

Emergency Housing Voucher (EHV) Program: Locating the Voucher and PIN Letter on the NYCHA Self-Service Portal



NYCHA's Eligibility and Voucher Issuance

- Once application is complete, if an applicant is eligible for EHV assistance, NYCHA **emails the applicant and caseworker** an email with the voucher, rental PIN letter, link to an online EHV briefing video, a PDF of the EHV briefing deck and other information.
 - The voucher and PIN Letter are also available online through the NYCHA Self-Service Portal.
 - The PIN letter allows for the landlord to complete and submit the rental packet online through the Owner Extranet.
 - The EHV voucher holder may also opt-out for a paper rental packet by calling NYCHA's Customer Contact Center at (718) 707-7771.
 - If the EHV voucher holder opts out for a paper rental packet, then the PIN Letter is no longer valid and the paper rental packet must be used to complete the rental process.

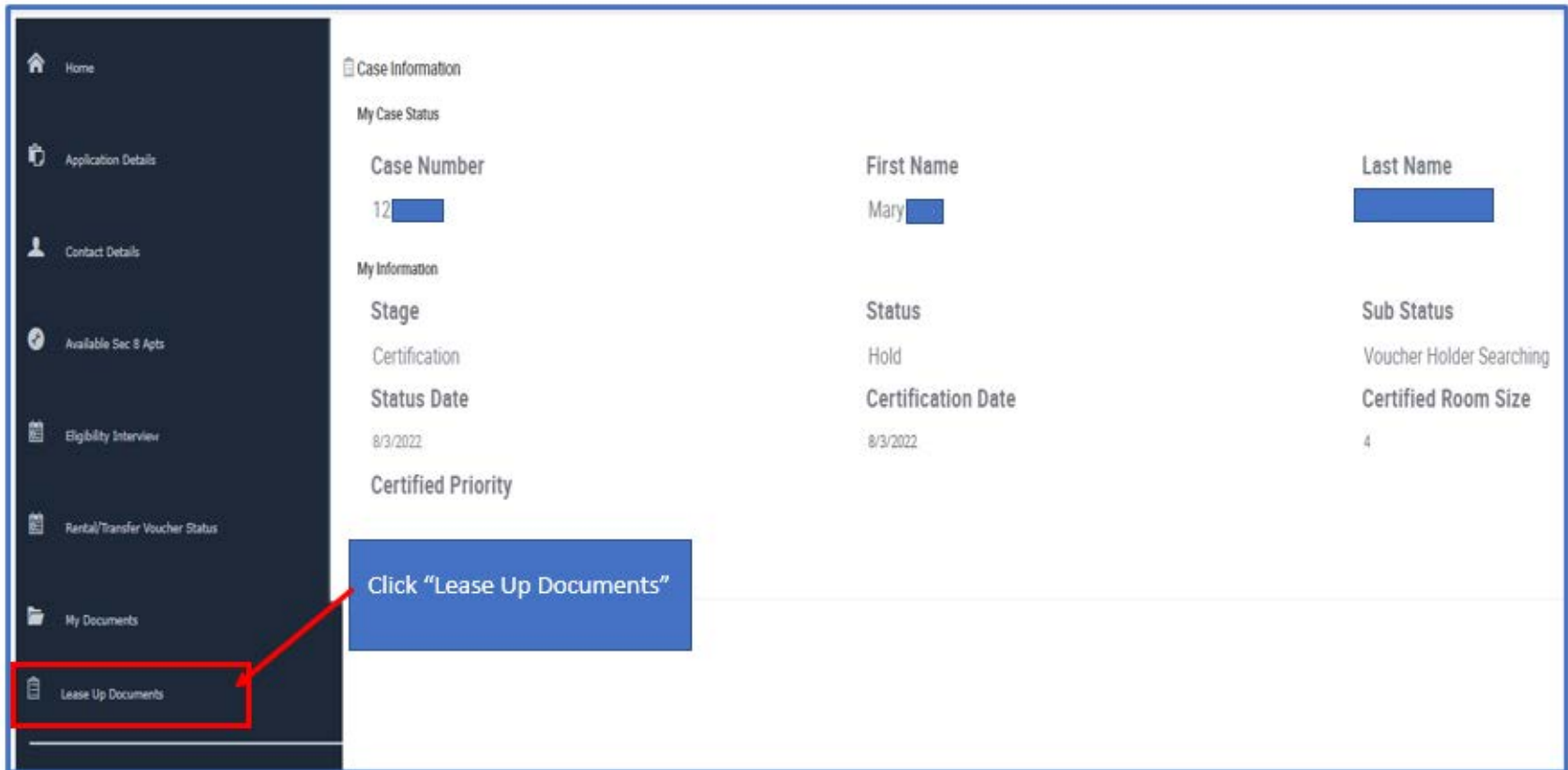
Locating the Voucher and PIN Letter (1/3)

- NYCHA EHV voucher holders should log into their NYCHA Self-Service Portal Account and click on “Manage Your Account”

The screenshot shows the NYCHA Self-Service Portal interface. At the top, it says "Hi Mary [redacted], welcome back." Below this is a navigation bar with links for "FEEDBACK", "ACCESS NYC", "QUICK LINKS", and "NEWS LETTER". The main content area is titled "Your Section 8 Application" and contains three input fields: "Your Case Number" with the value "12", "Your Case Status Voucher Holder Search", and "Head of Household" with the name "Mary". A black button labeled "Manage Your Account" is positioned below the "Head of Household" field. A red arrow points from a blue callout box labeled "Click 'Manage Your Account'" to this button. At the bottom of the page, there is a disclaimer: "©2016 - New York City Housing Authority. Disclaimer: NYCHA is not responsible for any data transmission errors that may occur as a result of the Internet browser or personal equipment used to access the portal." and social media icons for Facebook, Twitter, and YouTube.

Locating the Voucher and PIN Letter (2/3)

- Next, the NYCHA EHV voucher holder should click on “Lease Up Documents” (located on the lower left-hand side of the screen)



The screenshot displays the NYCHA EHV portal interface. On the left is a dark sidebar with a list of menu items: Home, Application Details, Contact Details, Available Sec 8 Apts, Eligibility Interview, Rental/Transfer Voucher Status, My Documents, and Lease Up Documents. The 'Lease Up Documents' item is highlighted with a red box, and a red arrow points from it to a blue callout box containing the text 'Click "Lease Up Documents"'. The main content area shows 'Case Information' with fields for My Case Status, Case Number (12), First Name (Mary), Last Name, My Information, Stage (Certification), Status (Hold), Status Date (8/3/2022), Certified Priority, Status (Hold), Certification Date (8/3/2022), and Sub Status (Voucher Holder Searching). The Certified Room Size is listed as 4.

Locating the Voucher and PIN Letter (3/3)

- The voucher and PIN Letter can be found on the list of documents under the section labeled “View/Print Documents”
- The NYCHA EHV voucher holder needs to click the “Next” button to scroll through the list of documents until the voucher and PIN Letter become visible on the screen.
- Click on “View Document” to view the voucher or PIN Letter and print out the document.

My Lease Up Service Requests

Service Request Number	Type	Sub-Type	Status	Sub-Status	Resolution
1- [REDACTED] 90	Lease Up	Rental	Open	Closed Briefing	

View/Print Documents

Document Name	Status	Requested For?	Expected Date	Received by NYCHA	View/Print Document
Affidavit of Income for Active Family Mem...	Pending Response		8/3/2022		View Document
Third Party Verification Consent to Release	Pending Response		8/3/2022		
Affidavit of Income Cover And Instructions	Sent				
Approved Voucher PIN Letter	Evaluated				View Document
Housing Choice Voucher Program Voucher...	Pending Review				View Document

Click “Next” until the “Approved Voucher Pin Letter” and “Housing Choice Voucher” is visible on the screen

PAGE UP PREVIOUS **NEXT** PAGE DOWN