

NYCHA updated its rent grievance and interim recertification policies!



Dear Resident,

We would like to inform you that NYCHA revised its policies and procedures related to interim rent changes, rent grievances, nonpayment proceedings, and chronic rent delinquency proceedings. These changes include improvements to NYCHA's Self-Service Portal.

Policy Changes

Going forward, NYCHA:

- Will not start a nonpayment or chronic rent delinquency proceeding against a tenant who has a pending interim recertification or rent grievance;
- Can start a nonpayment or chronic rent delinquency proceeding once an interim recertification is resolved or if a tenant has not responded in a timely way to a request for additional information or documents;
- Can start a nonpayment or chronic rent delinquency proceeding once a final decision has been made on a rent grievance or after a Hearing Officer's decision, if there is one;
- Will process interim recertifications within 60 days of when all necessary documents are submitted, unless there are exceptional circumstances; and
- Will not prevent tenants from submitting an interim recertification or rent grievance when a nonpayment case or a termination of tenancy proceeding has begun.

NYCHA's Self-Service Portal for Interim Recertifications and Grievances

Interim recertifications and grievances related to your rent calculation can be submitted online through the Self-Service Portal (selfserve.nycha.info) – accessible from your smartphone/tablet/computer or the kiosk at your property management office. The Self-Service Portal also allows you to review past and current interim recertifications and to view/print/download any documentation received or sent by NYCHA.

You can also request a paper version of the interim recertification or rent grievance forms at your property management office. Completed paper packets can then be hand delivered to your property management office for processing.

Please reach out to your property management office if your interim recertification is taking more than 60 days to resolve or you have any questions.

Thank you for your partnership as we strive to serve you better.

-The New York City Housing Authority