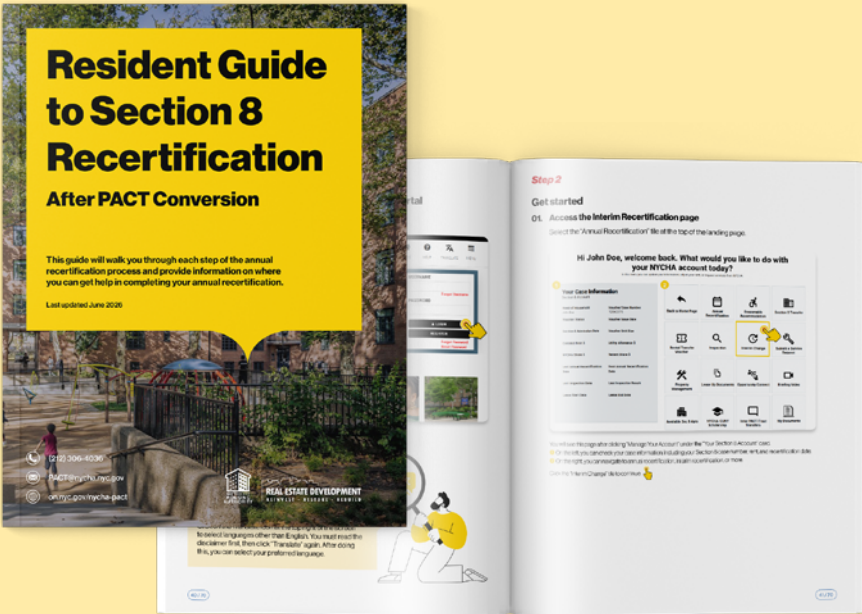


Want the full step-by-step guide?

The complete recertification guide walks you through everything in detail from registering on the NYCHA Self-Service Portal, to submitting your documents, to checking your status after you've submitted. It also covers how to add or remove your household members, what to do if your income changes mid-year, and what happens after NYCHA reviews your information.

Whether it's your first time recertifying or you just want to make sure you're doing it right, the full guide has you covered.



Scan the QR code to access the full step-by-step recertification guide.

Need help?

Property Management



Social Service Provider



NYCHA Self-Service Portal



NYCHA Customer Contact Center (CCC)

- (718) 707-7771
- Bronx/Manhattan/Queens**
478 E Fordham Rd
(1 Fordham Plaza), 2nd Fl.
Bronx, NY 10458
- Brooklyn/Staten Island/Queens**
787 Atlantic Ave, 2nd Fl.
Brooklyn, NY 11238

Please call CCC to make your appointment before your visit.

Keep Your Housing Assistance!

Complete Your Annual Recertification

Development Name

Last updated August 2026



What is an annual recertification?

Every year, you are required to update your household information with NYCHA, including your household members, income, and expenses. This is called your **annual recertification**. All NYCHA residents, including public housing and Section 8 residents, must complete their annual recertification every year.

Completing it on time keeps your tenant-share portion of the rent accurate and ensures your Section 8 housing assistance continues without interruption.

Why it matters

- ✔ **It is required.**
The U.S. Department of Housing and Urban Development (HUD) requires all residents in federally assisted housing, including both public housing and Section 8 residents, to recertify every year. If you don't complete it, your Section 8 benefits will be at risk of termination.
- ✔ **Your rent depends on it.**
Your tenant-share portion of the rent is calculated based on your household's current income. Recertification keeps it accurate. You only pay what you should.
- ✔ **Everyone in your home must be listed.**
Not reporting all household members and income is a breach of your mandatory obligations under the program and can lead to termination of your Section 8 benefits.



How to complete your recertification

Online



Visit NYCHA's Self-Service Portal at selfserve.nycha.info, available 24/7 on any device, in multiple languages.

By Mail

Call NYCHA's Customer Contact Center (CCC) at (718) 707-7771 to request a paper packet as a reasonable accommodation.

Mail completed forms to:
NYCHA Leased Housing Department, PO Box 19201
Long Island City, NY 11101

In Person

Call NYCHA's Customer Contact Center (CCC) at (718) 707-7771 to make an appointment (Mon-Fri, 8 am-5 pm) at a NYCHA Walk-In Center.

NYCHA Walk-In Center Locations:
Bronx/Manhattan/Queens
478 E. Fordham Rd (1 Fordham Plaza), 2nd Fl.
Bronx, NY 10458
Brooklyn/Staten Island/Queens
787 Atlantic Ave., 2nd Fl.
Brooklyn, NY 11238

Not sure which method to choose?

Online is your easiest option. Documents can be uploaded directly, and you can check your recertification status any time.



What to have ready

Gather the following for all household members before you start:

- Proof of income (pay stubs, W-2, benefit award letters, etc.)
- Birth certificate, Social Security card, and proof of citizenship or immigrant status
- Student status documentation, if applicable
- Documentation of any assets or expenses
- Completed Affidavit of Income and Third-Party Verification form (for household members 18+)

NYCHA will send you a notice by mail, including the List of Supporting Documents to help you determine which type of documentation to submit. All documents must be up to date.



Heads up!
NYCHA will mail you a letter about 5 months before your annual recertification is due. When you get the letter, start gathering your documents right away. Don't wait until the deadline.

Did your household have a change?

You don't have to wait for your annual recertification. If your income, assets, expenses, or household members change, you are required to report it within 30 days. This is called your **interim recertification**.

Do it quickly via NYCHA's Self-Service Portal at selfserve.nycha.info

Or call NYCHA CCC at (718) 707-7771.

