



Move or Transfer Request Procedure for Supportive Subsidized Housing Tenants

August 2025

Tenants living in supportive and subsidized housing units may have needs for accommodation where the requested accommodation is moving or transferring to another housing unit. This procedure delineates how housing providers may request approval for tenants to move to a new unit with supportive services from the applicable contracting agency and outlines the steps that a tenant must go through to receive approval from the HPD's Division of Tenant and Owner Resources (DTOR) for any applicable changes to the rental subsidy and continuing supportive services within a new unit.

This procedure applies **only** to tenants of units that have a NYC Department of Housing Preservation and Development (HPD) rental subsidy **and/or** who are receiving support services from a provider in contract with the New York City Health Department (referred to as NYC Health) and monitored by the Bureau of Mental Health or NYC Department of Social Services (DSS). This procedure does not apply to units with supportive services licensed or contracted by the New York State Office of Mental Health.

To be considered eligible to move/transfer to another unit, the tenant must be found eligible for a rental subsidy transfer by HPD **and** be approved for continued supportive services via either the Supportive Housing (2010E) determination process **or** by NYC Health's Bureau of Mental Health where applicable.

Approval that a tenant is eligible for a transfer and a determination that the tenant continues to qualify for supportive services do not alone guarantee that a tenant will be able to move into a new unit. For the tenant to move there must be an available unit that meets the following:

- Tenant's family composition
- Tenant's supportive service needs
- Tenant's geographic needs
- Unit's subsidy funding criteria for the unit they are moving to
- Tenant's accessibility needs

Listed below are the type of requests that can be submitted by housing providers and tenants to HPD's Division of Tenant and Owner Resources (DTOR) to determine if an applicant with rental assistance is eligible for a transfer. **All request types need to fit into one of the categories below.** If there are additional reasons a tenant wants to transfer, the Provider should reach out to their contracting Agency to receive technical service support in maintaining the tenant's current tenancy.

1. Request for Reasonable Accommodation (RA) of a disability
 - a. Reasonable Accommodation Request form:
<https://www.nyc.gov/assets/hpd/downloads/pdfs/services/request-for-reasonable-accommodation-form-english.pdf>
2. Violence Against Women's Act (VAWA)
 - a. Federal subsidy program, VAWA Accommodation Request form:
<https://www.nyc.gov/assets/hpd/downloads/pdfs/services/vawa-accommodation-request-form-faq-english.pdf>
 - b. NYC 15/15 Domestic/Intimate Partner Violence Accommodation Request form:
<https://www.nyc.gov/assets/hpd/downloads/pdfs/services/nyc-15-15-domestic-violence-accommodation.pdf>
3. Change in family/household composition:
 - a. Request to add household member form:
<https://www.nyc.gov/assets/hpd/downloads/pdfs/services/request-add-household-member.pdf>
 - b. Request to remove household member form:
<https://www.nyc.gov/assets/hpd/downloads/pdfs/services/request-to-remove-household-member.pdf>
 - c. Submit request form to PBV@hpd.nyc.gov

In all cases, the Tenant submits the appropriate request form to HPD for approval, which DTOR will review within 30 days of receipt. Once DTOR approves the request, the Tenant will need to work with through their project owner, management company and service provider on the steps below.

Step 1: the owner, management company and service provider seek to identify a unit within their portfolio.

HPD DTOR will reach out to the management company to see if they have any units within their portfolio available for the transfer. If a unit within the portfolio is identified, the current service provider will coordinate transfer between their programs and inform the contracting agency of the transfer.

- ***Change in service population:*** If the new unit has a different service contract or different population from the originally occupied unit, send a current psycho-social evaluation and the most recent service plan along with a justification for the move to service provider' program specialist at NYC Health or the contracting agency. Youth populations can be approved for new service populations that required homelessness at move-in.
- ***Rental subsidy:*** Once a unit is identified, reach out to HPD's Rental Subsidy & Supportive Housing Coordination (RSSHC) team so they can confirm if the tenant can apply for the rental subsidy that is attached to that unit. Once confirmed, follow the steps in the section below called **Rental Subsidy Process**. HPD must approve rental subsidy eligibility before a move can take place.

Step 2: Transfers to a unit in a building under *different* owner, management company or social service provider portfolios can only be requested if the owner, management company or social service provider has **been unable to identify an eligible unit that meets the household size or service population within their own portfolio:**

Referrals to a new service provider are predicated on the tenant's understanding that they have been found to continue to need supportive services. The new providers will have the opportunity to discuss the services with the tenant at the apartment viewing and has the option to not accept a tenant who no longer wants supportive services.

NYC Health, or the contracting agency, will assist with trying to identify a new unit that meets the tenants needs.

- **Supportive Services Determination:** The social service provider will work with the tenant to submit a new Supportive Housing Determination application and inform their program specialist at NYC Health or the contracting agency of the tenant's request to move. Follow the steps below in the section called 'OSAHS Reviews Eligibility' on how to submit for a new Supportive Housing Determination letter.
- **Rental subsidy:** Once a unit is identified, reach out to HPD's Policy and Rental Assistance team so they can confirm if the tenant can apply for the rental subsidy that is attached to that unit. Once confirmed, follow the steps in the section below called **Rental Subsidy Process**. HPD must approve rent subsidy eligibility before a move can take place.

HRA's Office of Supportive/Affordable Housing and Services unit (OSAHS) Reviews Eligibility: Provider works with tenant to complete new supportive housing application and submits through CAPS.

- Social service provider alerts OSAHS the date of submitted application for review. OSAHS completes review and notifies NYC Health and social service provider of completed determination.

Rental subsidy process: If the transfer of subsidy or new subsidy application is within the same portfolio, the property manager for the new unit would complete the steps below for transfer between current portfolios. If there is a move to a new unit outside for the current owner's portfolio, the property manager of the new unit would complete the steps below for moves outside of the current owner's portfolio.

- A. Move/Transfer to a Project Based Voucher (PBV) unit:
 - a. **If the new unit is in the current owner's portfolio:**
 - i. **If the tenant is currently a PBV participant:**

1. The following documents are needed: Request for Tenancy Approval (RFTA), rent comparable (RC) form and lead based paint (LBP) form should be sent to PBV@hpd.nyc.gov
 - ii. **If the tenant is not a PBV participant:** A new application is needed, and it should be sent to the assigned eligibility specialist in HPD's RSSHC team.
- b. If the new unit is outside of the current owner's portfolio:**
- i. **Currently a PBV participant:**
 1. **If the new unit is a PBV contract unit,** a new PBV tenant application is needed, and it should be sent to the assigned eligibility specialist in HPD's RSSHC team.
 2. **If the new unit is not on a project-based rent subsidy contract, the PBV household could request a tenant-based voucher to move to that unit:**
<https://www.nyc.gov/assets/hpd/downloads/pdfs/services/move-request-form-english.pdf>
 - ii. **Not a PBV participant:** a new PBV tenant application is needed, and it should be sent to the assigned eligibility specialist in HPD's RSSHC team.
- B. Move/Transfer to a NYC15/15 unit:**
- a. **If a new unit is in the current owner's portfolio:**
 - i. **If the tenant is currently a NYC15/15 participant:** A lead-based paint form, Request for Unit Approval (RUA) and lease for the new unit is needed and should be sent to PBV@hpd.nyc.gov
 - b. **If the tenant is not a NYC15/15 participant:** a new application is needed, and it should be sent to the assigned eligibility specialist in HPD's RSSHC team.
 - c. **If a new unit is outside of the current owner's portfolio:**
 - i. **If the tenant is currently a NYC15/15 participant:** A lead-based paint form, Request for Unit Approval (RUA) and lease for the new unit is needed and should be sent to PBV@hpd.nyc.gov
 - ii. **If the tenant is not a NYC15/15 participant:** a new application is needed, and it should be sent to the assigned eligibility specialist in HPD's RSSHC team.
- C. Move/Transfer to a Continuum of Care Shelter Plus Care (SPC) unit:**
 Only current CoC SPC participants are eligible to transfer to another CoC SPC unit. Tenants with other rental subsidies cannot transfer to a CoC SPC unit. Ex. A PBV tenant cannot transfer to a CoC SPC.
- a. **If the new unit is in the current owner's portfolio:**
And if the tenant is currently a CoC SPC participant: A lead-based paint form, Request for Unit Approval (RUA), and lease for the new unit is needed and should be sent to PBV@hpd.nyc.gov
 - b. **If the new unit is outside of the current owner's portfolio:**

And if the tenant is currently a CoC SPC participant: A lead-based paint form, Request for Unit Approval (RUA), and lease for the new unit is needed and should be sent to PBV@hpd.nyc.gov

D. Move/Transfer to a Mod SRO unit:

a. **If a new unit is in the current owner's portfolio:**

- i. **If the tenant is currently a Mod SRO participant:** A Request for Tenancy Approval (RFTA) and lease for the new unit is needed and should be sent to PBV@hpd.nyc.gov
- ii. **If the tenant is not a Mod SRO participant:** a new application is needed, and it should be sent to the assigned eligibility specialist in HPD's RSSHC team.

b. **If the new unit is outside of the current owner's portfolio:**

- i. **If the tenant is currently a Mod SRO participant:** A Request for Tenancy Approval (RFTA) and lease is needed and should be sent to PBV@hpd.nyc.gov
- ii. **If the tenant is not a Mod SRO participant:** a new application is needed, and it should be sent to the assigned eligibility specialist in HPD's RSSHC team.

E. Move or transfer with tenant-based, Housing Choice Voucher subsidy:

a. **If the new unit is in the current owner's portfolio:**

- i. **If the tenant is currently a HCV participant:** a lead based paint form, Request for Tenancy Approval (RFTA) and Rent Comparable form would be submitted for the new unit and should be sent to PBV@hpd.nyc.gov and Portability@hpd.nyc.gov
- ii. **If the tenant is not an HCV participant:** a new application is needed.

b. **If the new unit is outside of the current owner's portfolio:**

- i. **If the tenant is currently an HCV participant:** a Request to Move form should be completed and submitted to portability@hpd.nyc.gov:
<https://www.nyc.gov/assets/hpd/downloads/pdfs/services/move-request-form-english.pdf>