

Appeal Policy

The Temporary Rental and Utility Assistance (TRUA) Program provides applicants with an opportunity to contest any determinations or denials based on program policy or calculations. However, an applicant may not challenge the use of statutory requirements. Applicants are eligible to appeal only after receiving an official denial determination.

<i>When Not to Appeal</i>	<p>An appeal should not be submitted:</p> <ul style="list-style-type: none"> • To request a change to the TRUA guidelines. • If you missed the window to apply, your application was not selected for review, or you did not receive all the assistance you requested. • If you already received funding from TRUA in 2025. • If your application was withdrawn due to insufficient program funds. <p>If you appeal for reasons listed above, these are not eligible appeal criteria, and <u>your appeal will not be processed</u>.</p>
<i>When to Appeal</i>	<p>You can submit an appeal if you think you have:</p> <ul style="list-style-type: none"> • An error with program eligibility determinations. • An error with your program award/assistance calculation. • An initial appeal determination and you are requesting a subsequent determination. Up to two appeals are allowed.
<i>What is Required to Appeal</i>	<ul style="list-style-type: none"> • Provide individual facts and/or circumstances to justify your petition; • Provide any other supporting documents to justify your petition.
<i>How Long Do I Have to Appeal</i>	<ul style="list-style-type: none"> • An applicant must submit an appeal by email or physical mail directly to the program within 21 calendar days of the determination. • If an Applicant fails to file an appeal within the time allotted, said inaction will be deemed as an acceptance of the program determination.
<i>How to File an Appeal</i>	<ul style="list-style-type: none"> • To submit an appeal, complete the form on page 3 and send it electronically to DenverTRUA@denvergov.org with “[<i>FirstName</i>] [<i>LastName</i>] Appeal of TRUA Denial” in the subject line. • If you do not have access to email, send the appeal to the mailing address listed on page 2. Appeals submitted by mail must be dated/postmarked within the 21 calendar days of the determination.
<i>What Happens After My Appeal is Submitted</i>	<ul style="list-style-type: none"> • The Program will review and address the program-based appeal within 30 calendar days of its receipt. Applicants will be notified of the Program’s determination, including a brief statement of the reasons for the final decision. • The program has the discretion to accept or reject new documentation based upon its relevance to the circumstances of the appeal. Appeals may be denied or approved in whole or in part after a thorough review of the circumstances, the information already included in an Applicant’s file, and relevant new documentation submitted. • Applicants who have been denied assistance may not submit new TRUA applications at any time.

Before Submitting an Appeal

- Review the TRUA Program Guidelines and Appeal Policy: <https://denvergov.org/RentHelp>.
- Include any supporting documentation to justify your appeal petition with submission of this form. Please ensure the following are included in your appeal:
 - Any relevant documentation to support your request
 - Your contact information
 - Your address
 - The reason(s) for denial, and
 - Why you believe that this determination was made in error.

Note: Per the City and County of Denver TRUA Program Guidelines, Policies, and Procedures, there is no guarantee of approval or funding for any application. If a second appeal inquiry is closed or denied, that closure or denial is final, the appellant is unable to request an additional appeal, and additional appeals and/or any new applications submitted accordingly will be denied.

You may submit an appeal using one of the following three methods:

1. **Complete and submit the online appeal form:** <https://denvergov.org/RentHelp>.
2. **Complete and email this PDF appeal form to:**
DenverTRUA@denvergov.org
Subject Line: “[FirstName] [LastName] Appeal of TRUA Denial”
3. **If needed, written appeals can be mailed to:**
Denver Dept. of Housing Stability (HOST) – TRUA
201 W. Colfax Ave, 6th Floor
Denver, CO 80202

Appeal Review

- Your appeal information will be reviewed by a staff person of the Denver Department of Housing Stability (HOST) who was not involved in the original application decision.
- This staff person will consult with the original Application Reviewer and/or Reviewing Agency as needed.
- If the Reviewer/Agency and the HOST staff person agree with the appeal, the application will be processed.
- If the HOST staff person determines that the appeal should be denied, the case will be presented to the Appeals Committee, made up of at least two Department of Housing Stability staff who are part of the TRUA Program management team. The Appeals Committee will make the final decision.

Customer Service

For questions and further assistance, including language access and technical support, contact the CARE Center during business hours (Monday-Friday, 8:30am - 5:30pm MT):

- Call or text (303) 838-1200
- Chat with a representative by using the yellow chat function located in the bottom right corner of the CARE Center welcome page: <https://carecenter.us>

Appeal Form

Date of appeal: _____

Date of application denial: _____

Applicant's full legal name: _____

Primary email address: _____

Primary residential address: _____

Applicant's 8-digit submission ID: _____

- Reason for appeal:** (select all that apply)
- Eligibility determination
 - Award/amount of assistance payment
 - Initial appeal denial determination

Date of initial appeal: _____

Other: _____

Provide an explanation of the basis for your appeal: