**Section 378.116 Required Notifications and Correspondence**

With respect to any program covered by the IL ERA Act, the Authority shall ensure it communicates clearly with an applicant about the application determination process, including acceptance, status of a pending application, and any reason for denying an application.

a) The Authority will provide notice to an applicant upon finding that a submitted application is defective or should otherwise be considered ineligible, denied, or rejected. Applications lacking information necessary to determine whether an applicant meets the eligibility criteria will be considered ineligible and denied, or rejected. This would include applications whereby the Authority is unable to perform identity verification, address verification, income verification, employment status, lease and rent information, or rental property ownership information.

b) The notice from the Authority will explain the reason why an applicant's submitted application is defective or should otherwise be considered ineligible, denied, or rejected.

c) The notice will contain the necessary information, process, accepted method, and deadline for the applicant to remedy any defective or deficient application, provided that remedy is possible.

d) All notice and correspondence required to be provided by the Authority will be given promptly and without unnecessary delay to any applicant.