

Applicant Letter Templates

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Applicant Letter Templates

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1. Final attempt letter



<Applicant Name>
<Applicant Address>

<Date>

Subject: Final attempt to contact you regarding your application

Dear <Applicant Name>,

We are reaching out to you because you have submitted an expression of interest to participate in the Built to Last program. To participate, you will need to complete an application by verifying your income, homeownership, and other qualifications. We have attempted to reach you several times over the past few weeks to complete your application. This letter is our last attempt to re-establish contact with you and complete the paperwork required to participate in the program.

Please reach out to us by calling <Intake Worker's name> at <Intake Worker's phone> or email at <Intake Worker's email>. If we do not hear from you by <date two weeks away> your application will be considered lost and your place in line on the Built to Last waitlist will be forfeited.

If you no longer wish to participate in the program, no further action is required.

Thank you,

<Intake Worker's name>
<Intake Worker's title>

2a. Deferred - Income Ineligible



<Applicant Name>
<Applicant Address>

<Date>

Subject: Application Deferred - Income Ineligible

Dear <Applicant Name>,

We have reviewed your application for the Built to Last program. Unfortunately, you are not eligible for services at this time because you do not meet the income eligibility requirements. Your gross annual household income is <insert applicant's household income>. The income criteria for a household of <insert # of household members> is <insert income criteria relevant to the applicant's household>.

We recommend that you apply for the Restore, Repair, Renew (RRR) program through Clarifi. The Restore, Repair, Renew program is a low-interest loan to help Philadelphia homeowners pay for home repairs. You may contact Clarifi by calling (215) 563-5665.

Best regards,

<Intake Worker's name>
<Intake Worker's title>

2b. Deferred - Multiple properties



<Applicant Name>
<Applicant Address>

<Date>

Subject: Application Deferred - Multiple properties

Dear <Applicant Name>,

We have reviewed your application for the Built to Last program. Unfortunately, you are not eligible for services because you do not meet the eligibility criteria for homeownership. The Built to Last program only serves Philadelphia homeowners who own and reside in one property.

It has been brought to our attention that you currently own more than one property which has been confirmed by a deed search in the city's database: <Address 1> and <Address 2>. For this reason, your home repair project with the Built to Last program has been closed.

We recommend that you apply for the Restore, Repair, Renew (RRR) program through Clarifi. The Restore, Repair, Renew program is a low-interest loan to help Philadelphia homeowners pay for home repairs. You may contact Clarifi by calling (215) 563-5665.

Best regards,

<Intake Worker's name>
<Intake Worker's title>

2c. Deferred - Multiple persons on deed



<Applicant Name>
<Applicant Address>

<Date>

Subject: Application Deferred - Multiple persons on deed

Dear <Applicant Name>,

We have reviewed your application for the Built to Last program. Unfortunately, you are not eligible for services because you do not meet the eligibility criteria for homeownership. The Built to Last program only serves Philadelphia homeowners who own and reside in their property.

One or more additional persons are listed on the deed who do not reside in the property and have not submitted a signed and notarized Affidavit of Non-residency granting permission for home repairs to proceed. For this reason, we are unable to move forward with your application.

If you require assistance with a tangled title issue, you may reach out to Community Legal Services at (215) 981-3700.

Best regards,

<Intake Worker's name>
<Intake Worker's title>

2d. Deferred - Project cost



<Applicant Name>
<Applicant Address>

<Date>

Subject: Application Deferred - Project cost exceeds program allowance

Dear <Applicant Name>,

We have reviewed your eligibility for home repairs through the Built to Last program and regret to inform you that after careful consideration, we have determined that we will not be able to do any work at your home.

The estimate to <insert proposed repairs> is <insert cost>. Unfortunately, this cost exceeds our program's capacity, including partnerships with other repair programs. We very much regret being unable to provide further assistance. For this reason, your home repair project with the Built to Last program has been closed. If you are able to secure additional funding we may revisit the possibility of reopening your project.

We recommend that you apply for the Restore, Repair, Renew (RRR) program through Clarifi. The Restore, Repair, Renew program is a low-interest loan to help Philadelphia homeowners pay for home repairs. You may contact Clarifi by calling (215) 563-5665.

Best regards,

<name>
<title>

2e. Deferred - Project on hold



<Applicant Name>
<Applicant Address>

<Date>

Subject: Application Deferred - Project on hold

Dear <Applicant Name>,

This letter is to inform you that your enrollment in the Built to Last program has been placed on hold because of <insert reason(s) for project being on hold>. In order to proceed with work at your home you will need to take the following actions:

- <insert Action 1>
- <insert Action 2>
- <insert Action 3>

These actions must be completed by <insert date> for your project to move forward. If you are unable to meet this goal, the project will be closed. If the actions are completed by the deadline, please reach out to <contact person> at <phone number>.

Best regards,

<name>
<title>