Human Resources Administration
Department of Homeless Services
Department of Social Services

CityFHEPS Renewal
Frequently Asked Questions

Do I have to renew my CityFHEPS?

Yes. You must renew your CityFHEPS subsidy. We will send you a renewal application five months before the end of the subsidy year. When you get your renewal application you will have to send it back to us and:

- Confirm that you are still living in your CityFHEPS apartment
- Confirm your household size
- Submit updated income information

If you do not return the renewal application and any supporting documents by the first deadline, we will send you one warning notice.

If you don't send us what we need by the deadline on the warning notice, we will not be able to process your renewal application within 30 days before the end of the subsidy year. You and your landlord will receive a final termination notice.

What if I return my renewal late?

Sending us your renewal late (after the final termination notice) could have some negative impacts. You could end up in housing court and be at risk of losing your housing.

But, if your late renewal application gets to us within one year past the end of the subsidy year, and longer if there is a good cause reason, we may be able to renew or restore the subsidy.

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How do I submit my CityFHEPS renewal?

Submitting online through ACCESS HRA (AHRA) is the easiest and fastest way to submit your CityFHEPS renewal application.

Submit Your Renewal Form

- Go to www.nyc.gov/accesshra or use the ACCESS HRA (AHRA) mobile application.
- Log in to your account or create an account if you do not already have one.
- Link your cases to your account if you have not already done it yet.
- Scroll to **Active Cases & Applications In Progress**.
- Find your CityFHEPS case card and click the "**Renew**" button.
- Fill out all the renewal information and submit your renewal form.

Submit Required Documentation

Upload documents on the AHRA mobile app to verify any changes in your living situation such as changes in income, resources, rent, utilities, family size, child care costs and any other changes.
More Info: www.nyc.gov/hradocs

Unable to Submit Online?

If you cannot use AHRA to send us the additional information or documents that we asked you to give us, you can email, mail, or deliver copies of the documents:

Email: CityFHEPSrenewals@hra.nyc.gov

Mail or deliver: CityFHEPS
NYC Human Resources Administration
109 East 16th Street
New York, New York 10003

No matter how you submit, once the agency receives your renewal, we will confirm that we received it. If you submit online, which is the easiest and fastest way, you will receive confirmation right away that you submitted it.

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What if there is a change in my family size?

If someone leaves your household, the maximum rent amount that your household is eligible for may go down. If this happens, you might have to transfer to a new apartment with a lower rent.

If your household size gets bigger, and your unit is too crowded, you may apply for a good cause transfer to move to a larger unit by going to your local Homebase program.

How much income can my household have?

Your household can have gross income up to 80% of the Area Median Income (AMI) and still qualify for a CityFHEPS renewal.

Do I need to have a new lease to renew CityFHEPS?

You are not required to have a renewal lease with the landlord to continue in the CityFHEPS program. As long as you are still eligible for CityFHEPS and renew the subsidy, the program will continue.

How do I get my CityFHEPS rent increased?

If your rent goes up, we might be able to increase the subsidy. You will have to show us a new signed lease with the higher rent amount. Please give us the new lease when you send in your renewal form. If you moved into your apartment before January 2022, please also give us a completed Landlord Utility Information Form.

What is the Landlord Utility Information Form and why does HRA need it?

HRA will not pay the amount for an apartment with utilities if some or all utilities are not being provided by your landlord. Landlords must fill out a Landlord Utility Information Form to tell HRA which utilities, if any, are being provided.

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What is a utility allowance and a utility payment?
Any utilities paid by a tenant will be subtracted from the subsidy amount that HRA will pay the landlord. The amount that is subtracted is called a "utility allowance." If some or all utilities are not covered in your rent, and your rent is less than the maximum allowed, you will receive an allowance for those utilities. The utility allowance is based on the typical cost of utilities and services paid by households of various unit sizes.

If your utility allowance is more than the amount of your household share, any remaining amount will be mailed to you so that you can use the money to pay for your utilities directly. This amount is called a "utility payment."

For more information, please go to the DSS CityFHEPS website at https://www.nyc.gov/site/hra/help/cityfheps-documents.page.

How long can I get CityFHEPS for?
You can receive CityFHEPS for a total of five years. This includes any time that you may have gotten payments from the old rental assistance programs (CITYFEPS, LINC, SEPS or Pathway Home).

This five-year limit does not apply to all households. If your household includes someone who is 60 years old or older, or an adult who receives federal disability benefits, there is no time-limit. Also, in certain circumstances, we may extend your subsidy beyond the five-year limit for good cause.

When you are approaching your five-year limit, we will mail you an application for good cause renewal.

Renewals are always subject to households continuing to meet eligibility requirements and the continued availability of funding.