

HPD Division of Tenant Resources (DTR) Changes for Owners: COVID-19 HUD Waivers Expiring 03/01/2022

To Owner of unit(s) subsidized by an HPD Rental Assistance Program:

On March 1st, 2022, HUD's COVID-19 waivers will expire. This means that HPD's policies will be changing, and that many waiver flexibilities will no longer be in use.

A summary of these changes is below. To learn more about how HPD is accommodating tenants and owners during the COVID-19 pandemic, visit www.nyc.gov/hpd/dtr-forms.

A. HPD's Virtual Operations

1. Communicating with HPD Staff

- a. HPD is operating virtually. HPD's Client Services Office at 100 Gold Street remains closed until further notice.
- b. The best way to submit documents is to upload them to the DTR Portal. See #2 below for more information.**
- c. At this time, email is the best way to reach HPD staff.**
 - i. If you want to email rather than upload documents, please do so securely. Instructions for encrypting emails are available here: www.nyc.gov/hpd/dtr-forms
 1. Email completed Landlord Packages, Change of Ownership or change address requests to S8landlords@hpd.nyc.gov.
 2. Email rent increase requests to DTROS@hpd.nyc.gov
 3. Email questions about enrollment or use of the Owner Portal to DTROwnerServices@hpd.nyc.gov
 4. Email questions about HQS inspections and failures to HQS@hpd.nyc.gov
 5. Email signed HAP contracts and leases to DTRInitials@hpd.nyc.gov
 6. For information about the Mainstream, FUP, VASH, and Project-Based Programs (PBV, Mod Rehab, Continuum of Care programs: Mod SRO and SPC, NYC 15/15): email PBV@hpd.nyc.gov



2. DTR Owner Portal

- a. You can submit documents through the Owner Portal or via encrypted email.
- b. HPD's DTR Portal (<https://www.nyc.gov/dtrownerportal>) can accept document submissions even if you have not enrolled in the DTR Owner Portal. You can access the portal and instructions at: <https://www1.nyc.gov/site/hpd/services-and-information/dtr-owner-portal.page>.
- c. The DTR Owner Portal provides owners with access to detailed information and documentation related to assisted tenancies in their portfolio. This includes HQS notices, check registers, etc. Owners and property managers are encouraged to enroll.

3. Email Encryption

- a. In order to protect your privacy, email communication may be encrypted.
- b. Encryption means that when you communicate with HPD by email, your information is kept safe and private. When requesting documents, HPD will send you an introduction email with instructions on how to view or send encrypted emails. You can also view these instructions and a list of email addresses at www.nyc.gov/hpd/dtr-forms.

4. Digital Signatures

- a. HPD now accepts digital signatures.
- b. It may be difficult to print and scan documents at this time. As an accommodation, HPD will accept your digital signature. This means that you may either:
 - i. Print the document, sign it with a pen, and either take a photo of the complete document or scan it and email it to HPD; OR
 - ii. Use the "Fill & Sign" option to electronically add your signature to a form you receive from us. Instructions on how to use the "Fill & Sign" option are available on HPD's website at www.nyc.gov/hpd/dtr-forms.

B. Moves (for Section 8 program participants ONLY)

Starting March 1st, 2022 HPD will resume reviewing regular move requests.



C. Enforcement Action

1. As of March 1st, 2022, HPD is resuming enforcement action.
2. **Participant Conferences**
 - a. Participant conferences will be held virtually. If a household fails to attend a virtual conference that may lead to termination of subsidy, **an in-person conference will be scheduled before termination action is initiated.**
3. **HQS**

- a. If you are the owner of a unit that failed an HQS inspection between March 1, 2020 and December 31, 2021, and you have not validly certified the correction of HQS failures, you must do so now in order to avoid Housing Assistance Payment (HAP) abatement effective March 1, 2022.
- b. To certify the failure has been corrected, you must complete the Certification of Correction (CCR) form and submit it to HPD. You can do this by:
 - i. Faxing the completed form to (212) 863-8622.
 - ii. Mailing the completed form to:
Housing Preservation and Development, City of New York
100 Gold Street, Room 4N
New York, NY 10038
 - iii. Submit an eCertification. You can find more information at:
<https://www1.nyc.gov/site/hpd/services-and-information/ecertification.page>

CCR forms differ by failure/violation type. To find the Certification of Correction form that is correct for the failure/violation that you are certifying, please refer to:
<https://www1.nyc.gov/site/hpd/services-and-information/clear-violations.page>

- c. Questions about appointments and correction time periods should be directed to Code Enforcement at:
For Brooklyn, Queens, and Staten Island: 212-863-5416
For Manhattan and the Bronx: 212-863-5502
- d. Certification questions should be directed to the Code Enforcement Borough Offices:
<https://www1.nyc.gov/site/hpd/contact/borough-service-centers.page>
Questions about Section 8 HAP abatements, HAP re-instatements and requests for new inspections should be directed to the HQS Unit at 917-286-4300. As of January 2019, owners and property owners may view inspection notices and inspection failure details through the DTR Owner Portal: <https://a806-asap.nyc.gov/HPDPortal/#/login>
HQS inspections that are conducted on January 1, 2022 and every day moving forward will follow HPD's normal business processes. If you receive a notice in the mail from HPD informing ₃



you of a failed inspection, you must correct the failure in accordance with the policies and timelines identified in the notice to be in compliance and avoid HAP abatement.

- e. Tenant-caused HQS failures:
 - i. Effective March 1st, 2022, tenant-caused failures and tenant failure to provide access will be enforced *prospectively*.
 - ii. In other words, tenant-caused failures and tenant failure to provide access will only be enforced if the inspection attempt resulting in the failure occurred on or after March 1st, 2022.

4. Required Moves (for Section 8 program participants ONLY)

- a. Starting March 1st, 2022, **HPD will begin requiring households to move for reasons outlined in section 14.2 of HPD's Administrative Plan (owner non-compliance, long-term HAP abatement, overcrowded, overhoused) as well as for absence from the unit for greater than 180 days.**
 - i. For households who abandoned, relinquished, or were evicted from the unit before December 31st, 2021:
 - 1. If the household **does not have an active move voucher, and has not received a Required Move notice**: they will be sent a Required Move notice. This notice will inform the household that their subsidy will be terminated unless they request a move voucher. If they do not respond to the Required Move notice within 15 days, then HPD will begin the process of terminating their subsidy.
 - 2. If the household **does have an active move voucher, and has not received a Required Move notice**: upon expiration of the household's active move voucher, they will receive a Required Move notice. This notice will inform the household that their subsidy will be terminated unless they request a move voucher. If they do not respond to the Required Move notice within 15 days, then HPD will begin the process of terminating their subsidy.
 - 3. If the household **does have an active move voucher, and has received a Required Move notice**: the household must either use the voucher by the voucher's expiration date or request an extension (the request form can be found at www.nyc.gov/hpd/dtr-forms). If they do not, HPD will begin the process of terminating their subsidy.

