

Emergency Housing Voucher Recertification Termination Intervention Guide



Each year, [Emergency Housing Voucher](#) (EHV) (and Housing Choice Voucher/Section 8) participants must submit income, asset, expense, and family composition information to the New York City Housing Authority (NYCHA) or the New York City Housing Preservation and Development Department (HPD) to demonstrate continued eligibility for the program.

Components to be reviewed at annual recertification include: 1) updated release and consent forms; 2) changes in income, assets, deductions, expenses; 3) changes in family composition/size; 4) verifying the utility allowance is correct; 5) verifying the payment standard is correct. For more detailed information on annual recertification requirements, please see the [Emergency Housing Voucher Recertification Quick Guide](#).

If an EHV participant does not submit required recertification forms and supporting documentation within the timeframe provided by NYCHA (within 30 days of receiving online recertification notification letter) or HPD (within 30 days of the notice date (mailed), the participant **will face termination from the program**.

There are multiple steps in the termination process and a participant has multiple opportunities to stop termination from moving forward by completing and submitting the required forms.

The steps in the termination process and actions to take if someone you're working with is facing termination are outlined below.

Please note: for any EHV participant facing termination, the first contact should always be NYCHA or HPD for assistance and to update NYCHA and HPD on the status of the recertification packet and supporting documentation. Please see contact information below.

NYCHA	HPD
Recertification Resources & Contact Info	
<p>For assistance with NYCHA Recertification, voucher holders should visit a Walk-In Center or call the NYCHA Customer Contact Center at 718-707-7771. See more info below.</p>	<p>For assistance with HPD Recertification, voucher holders should call 917-286-4300. HPD voucher holders can also request an appointment for someone to assist them in completing the package. See more info below.</p>
<p>NYCHA offers in person help with online annual recertifications at the Walk-in Centers listed below, Monday-Friday, only between the hours of 8:00am-3:00pm.</p> <p>NYCHA's Walk-in Centers:</p> <ul style="list-style-type: none"> ○ 478 East Fordham Road (1 Fordham Plaza), 2nd Floor Bronx, NY 10458 ○ 787 Atlantic Avenue, 2nd Floor Brooklyn, NY 11238 	<p>You can request recertification assistance through Client Services office:</p> <ul style="list-style-type: none"> • 917-286-4300 • Email: DTRAI@hpd.nyc.gov or DTRProd@hpd.nyc.gov <p>HPD makes referrals to CBOs for elderly and disabled households.</p>

Recertification and Termination Process

Please see the [Emergency Housing Voucher Recertification Quick Guide](#) for more information on the recertification process.

NYCHA will notify each EHV participant of recertification requirements via mail **five** months before all recertification forms are due.

The notice from NYCHA instructs the participant to log into their Self-Service Portal account and complete the online annual recertification.

HPD will notify each EHV participant of recertification requirements via mail **four** months before the one-year anniversary of participation.

The packet will contain all forms required and how to submit.

If an EHV participant does not complete their annual recertification within 30 days of the annual recertification notice for NYCHA (regular mail) OR within 30 days of the annual recertification notice (regular mail) date for HPD, NYCHA and HPD will begin the termination process.

NYCHA sends the following notices as part of this process:

1. Request for Additional Information to request the missing information.
2. NYCHA sends three termination notices before terminating assistance – TW-1, T-1 Notice, and T-3 Notice.

Each termination notice lists the outstanding documents needed for each family member.

HPD sends the following notices as part of this process:

1. Request for Additional Information to request the missing information. This notice requests the missing information to be submitted within 15 days.
2. Pre-termination notice
3. Termination notice

Each termination notice lists the outstanding documents needed for each family member.

- TW 1 – this is a warning notice letting them know NYCHA has started the process for terminating their subsidy and giving them **15 days** to respond with the outstanding documents.
- T 1 Notice – notifies the participant that NYCHA will terminate the subsidy and gives them an opportunity to request an informal conference or an impartial hearing. The notice requires participants to respond within **20 days** of the date on the T-1 Notice.
- T 3 Notice – default termination notice; notifies the participant NYCHA will terminate their subsidy within 45 days and gives the participant the option to request an impartial hearing. Any request for an impartial hearing must be received by NYCHA less than **45 days** from the date of the T-3 Notice.
- NYCHA also informs the landlord about termination of Section 8 benefits by sending a T-4L Notice.

- Pre-Termination notice- warning notice, indicates what is missing and ability to request a conference with DTR staff for assistance. This notice provides **15 days** to respond with the requested documents or submit a request for a conference appointment.
- Termination notice- indicates the reason for termination and communicates the ability to request an appeal of DTR's decision. This notice provides the opportunity to request an appeal within **30 days**.
- Owner Termination notice- notifies the owner of the date that rent subsidy payments on behalf of the tenant will end.

NYCHA and HPD may conduct additional outreach such as:

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| <ul style="list-style-type: none"> • Robo Calls and reminder notices • Outreach calls and online assistance | <ul style="list-style-type: none"> • Phone calls • Email reminders |
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Informal Hearing

NYCHA participants facing termination of Section 8 assistance must timely request an informal conference and/or impartial hearing in response to a T-1 or T-3 termination notice, if they wish to challenge or discuss the basis of their pending termination.

If the participant requests an impartial hearing in order to resolve a termination or rent grievance issue, a conference will be scheduled. If the participant is not satisfied after the informal conference, NYCHA may schedule an impartial hearing. If the informal conference resolves the issue, NYCHA will not schedule an impartial hearing.

NYCHA will send written notice to the participant of the hearing date, along with a copy of the hearing procedures. If the participant makes a timely request for a hearing, then NYCHA will continue to make housing assistance payments while the hearing is pending.

The Hearing Officer may make the following dispositions: 1. Termination of subsidy;
2. Termination of subsidy on a certain date unless specified conditions have been corrected or fulfilled; or 3. Continuation of subsidy.

NYCHA will notify the participant and their representative if the NYCHA Board conducts a review. The Board will issue a written statement if its determination is less favorable to the participant than the Hearing Officer’s determination.

HPD offers numerous ways for program applicants and participants to clarify, resolve, review, and appeal matters and decisions concerning their eligibility to receive Section 8/EHV rent subsidies. These include informal reviews, conferences, and informal hearings, which may be conducted in person, virtually (by mail, email, or video call), or over the phone. HPD’s procedures for conducting informal reviews, conferences and informal hearings remotely are [detailed here](#).

A conference is used as a preliminary step to resolve matters leading to termination of a participant’s subsidy or denial of an applicant’s application for subsidy. Informal reviews concern denials of assistance to applicants (including voucher holders), and an informal hearing is an appeal of termination or subsidy determination for a participant.

Families may request a conference within 15 calendar days from the date of the notice. HPD’s policy is that families are given 30 calendar days from the date of the notice of adverse action to request an informal hearing or review. Documentation to resolve the termination may be submitted to DTR up to the effective date of the termination.

HPD will not provide notices of pre-termination or denial if two notices for request for information have gone unanswered for program applicants.

If you are working with someone who has already been terminated from the EHV program, please call the NYCHA Customer Contact Center to confirm the termination. If the person is terminated, then the participant may request restoration – see section below.

If you are working with someone who is within the 30 days following the issuance of the termination notice, they should immediately contact HPD to request an appeal. Requested documents should be submitted with the appeal request.

If you’re working with someone who is past the 30-day window, they should request reinstatement (see section below). Requested documents should be submitted with the reinstatement request to expedite the determination.

Subsidy Reinstatement

NYCHA will consider reinstatement of EHV/Section 8 assistance if certain conditions are met. Former participants should request restoration immediately upon learning their EHV/Section 8 benefits have been terminated.

Former participants can obtain a restoration request form and restoration packet by calling NYCHA's Customer Contact Center or by visiting a NYCHA Walk-in Center.

A restoration request form and packet must be returned to NYCHA within 30 days with all required supporting income documentation.

HPD will consider reinstatement of subsidy when the household acts to resolve the issue motivating termination of subsidy within the timeframes for failure to submit a recertification package.

If the request for **reinstatement is received within a year from the termination effective date** and the household has met all of HPD's requirements for reinstatement within a year of the termination of effective date, HPD may reinstate subsidy. The date of subsidy reinstatement will be based upon the effective date of subsidy termination.

If the request for reinstatement is received **more than a year from termination effective date but not more than two years of the termination effective date**, and the tenant has met all of HPD's requirements for reinstatement during this time period, HPD may reinstate subsidy prospectively (e.g., going forward).

In these circumstances, households must provide documentation that shows good cause for their failure to respond to the request within the initial time-frame. Good cause may include the following:

- mailing issues;
- hospitalization and/or serious medical conditions;
- incarceration;
- travel; or
- serious family emergency or other exigent circumstances.

Requests for reinstatement that are received more than two years and within three years after the termination effective date must go through HPD's Reasonable Accommodation process (see Section 2.3 of [HPD's Administrative Plan](#)).

Requests for reinstatement beyond three years from termination effective date will not be considered.