

Frequently Asked Questions (FAQs) for Providers

Emergency Housing Voucher Program

General

1. What is an Emergency Housing Voucher (EHV)?

The U.S. Department of Housing and Urban Development (HUD) has awarded a limited number of Emergency Housing Vouchers (EHV) to the New York City Housing Authority (NYCHA) and the NYC Department of Housing Preservation & Development (HPD). EHVs are tenant-based rental assistance under section 8(o) of the United States Housing Act of 1937 (42 U.S.C. 1437f(o)) and will generally operate like tenant-based Section 8.

EHV assistance is limited to families and individuals who are:

- Homeless;
- At-risk of homelessness;
- Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking; or
- Recently homeless and at high risk of housing instability.

Potentially eligible families and individuals must first complete an initial screening with a caseworker and be referred to NYCHA and HPD by designated New York City agencies and their contracted providers. Clients cannot apply directly to NYCHA or HPD for EHV assistance. Because the EHVs are limited, families and individuals who meet the eligibility criteria must also satisfy additional prioritization criteria. Visit nyc.gov/ehv for more information.

2. I believe my client is eligible for an EHV. What are the basic steps a client must follow to apply for and receive an EHV?

If you believe your client is eligible for an EHV, please refer to the EHV Process for Providers steps and Introductory Training video on the [Provider Resources webpage](#).

The basic steps include:

1. Preliminary Screening
2. CAPS Screening
3. EHV Case Tracker
4. Referral and Registration
5. EHV Application and Case Tracker Questionnaires
6. Application Review (NYCHA and HPD)
7. Housing Search
8. Rental Package and Lease Up (NYCHA and HPD)

3. How is eligibility determined for a referral for EHV assistance?

Clients confirmed as potentially eligible upon completion of the CAPS Screening are prioritized by each City agency based on availability and prioritization criteria. Clients who meet preliminary eligibility criteria who are highest priority are then referred to NYCHA or HPD to complete an EHV application, as vouchers are available. If your client is not prioritized, they do not meet preliminary screening criteria for EHV eligibility or have not been prioritized by Referring City Agency for EHV referral. If your client is not prioritized, then do not proceed to the next steps in the EHV referral and application process.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

4. Is my client with an existing housing voucher eligible for EHV?

Your client may be found eligible for more than one housing voucher. Please talk to your client to determine which housing voucher is right for their household. The household must select which subsidy they will use as the move forward in the rehousing process.

5. Is my client eligible if they are not a U.S. citizen?

Eligibility for federal housing assistance is limited to U.S. citizens and noncitizens who have eligible immigration status. Families in which all members are U.S. citizens or have eligible immigration status are eligible for housing assistance. Families in which at least one member is a U.S. citizen or has eligible immigration status may also be eligible for prorated assistance. A family in which some family members have eligible immigration status, and some do not contend eligible immigration status, is called a mixed family. Mixed families receive prorated assistance based on the percentage of family members who qualify for assistance.

6. Can my client apply for an EHV if they have been arrested before?

There are two mandatory prohibitions related to criminal background screening -- HUD does not permit anyone with a lifetime sex offender registration requirement or a person convicted of drug-related criminal activity for the manufacture or production of methamphetamine on the premises of federally assisted housing to receive EHV assistance.

7. How does an EHV help my client pay rent?

If you lease up in a unit with an EHV, your household will typically pay 30% of your household income toward rent, and HPD or NYCHA will pay the difference. The voucher holder will pay their portion of the rent directly to the owner. HPD or NYCHA will pay their portion of the rent directly to the owner as well.

8. I am being told there are a limited number of Emergency Housing Vouchers available. Why?

HPD and NYCHA were each allocated a limited number of Emergency Housing Vouchers by the federal government. Once these vouchers have been used to successfully rent housing, HPD and NYCHA will not accept further applications. If you are interested in additional housing resources, you may access affordable housing lotteries on the NYC Housing Connect website at nyc.gov/housingconnect. HPD Housing Ambassadors can help with the lottery process-- find an Ambassador near you at nyc.gov/housing-ambassadors. You may also call 311 to hear about additional housing resources.

CAPS and EHV Referral

9. What is CAPS?

You will complete the initial eligibility screening with a client using the Coordinated Assessment Survey (Survey) available in the online Coordinated Assessment and Placement System (CAPS). Please visit the [CAPS webpage](#) for more information. You must register for CAPS if you do not already have an account. Please contact your agency/program CAPS System Administrator to add you as a user. If you do not know the CAPS System Administrator at your agency, you can contact HRA CAS Support hrcassupport@hra.nyc.gov to assist. Once registered you will receive an automated email the next day to finalize your registration with HRA Data Security. Before completing the CAPS Survey, you must complete the CAPS Consent form with your client.

The CAPS Survey asks questions about your client's household, veteran status, income, employment, homeless or at risk of homeless situation, domestic violence (including DVA score), and health conditions, to determine potential eligibility for many housing programs available in New York City, including EHV. If you need technical assistance or encounter any issues in CAPS, please contact hrcassupport@hra.nyc.gov.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

10. If my client is screened in CAPS as being potentially eligible for EHV, what happens next?

If your client meets preliminary screening criteria for EHV eligibility, Emergency Housing Voucher will be listed under the Program Description column (positive EHV result). If your client does not meet preliminary screening criteria for EHV eligibility, you can contact your Referring City Agency to review the Survey results. Please note Client's CAPS Survey # associated with the positive EHV result in CAPS because it will be needed at various steps.

All but DHS providers must give the EHV Payment Standards handout to clients at this step. The handout gives an overview of the voucher payment standards and where EHV's can pay more in many high-rent neighborhoods where housing may be difficult to find.

Clients are prioritized by each referring City agency based on availability and prioritization criteria.

11. How do referrals happen and what is my role?

If your client is prioritized and approved for referral by a Referring City Agency, you will receive an email from the Referring City Agency with login information for the NYCHA Self-Service Portal. The NYCHA Self-Service Portal is used to process all EHV referrals and EHV applications for both NYCHA and HPD.

Before beginning the online EHV referral process, you must review the Housing Navigator Preliminary Intake Questions with your client. The information from these questions helps HPD find the best possible Housing Navigator for your client.

You must also complete the EHV Referral and Consent to Release Information (version 3) form before beginning the online EHV referral process. The completed form must be uploaded at the end of the online EHV referral process.

After logging into the NYCHA Self-Service Portal, you will complete the online referral for EHV assistance. This includes uploading the complete EHV Referral and Consent to Release Information (version 3) form.

If the referral is successful, you will receive an email confirmation with your client's name and EHV case number. The email will also indicate if the referral was made to NYCHA or HPD.

Immediately after completing the referral, you must then assist your client with registering on the NYCHA Self-Service Portal for a personal account in order to complete the EHV application. You do not need to register your client if they already have an account on the NYCHA Self-Service Portal. If you encounter an error message or need technical assistance with registration, please contact ehv.app@nycha.nyc.gov.

12. How do I ensure that I receive communications from NYCHA or HPD about my client's application or voucher?

When completing the referral, enter your name, email address, and phone number in the Caseworker Contact field. This contact information is critical and will allow NYCHA and HPD to communicate with you.

13. My client has an approved supportive housing application. Are they eligible for an EHV and can I refer them for assistance?

Yes. A supportive housing application will have no impact on your client's eligibility and prioritization for referral for EHV.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

14. Which agencies are making EHV referrals?

The agencies making EHV referrals are:

- NYC Department of Homeless Services (DHS)
- NYC Human Resources Administration (HRA)
 - o HIV/AIDS Service Administration (HASA)
 - o Office of Domestic Violence (ODV)
 - o Homelessness Prevention Administration (HPA)
 - o Federal Homeless Policy - Continuum of Care (CoC)
- NYC Department of Housing Preservation and Development (HPD)
- NYC Mayor's Office on Criminal Justice (MOCJ)
- NYC Health + Hospitals (H+H)
- NYC Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV)
- NYC Department of Youth and Community Development (DYCD)
- NYC Administration for Children's Services (ACS)

15. How do I know which PHA (HPD or NYCHA) is administering an EHV?

The PHA administering a voucher will be listed on the email confirmation after submitted the online referral. The PHA will also appear on the voucher.

16. What do I do if I mistyped the client's information in CAPS?

Please ensure that the information you enter in CAPS is correct -- once the Survey is finalized it is a permanent record that cannot be modified. Before submitting the Survey, please double check that your client's name, date of birth, and social security number are correct. If you make an error, please submit a new CAPS Survey.

EHV Application

17. What are the steps to completing an EHV application and what is my role?

Before beginning the application, confirm that all required documents are collected. Review the [Required Documents checklist](#) for more information what required and alternative documents. You will then assist the client with completing the EHV application through your client's personal account on the NYCHA Self-Service Portal, and upload all required supporting documents. Immediately after completing the EHV application, complete the Demographic and Client Information and the Housing Navigator Services Intake counseling questions in the EHV Case Tracker (Questionnaires 1 and 2).

See the [EHV Application and Case Tracker Questionnaires training video](#) for more information.

18. Where can I find resources to help complete the application process?

For an overview of the application process, please refer to the EHV Process for Providers steps on the [Provider Resources webpage](#).

There are weekly Office Hours where you can find out more information and ask questions. To join, access Office Hours Monday through Friday from 2-4pm by joining <https://us02web.zoom.us/j/82487911139>

You can also contact EHV_officehours@hpd.nyc.gov to be added to the calendar invite.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

19. What systems do I use to submit an application for EHV?

You will assist your client with completing the EHV application through your client's personal account on the [NYCHA Self-Service Portal](#).

20. When can a client start the EHV application? What information is needed and how can I best help my client?

You can start the EHV application with your client as soon as you receive the referral confirmation email, have registered a personal account for your client on the NYCHA Self-Service Portal, and have confirmed the collection of all required documents.

21. I'm having trouble using the NYCHA Self-Service Portal. Who can help me?

If you have technical questions about the NYCHA Self-Service Portal, contact ehv.app@nychanyc.gov.

22. What documents are required and how can I help my client obtain them? Are there alternative documents I can submit?

Please review the [Required Documents checklist](#) for more information about required documents and alternative documents that you can submit if the required documents are not immediately available.

23. What documents might I already have access to?

Some required documents may be available in CAPS. See the [CAS Access Client Documents guide](#) for more information.

24. What is the EHV Case Tracker and how can I use it to help my client?

The [EHV Case Tracker](#) is a web-based system used to keep track of client progress throughout the EHV program and for providers to see all client information in one place, by pulling information from several systems including the CAPS, the NYCHA Self-Service Portal, HOME, and Elite.

If you are having issues with the EHV User Account Password and Multi-Factor Authentication, you can reach the Citywide Service Desk at 212-692-4357.

25. Where can I find more information and training on how to use the EHV Case Tracker?

For guidance on accessing the EHV Case Tracker, please see the [EHV Case Tracker Quick Reference Guide](#). There are additional trainings located in the 'Training Tab' within the EHV Case Tracker.

26. What are the Questionnaires in the EHV Case Tracker and why are they important? When should I complete the Questionnaires?

Questionnaires 1 (Demographics and Client Information) and 2 (Housing Navigator Services Intake) are important to help HPD find the best possible Housing Navigator to assist each Client, to ensure clients receive any accommodations they need, as well as to collect information about each client that we are legally obligated to track. These 2 questionnaires should be completed with the client by the caseworker after submitting the EHV application. The questionnaires take approximately 10 minutes to complete.



EHV Application Review

What happens after the application is submitted?

The agency receiving the application (NYCHA or HPD) will review for completeness and program eligibility. Program eligibility includes:

- income eligibility ([50%AMI](#));
- eligible immigration status (at least one family member must have an eligible immigration status);
- standards for admission (HUD does not permit anyone with a lifetime sex offender registration requirement or a person convicted of drug-related criminal activity for the manufacture or production of methamphetamine on the premises of federally assisted housing to receive EHV assistance); and
- the submission of required documentation.

If additional information or documentation is needed, then the agency will contact you and your client within 15 business days. If your client is determined eligible for the EHV program, they will need to complete an interview by phone to confirm the information submitted in the application and describe the next steps, and online voucher briefing with the agency administering your voucher.

If all documentation is received and you are found eligible for EHV assistance, your client will be issued a voucher and rental/landlord package via email or mail within 15 business days of the briefing interview. For NYCHA EHV holders, the EHV and rental package PIN letter will be available online through the NYCHA Tenant Self-Service Portal (<https://selfserve.nycha.info>).

27. What if my client's application is denied?

If your client's application is denied, they will receive written notice of the denial and have the opportunity to request informal review from the agency which issued that ineligibility notice. For HPD the request must be received within 30 days of the issuance of the denial.

28. Where can I find information about the status of my client's application?

The [EHV Case Tracker](#) is a web-based system used to keep track of client progress throughout the EHV program and for providers to see all client information in one place, by pulling information from several systems including the CAPS, the NYCHA Self-Service Portal, HOME, and Elite.

29. How do I submit missing documents to HPD or NYCHA for my client's application?

HPD

After submitting the EHV application in the NYCHA self-service portal, you can continue to log in and submit missing documents for up to 14 days. After that 14-day window, the self-service portal will close to HPD-applicants, and any missing documents will need to be submitted through the DTR Portal. See instructions for submitting missing documents through the DTR Portal

NYCHA

After submitting the EHV application in the NYCHA self-service portal, you can continue to log in and submit missing documents. If an email is received from a NYCHA staff person requesting missing documents, then the missing documents can be emailed back to the NYCHA staff person requesting the additional information.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

30. How do I know when my client's Interview has been scheduled?

HPD

Clients will receive a Notice of Briefing Interview Appointment by email and mail. Caseworkers will be copied on the email as long as their contact information was shared in the application. This notice will list the date and time of the interview, as well as the phone number that an HPD staff member will call. If the date, time, or phone number need to be changed, the client can email DTRInitials@hpd.nyc.gov or call 917-286-4300.

NYCHA

Clients will be contacted by phone or email to schedule the Eligibility Interview and Voucher Briefing. The date will also be available in the EHV Case Tracker.

31. What do I do if my client misses their interview?

HPD

All applicants that miss a scheduled appointment will automatically be scheduled for a second briefing appointment. When the second appointment is scheduled, the client and service provider will be notified of the scheduled appointment in the same way via both mail and email. If the contact information is incorrect, translation is needed, or any other accommodation is required please email DTRInitials@hpd.nyc.gov or call 917-286-4300.

NYCHA

Please contact the NYCHA staff person who scheduled the interview and request a new interview date or call NYCHA's Customer Contact Center 718-707-7771.

32. What happens if the client's income changes before the interview?

HPD

Please upload the updated income documentation to the DTR Portal as soon as possible. Using the [Declaration of Change form](#) to report the changes, helps us to understand exactly what changes are needed.

NYCHA

Please provide updated income documents to the NYCHA staff person reviewing your EHV application as soon as possible or bring the updated income information to the eligibility interview and voucher briefing.

33. What do I do if the client does not have an income at the time of the application?

There is no minimum income requirement for EHV. You should have your client report zero income on the EHV application.

34. What language access accommodations are being made during the interview and briefing stage?

HPD

Please make sure you indicate you client's language preference on the EHV application so an interpreter can be present at the EHV eligibility interview and voucher briefing. If translation is needed, or any other accommodation is required please Email DTRInitials@hpd.nyc.gov or call 917-286-4300.

NYCHA

Please make sure you indicate you client's language preference on the EHV application so an interpreter can be present at the EHV eligibility interview and voucher briefing.



Housing Search

35. What should my client do after receiving an EHV?

Once your client receives an EHV, they must find an apartment to rent and submit a completed rental package to the administering agency (NYCHA or HPD) before the expiration of the voucher. It is important to begin the housing search as soon as possible.

Your client will be offered housing navigation services. The person providing housing navigation services is called a Housing Navigator, an employee of a community-based organization, the client's existing caseworker, or City staff person. The Navigator assists clients to identify and prepare for apartment viewings, and offer regular check-ins and support for a successful housing search and lease-up process.

36. What is a Housing Navigator?

The person providing housing navigation services is called a Housing Navigator, and for many Clients, the Navigator will be an employee of a community-based organization (CBO) contracted by the city to do this work. For some, the Navigator may be the Client's existing Caseworker or a City staff person.

Housing Navigators have two key goals:

- Inform all EHV holders of the voucher's payment and exception payment standards and the financial support available to EHV holders
- Offer the support necessary in each individual case for clients to search for and access units in the neighborhoods of their choice (Neighborhood Choice)

37. How do I connect my client with a Housing Navigator for housing search assistance?

The person providing housing navigation services is called a Housing Navigator, and for many Clients, the Navigator will be an employee of a community-based organization (CBO) contracted by the city to do this work. For some, the Navigator may be the client's existing caseworker or a City staff person. For Clients who will work with a contracted CBO Navigator, HPD matches clients with navigators primarily based on location (proximity of the shelter to Navigator organization and/or where the client would like to live), language, and client's accessibility needs if applicable. The Navigator will initiate contact with the client, help clients identify and prepare for apartment viewings, and offer regular check-ins and support for a successful housing search and lease-up process.

38. What is Neighborhood Choice?

Neighborhood Choice is the EHV mobility counseling program. Where you live matters! There are a lot of things to consider when deciding on the right neighborhood. With Neighborhood Choice, your client's EHV can help them live in the neighborhood that best fits their needs. If you client is interested, they can attend the Neighborhood Choice workshop to learn more.

39. How can I best prepare my client for a housing search when they have an EHV?

Providers can help by checking with their clients if they're working with a Navigator or Housing Specialist and make sure to coordinate with Navigators to help clients succeed in their housing search. Navigators and Housing Specialists help clients prepare, schedule viewings and help with lease up. Additionally, HPD is holding an EHV Housing Search Workshop for both HPD and NYCHA voucher holders. Clients should be encouraged to attend the Workshop, which takes place multiple times every week. The workshop is an interactive, virtual session, which covers how to successfully use the Emergency Housing Voucher. It focuses on how the program works, help that is available during the housing search, tips for searching for housing, how to apply for an apartment, what happens in the process after finding a unit, program obligations, and more. To see when workshops are being held, how to join, and updates regarding recorded sessions and language options, visit nyc.gov/ehv-workshop.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

40. Where can I find resources for the housing search?

There are a variety of housing search resources available:

- [HPD's Housing Search Resources page](#)
- www.AffordableHousing.com: Some owners interested in participating in the Section 8 rental subsidy programs register available apartments through this website. Voucher holders are encouraged to check these listings often.
- NYC Housing Connect is an online application system for affordable housing lottery opportunities in New York City. It can be found at nyc.gov/housingconnect. Please note that housing lotteries are extremely competitive and take time. While you apply for lotteries and wait for updates, you must also seek other opportunities to use EHV.
- [HPD's Apartment Hunting Tips page](#)

Does the EHV expire?

Due to the competitive rental market, as of September 1, 2022, NYCHA and HPD will give all EHV voucher holders a 300-day search period to secure an apartment, an increase from the original 120-day search period. This 300-day search period applies to all households with the EHV voucher. NYCHA and HPD will not extend the voucher search time beyond 300 days unless a reasonable accommodation request is received and approved to provide additional time to accommodate someone in the household with a disability. Reasonable accommodation requests will be evaluated on a case-by-case basis. EHV voucher holders do not need to apply for this extension. NYCHA will issue the extended voucher, which will be available on the Self-Service Portal account. HPD will send the extension notice to all households.

41. Is my client eligible for assistance with a broker's fee, security deposit, or moving costs?

All EHV voucher holders are eligible to receive the following housing search assistance:

- Broker's fee (up to 15% of annual rent)
- Support of the NYC Mayor's Public Engagement Unit (PEU), which will reach out to owners and brokers to identify available units
- Scheduling apartment viewings through PEU
- Moving cost assistance
- One month's security voucher

Information about the assistance available and eligibility requirements can be found on [HRA's Cash Assistance webpage](#), or by calling HRA's Infoline at 718-557-1399.

42. What is HOME? How do I access it?

HOME is a system developed by DHS that assists providers and Housing Navigators in managing documentation and processes associated with the client housing search. For EHV, Housing Navigators can use HOME to find or add their clients to the system and connect them with viewings for available units.

If the client does not have a profile in the system, contact Referring City Agency to get them on the list to be provisioned.

43. How do I schedule a viewing in HOME?

The first step in scheduling a client for an apartment viewing is to locate the client in the HOME application. To do this, a user can enter the CARES ID/Provider ID, Case Number, or Client's Name in the search box and then press the keyboard enter key. The list view will reload and display that client's record.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

The Apartment Listing tab displays a listing of apartments the client can be scheduled for viewing. e.g., If the client has an EHV voucher and there is an available unit that matches the size/rent amount of the voucher, the user can schedule a client for an apartment viewing from this tab.

As there may be a large number of viewings available, click the Filter button to define the client's criteria for a unit, i.e., Voucher Type, Unit Type, and an Available Unit. This process will make it easier to find an apartment that meets the client's requirements. Drop down menus are used to select your search criteria. Click the Go button once you have set your search criteria. If there are no results returned, you may have been too specific in determining your search criteria. If this occurs, remove a few filters and re-run your search.

After confirming you want to schedule the appointment, a pop-up window displays, requesting the start and end time for the apartment viewing. Select the Start Time and End Time for the appointment. When completed, click the Update button.

Note: After scheduling the client for a viewing, a user should navigate to the Scheduling > Apartment and Client Match section of the application to add an Escort and Schedule transportation, if they are required.

44. My client found an apartment – what are the next steps?

Your client and the owner of the apartment must complete the rental package and submit it to the agency (NYCHA or HPD) administering your voucher. The agency will review the rental packet for completeness, and must determine that the rent charged is reasonable and that the owner is eligible to rent the unit.

NYCHA and HPD will also determine whether the apartment meets federal [Housing Quality Standards \(HQS\)](#):

- NYCHA/HPD will schedule an inspection of the unit
- If the rent is reasonable and the unit is otherwise eligible to receive EHV assistance, then NYCHA and HPD will approve the rental

45. Can my client use their voucher to stay in their current apartment? If so, how?

Yes, once they receive their executed voucher and rental packet, they should present that to their current landlord/property management office to complete and return to the PHA for processing.

46. When can my client move into a new apartment?

EHV holders may move into their new apartment as of the start date of the HAP (contract between PHA and owner), which is listed on the Conditional Approval/Conditional Move-in letter. NYCHA or HPD will review the process with them at the eligibility interview and briefing.

47. What will the tenant-share portion of the rent be?

Your client will typically pay 30% of their monthly adjusted income toward rent and utilities. However, if the gross rent (rent and utilities) is more than the voucher payment standard, they may have to pay more. They will not be allowed to lease an apartment whose rent exceeds the payment standard if that results in paying more than 40% of their income in rent.

48. What will the tenant-share portion of the rent be if not all family members have eligible immigration status?

Eligibility for federal housing assistance is limited to U.S. citizens and noncitizens who have eligible immigration status. Families in which all members are U.S. citizens or have eligible immigration status are eligible for housing assistance. Families in which at least one member is a U.S. citizen or has eligible immigration status may also be eligible for prorated assistance. A family in which some family members have eligible immigration status, and



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some do not contend eligible immigration status, is called a mixed family. Mixed families receive prorated assistance based on the percentage of family members who qualify for assistance.

To calculate the tenant-share for a mixed family:

1. Determine Gross Rent (rent to owner plus utilities for the unit);
2. Determine the HAP amount, taking into account the income of all family members;
3. Determine the proration factor by dividing the number of family members with an eligible immigration status by the total number of family members in the household;
4. Multiply the HAP amount (calculated in step 2) by the proration factor (calculated in step 3) to determine the prorated HAP; and
5. Subtract the prorated HAP (calculated in step 4) from the gross rent (step 1) to determine the tenant-share portion of the rent.

- Example calculation:
- Gross rent: \$2,100
 - Payment standard: \$2,217
 - Total Tenant Payment (TTP) based on all household income: \$300
 - Family size: 4
 - Number of ineligible noncitizens: 1

HAP is the lower of Payment standard (\$2,217) minus TTP (\$300) or Gross Rent (\$2,100) minus TTP (\$300)	
HAP, before proration, is \$1,800	
Proration Factor	3 eligible family members of 4 members = $\frac{3}{4}$ or .75
Prorated HAP	HAP before proration (\$1,800) x proration factor (.75) = \$1,350
HAP, after proration, is \$1,350	
Family Share after proration	Gross rent (\$2,100) – Prorated HAP (\$1,350) = \$750

49. What are payment standards? How much will the voucher cover in rent?

The payment standard refers to the maximum amount of subsidy that NYCHA or HPD may pay for an apartment. The payment standards give a general sense of how much rent the voucher will help a family afford. NYCHA and HPD also use Exception Payment Standards (EPS), which is set at the zip code level and allows for subsidy levels that more closely match the local market. That maximum subsidy amount is reduced by the utility allowance amount if there are any tenant paid utilities for the unit.

For more information on payment standards, including EPS, please visit nyc.gov/hpd-payment-standards (for both NYCHA and HPD).

50. Can clients change their minds after the initial decision to live in an EPS/non-EPS area?

Yes. Answering “yes” to the question, “would you like to live in an EPS area?” just gives Housing Navigators & Housing Specialists an idea of where a client might like to search for housing, but clients are not limited to any area of NYC. They can change their minds at any time, and may search for housing in any neighborhood, just being mindful of what the Payment Standard is for each ZIP code.

51. Why did the landlord ask for a six-digit PIN number?

NYCHA EHV voucher holders are issued a voucher and a rental packet PIN letter. The rental packet PIN letter allows the landlord access to the EHV voucher holder’s rental packet online through the rental NYCHA’s Owner Extranet. The rental packet PIN letter is available through the EHV voucher holder’s NYCHA Self-Service account.

Lease-up

52. How long will my client receive EHV assistance?

The EHV program will receive initial funding from the federal government for at least 10 years. Your client will continue to remain eligible for assistance, depending on program funding from HUD, as long as they continue to meet program requirements.

EHV participants will be invited to join the Family Self-Sufficiency (FSS) program to help them meet their educational, employment, and financial goals that can help with stability in the coming 10 years.

Learn more about [HPD’s FSS program](http://nyc.gov/hpd-fss-program) and [NYCHA’s FSS program](http://nyc.gov/nycha-fss-program).



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

53. Can my client move out of New York City with their EHV?

Yes. Moving outside the New York City area is called portability. EHV voucher holders have the opportunity to live anywhere in the U.S., Puerto Rico, or the U.S. Virgin Islands as long as there is a Housing Choice Voucher (HCV) Program administered in that area. Your client will need to submit a request to the agency administering your EHV (NYCHA or HPD) and provide the name and contact information of the PHA they would like to transfer your voucher (port) to; if they need assistance in locating this information the administering agency can assist.

Please contact the agency administering your EHV to find out additional information on how to port-out with an EHV. Note: The housing search assistance, admission criteria, and services offered by the receiving housing authority may be different than the housing search assistance services offered by NYCHA and HPD to EHV holders.

54. What information will my client need to provide after they move-in to an apartment with EHV?

EHV requires that voucher holders complete an annual recertification of their income. This allows NYCHA or HPD to ensure that the voucher holder is paying the correct amount of rent. The voucher holder may also request an interim recertification if they have a change in income or household composition. They will complete the recertification with NYCHA or HPD.

Contact

- **NYCHA Customer Contact Center:** 718-707-7771
- **EHV Office Hours:** EHV_OfficeHours@hpd.nyc.gov
- **NYCHA Portal/Referral:** EHV.App@nycha.nyc.gov
- **CAPS System Support:** HRACASSupport@hra.nyc.gov
- **Salesforce:** 1-866-614-7375 ext.2



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.