

FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #14-22-OPE

MAILING TO CASH ASSISTANCE HOUSEHOLDS AND THEIR LANDLORDS REGARDING RENT CHECKS WITH INCORRECT CASE NUMBERS

Date:	Subtopic(s):		
February 21, 2014	Mailing		
☐ This procedure can now be accessed on the FIAweb.	The purpose of this Policy Bulletin is to inform Job Center Staff that due to a system glitch, some rent checks were issued with the incorrect case number (the first number was dropped from newly issued case numbers). As a result, a mailing was conducted on 01/10/2014 and 01/13/2014 to inform Cash Assistance participants and their landlords that although the case number may appear incorrect, the rent checks are still valid and can be cashed. All checks were appropriately posted and credited to the correct case number.		
	Please find samples of the letters attached		
	Effective Immediately		
	Attachments:		
☐ Please use Print on Demand to obtain copies of forms.	FIA-1094o	Important Notice to Landlord	
	FIA-1094q (E)	Important Notice to Participant/Tenant	
	FIA-1094q (S)	Important Notice to Participant/Tenant (Spanish)	

HAVE QUESTIONS ABOUT THIS PROCEDURE? Call 718-557-1313 then press 3 at the prompt followed by 1 or send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Date:	
Case Number:	
Participant Name:	

Important Notice to Landlords

New York State recently instituted a system change which added a "3" before the traditional seven (7) digit cash assistance case number. Due to a glitch in the computer program that prints checks, the "3" is not displaying on some checks which are being sent to New York City landlords. This has created some confusion for landlords who use the case number rather than a tenant's name to reconcile check payments. If you place a "3" before the number on the check you should be able to reconcile the case number in your accounts.

Please note the check is valid and does not have to be replaced.

If you have any questions about a check you have received, please call (718) 557-1399.

Date:	
Case Number:	
Participant Name:	

Important Notice to Participant/Tenant

New York State recently instituted a system change which added a "3" before the traditional seven (7) digit cash assistance case number. Due to a glitch in the computer system that prints checks, the "3" is not displaying on some checks which are being sent to New York City landlords. This has created some confusion for landlords who use the case number rather than a tenant's name to reconcile check payments. If you or your landlord place a "3" before the number on the check you should be able to reconcile the check number with your case number.

Please note the check is valid and does not have to be replaced.

If you have any questions or if your landlord has contacted you regarding the case number on a rent check, please call **(718) 557-1399**.

Fecha:	
Número del Caso:	
Nombre del Participante:	

Aviso Importante al Participante/Inquilino

El Estado de Nueva York recientemente instituyó un cambio del sistema, por el cual agregó un "3" antes del número tradicional de 7 cifras del caso de Asistencia en Efectivo. A raíz de un fallo técnico en el sistema informático que imprime los cheques, el "3" no aparece en algunos cheques, que se envían a los caseros de la Ciudad de Nueva York. Esto ha generado cierta confusión para los caseros que usan el número del caso en vez del nombre del inquilino para derciorarse de que los pagos por cheque estén en regla. Si usted o su casero ponen un "3" antes del número del caso, éste debe de ser el número correcto del caso.

Favor de notar que el cheque es válido y no se tiene que reemplazar.

Ante cualquier pregunta o si su casero se ha comunicado con usted sobre el número del caso en un cheque de alquiler, favor de llamar al (718) 557-1399.