

Claims Payout

When a consumer leaves an apartment and there have been damages or unpaid rent, a landlord may submit a request for reimbursement. During this process a letter is sent the client to inform them of the claim by the landlord, so they may refute the claim. A letter is also issued to the landlord that acknowledges receipt of the claim and requests from the landlord any additional information or documentation needed to process the claim. Claim review: When the landlord submits all the documentation requested and the client is not disputing the claim the case is reviewed for reimbursement approval denial based on the submitted documentation. If approved, paperwork is sent to DSS Fiscal for claim payment and processing in the HUT system. The check is forwarded to the regional office, which approved the payment to be sent to the landlord. Letters of denial are also sent to landlords for claims that do not meet program criteria.