koj yeej hu tau rau lub chaw teb xov tooj ntawm HomeHelpMN tus xov tooj 1-800-388-3226, hnuv Monday txog hnuv Friday, 8 a.m. – 6 p.m. CST.*