# Statewide CityFHEPS Frequently Asked Questions for Landlords and Property Owners

**What is the Statewide CityFHEPS program?**
CityFHEPS is a rental assistance supplement program to help individuals and families find and keep an apartment anywhere in New York State. The program is administered by the Department of Social Services (DSS), which includes both the Department of Homeless Services (DHS) and the Human Resources Administration (HRA).

CityFHEPS rent levels for apartments are indexed to the local standard.

**What are the benefits of participating in CityFHEPS for landlords and brokers?**
Under CityFHEPS, you will receive:

- Rents for apartments that are based on apartment size and indexed to FMR for one-year leases.
- For new apartments, the option to receive the first month's rent in full, plus the next three (3) months' rent supplement up front.
- Monthly rental assistance payments from DSS/HRA for up to five (5) years if your tenant continues to meet eligibility requirements and you remain in compliance with program requirements with additional extensions beyond five (5) years available for "good cause."

**What incentives are available?**
The following incentives may also be available:

- A broker's fee up to 15% of the annual rent.
- Access to the Special Supplemental Assistance Fund of up to $3,000 for any costs not covered by the security voucher after the tenant leaves.

**Who is eligible?**
All households with a valid CityFHEPS shopping letter in shelter or in the community can move outside of NYC. Current CityFHEPS participants approved for a good cause transfers may also relocate.

**Can CityFHEPS be used for room rentals outside of NYC?**
No, only apartments can be rented.

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**Are the maximum rents the same outside of NYC?**
CityFHEPS rents outside of NYC are set to the local standard. Utility allowance rates are also different for Westchester County and the remainder of the State.

To see the CityFHEPS rent schedule for outside of NYC, please go to the DSS CityFHEPS website at https://www1.nyc.gov/site/hra/help/cityfheps-documents.page

**What requirements does the apartment have? Is an apartment review required when moving outside of NYC?**
Apartments or homes must follow all local maintenance codes and ordinances.

An apartment review is required, and DHS or provider staff conduct walkthroughs utilizing a comprehensive apartment review checklist for all units within New York City and in the New York State counties of Nassau, Rockland, Suffolk, and Westchester. Apartments in all other counties will require a virtual walk-through. There is no pre-clearance process for apartments outside of NYC. DSS performs an ownership check after the entire package is submitted.

**What if the apartment fails the review?**
If the apartment fails review, but corrections are made in a timely manner and the apartment passes a second review or obtains a Certificate of Correction for the conditions from the local authority, the apartment may still be approved.

**How much will I receive from the supplement?**
Part of the rent will be covered by the CityFHEPS rental assistance supplement. If the tenant has income, they will also pay a portion of their income as rent.

The amount of a household's CityFHEPS rental assistance supplement will depend on household income, the number of people in the household, and the current CityFHEPS program maximum rent, indexed to the Section 8 standard adopted by the New York City Housing Authority (NYCHA).

The amount of the household's CityFHEPS rent supplement is decided when the household's CityFHEPS application is approved by DSS and reevaluated at each renewal. In general, the CityFHEPS rent supplement will not change during the first year of the program, except in very limited circumstances.

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**What is the unit approval and leasing process?**
There are several steps to the unit approval and leasing process for apartments outside of New York City. First, an apartment must pass a virtual or physical walk-through. If the unit passes the walkthrough, the tenant's housing specialist or case worker will prepare the housing packet and also schedule a lease signing for you and the tenant.

The lease must be signed by both you and the tenant in order for the packet to be reviewed. The lease must reflect the complete address of the unit, including the unit number.

Once the packet is complete and submitted, it undergoes a final review of ownership by DSS. If the packet is approved, a key exchange is scheduled by the tenant's housing specialist or case worker. At the key and check exchange, you must provide the tenant with keys for the unit they were shown, which must be the same as the unit indicated on the lease. At the key and check exchange, you will receive several checks for the first several months of rent for the unit. You will also be provided with the security voucher.

**What help is available once my tenant moves in?**
For program information and payment inquiries, contact the HRA Rental Assistance Call Center, Monday-Friday from 9 AM to 5 PM at 718-557-1399.

**How do the monthly payments work?**
DSS will issue a check to the landlord each month for the CityFHEPS portion of the rent.

**Am I able to charge late fees? Can I evict a tenant over late fees?**
As long as the payment is made in the month that the rent is due, it is not considered late.

As per State law, a landlord cannot take the tenant to housing court successfully just for late fees. The landlord also cannot take the tenant to small claims court for late fees charged for the CityFHEPS portion of the rent.

**Is there an annual renewal process? How can does the annual renewal work outside of NYC?**
Yes, tenants must renew their participation in the CityFHEPS program annually. DSS will recalculate the tenant contribution of a participant based on their current income when they renew. Although CityFHEPS landlords are not required to renew their tenants in the program unless otherwise required to do so by law, a landlord who does not offer their CityFHEPS tenant a renewal lease will not be eligible for financial incentives to place another tenant in the same unit, unless there was good cause not to renew. The renewal can be emailed or mailed to DSS.

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**Are there additional CityFHEPS requirements?**
Under the CityFHEPS rules, side deals are strictly prohibited. Landlords must not demand, request, or receive any amount above the rent or reasonable fees as stipulated in the lease or rental agreement regardless of any changes in household composition.

Additionally:

- Landlords are required to accept the HRA security voucher in lieu of a cash security deposit and may not request any additional security from the client.
- Landlords must not move a household from one unit to another without the prior written approval of both HRA and the household.
- Landlords must notify HRA within 5 business days of learning that the household no longer resides in the unit towards which CityFHEPS rental assistance is being applied.
- Landlords must notify HRA within 5 business days if any legal proceeding affecting the program participant's tenancy is commenced.
- Landlords must notify HRA promptly if the landlord, owner of the subject premises, or the management company changes.