

Overview of the Section 8 Recertification Process After PACT Conversion

NYCHA Real Estate Development Department & Leased Housing Department

October 7, 2026

Photo: Harlem River Houses



Agenda

- ✓ **Part 1 Section 8 Program Overview**
- ✓ **Part 2 Understanding Recertification**
- ✓ **Part 3 How to submit annual recertification**
- ✓ **Part 4 How to submit interim recertification**
- ✓ **Part 5 Resources for Residents**

Q&A Session

Ground Rules

- **Please hold all questions until the Q&A part of the presentation.**
- **Tonight's session is on Section 8 annual and interim recertifications.**

If you have a question about another topic, your property managers and social service providers are also here and available to answer questions.

- **NYCHA is unable to respond to case specific questions in a public forum.**

If you have a case specific question, please find a NYCHA staff member to record your information and NYCHA will follow up with you directly.

- **Please be respectful of your fellow neighbors, the PACT teams and the NYCHA team.**

Part 1

Section 8 Program Overview

Photo: Baychester Houses



Section 8 Program Basics



The program works as a rental subsidy that allows families to pay a reasonable amount of their income toward their rent.



NYCHA pays the remaining amount to the owner on the family's behalf. This payment to the owner is known as the Housing Assistance Payment (HAP).



Generally, Section 8 families will pay 30 percent of their adjusted monthly income toward their rent share.

Ongoing Section 8 Participant Obligations

Regular Activities

- **Annual Recertification** or submission of family composition, income, asset, and expense information.
- **Lease Renewal or Rent Adjustment**
- **HQS Inspections** are required before moving into a unit, regularly thereafter, and upon request.

Interim Activities

- Households must report changes in the family composition to NYCHA within 30 days of the change.
- At any time, the household may also report a change of income, assets, and/or expenses before the next Annual Recertification.
- Households may request an inspection to verify the unit's condition.
- For non-emergency transfers, the family must request to transfer and complete the rental process before vacating the subsidized unit.

Part 2

Understanding Recertification

Photo: Linden



You must complete your annual recertification every year.

Annual recertification is required by the U.S. Department of Housing and Urban Development (HUD) for all federally assisted housing, including the Section 9 public housing and Section 8 programs.

Residents in PACT converted developments are NYCHA Section 8 participants. NYCHA's Leased Housing Department (LHD) will send notices to NYCHA Section 8 participants about their annual recertification, and review and process the documents they submit.

Each year, residents need to update their household information, including:

- Household composition
- Income for all household members
- Assets for all household members
- Expenses for all household members

The annual recertification protects housing stability.

Section 8 participants have an annual obligation to provide NYCHA with information about their family composition and household income, asset and expense information.

Failure to comply with the annual recertification obligation will result in the termination of the participant's Section 8 benefits.

The annual recertification ensures:

- ✓ **The tenant-share portion of the rent stays accurate, based on the household's most recent income.**
Residents pay the amount listed on their Voucher Change Notice (VCN).
- ✓ **The household composition is correct.**
All authorized members residing in the unit should be listed.
- ✓ **Keep housing subsidy active.**
Keeping household information current helps prevent any interruptions to subsidy.

Annual & Interim Recertification Basics

Annual Recertification

Required every year.

- **NYCHA notifies you by mail around five (5) months before your annual recertification due date.**
- You submit your household's income, assets, expenses, and supporting documents.
- NYCHA reviews and verifies your submission.
- **NYCHA sends a Voucher Payment Change Notice (VCN) confirming your share of the rent and subsidy amount.**

Interim Recertification

Required when something changes before your annual recertification is due.

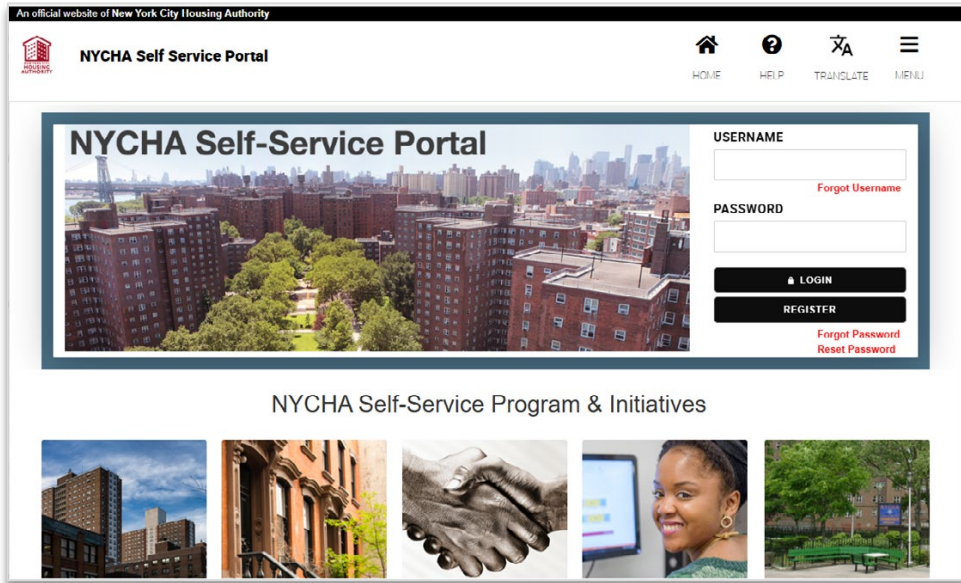
- **You have changes in household composition, income, assets, or expenses during the year.**
- You submit your household's income, assets, expenses, and supporting documents **within 30 days of the date of such change.**
- NYCHA reviews and verifies your submission.
- **NYCHA sends a Voucher Payment Change Notice (VCN) confirming your share of the rent and subsidy amount.**

How to Complete Your Recertification

Online

NYCHA Self-Service Portal

selfserve.nycha.info



The screenshot shows the NYCHA Self-Service Portal website. At the top, it says "An official website of New York City Housing Authority". Below this is the "NYCHA Self Service Portal" header with navigation links: HOME, HELP, TRANSLATE, and MENU. The main content area features a large banner image of a city skyline with the text "NYCHA Self-Service Portal". To the right of the banner is a login/register form with fields for "USERNAME" and "PASSWORD". Below the "PASSWORD" field are buttons for "LOGIN" and "REGISTER". There are also links for "Forgot Username" and "Forgot Password / Reset Password". Below the banner, the text "NYCHA Self-Service Program & Initiatives" is displayed above a row of five small images: a city street, a brick building, a handshake, a woman smiling, and a park bench.

Online is the easiest and fastest option for most residents.

Your records carry over from year to year, documents can be uploaded directly, and you can check your recertification status anytime.

The portal is:

- Available 24/7
- Accessible on a computer, tablet, or smartphone
- Equipped with Google Translate to support various languages

How to Complete Your Recertification

By Mail

Mailing Address

New York City Housing Authority
Leased Housing Department
PO Box 19201
Long Island City, NY 11101

You can request a paper
recertification packet by calling:

NYCHA CCC (718) 707-7771

Paper annual recertification
packets must be mailed to NYCHA
at the address above OR dropped
off at a NYCHA Walk-In Center.

In Person

NYCHA Walk-In Center

Brooklyn/
Staten Island/Queens

787 Atlantic Ave., 2nd Fl.
Brooklyn, NY 11238

Bronx/Manhattan/Queens

478 E. Fordham Rd
(1 Fordham Plaza), 2nd Fl.
Bronx, NY 10458

Make an appointment
before your visit by calling:

NYCHA CCC (718) 707-7771

Or online at:

on.nyc.gov/nycha-ccc-appt

Appointments are available from Monday to Friday, 8 am to 5 pm.

Best practices when mailing a paper packet

Mailing Address

**New York City Housing Authority
Leased Housing Department
PO Box 19201
Long Island City, NY 11101**

- **Complete the entire annual recertification packet.**

Make sure you sign and return all forms. Unsigned forms are one of the most common reasons annual recertifications are delayed.

- **Include all supporting documents.**

Supporting documents prove household's income, assets, and expenses.

- **Return every page of the packet — even blank ones!**

NYCHA needs the complete packet to process your recertification. Missing pages can delay the process, even if they don't apply to your household.

Best practices when mailing a paper packet

Mailing Address

New York City Housing Authority
Leased Housing Department
PO Box 19201
Long Island City, NY 11101

- **Keep a copy for yourself.**
Before you mail your packet, make a copy of all completed forms and supporting documents for your own records.
- **Mail your completed packet back to NYCHA or bring it to a NYCHA Walk-In Center.**
Return your annual recertification packet via **regular mail** to the **PO Box listed in the recertification packet** or bring it to a NYCHA Walk-In Center.

Part 3

How to submit annual recertification

Photo: Harlem River



Annual Recertification Process

- 
- Step 1**
Receive your notice from NYCHA Leased Housing
 - Step 2**
Gather your documents
 - Step 3**
Submit your information
 - Step 4**
Check the status of your recertification
 - Step 5**
Receive a Voucher Payment Change Notification (VCN)

How to submit annual recertification

Step 1

Receive your notice from NYCHA

NYCHA notifies each Section 8 participant approximately **five months before their annual recertification is due.**

The notice includes the **date the participant's annual recertification is due**, information on how to access the tenant Self-Service Portal, and information on how to obtain help with the tenant Self-Service Portal.

[Reset](#)

NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT

Bronx Customer Contact Center
478 East Fordham Road, 2nd Fl.
Bronx, NY 10458

Brooklyn Customer Contact Center
787 Atlantic Avenue, 2nd Fl.
Brooklyn, NY 11238

Customer Contact Center: (718) 707-7771
NYCHA SELF-SERVICE PORTAL: <http://selfserve.nycha.info>

A. Case #:

B. Annual Recertification Effective Date:

C. Dear _____:

You made a request to submit your Annual Recertification ONLINE at the NYCHA Tenant Self-Service Portal. Your Annual Recertification is now available online. You should immediately go online and submit the Annual Recertification (Affidavit of Income) and all the supporting documentation for your household. Please note that you will submit your Annual Recertification (Affidavit of Income) Online and you do not need to return your paper Annual Recertification (Affidavit of Income) by mail.

To complete your Annual Recertification online, please follow the step-by-step instructions below:

- 1) Prepare your household information including members age 18 and above.
 - Use the *List of Sample Supporting Documents* sent with this letter to make sure you have all supporting documents and information.
 - Make sure all your household members age 18 and older, are available to provide their income, asset, and expense information and to electronically sign the *Third Party Verification – Consent to Release Information* form.
- 2) Login to the NYCHA Self-Service Portal at <https://selfserve.nycha.info>.
 - Please *LOGIN* using your existing user name and password. Your current username is:
*If you have forgotten or need to reset your password, select the "FORGOT / RESET PASSWORD" option. After entering your information, you may select a default or personal password.
 - Enter your Username and Password and click *LOGIN*.
 - Click on *VIEW DETAILS* under MY SEC 8 Case.
 - Click on *Start/Resume My Annual Recertification*.
- 3) Submit required documentation using the NYCHA Self-Service Portal. Once you answer all the questions and update your information, you will have the ability to upload all required documents online. If you are unable to upload your documents, you **must** return them by mail or in person to any Customer Contact Center, listed above, within 30 days of the date of this letter.

You can access the NYCHA Tenant Self Service Portal on a personal computer, smartphone, tablet or any public computer (i.e. library, community centers, etc.). NYCHA offers in person help with your online Annual Recertification at the Walk-in Centers listed above, Monday – Friday, **only** between the hours of 8 am - 3 pm.

 1 of 2
NYCHA 059.667A (3/29/19 v1) OPTING IN ONLINE RECERTIFICATION NOTIFICATION LETTER

How to submit annual recertification

Step 2

Gather your documents

When a participant receives the notice informing them of their upcoming annual recertification, **the participant should begin gathering all supporting documents** needed to complete the annual recertification process.

Participants can use the “**List of Supporting Documents**” form (included with the notice) to assist them in determining what type of documentation to submit.

All documentation must be current.

NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT
Customer Contact Center: (718) 707-7771

List of Sample Supporting Documents

You must submit proof of **current documentation** for each household member. The list below shows what types of documents NYCHA requires for income, assets, expenses, and adding new household members.

I. INCOME DOCUMENTS	
Employment	Pay stubs (provide at least two consecutive pay stubs) AND W-2 If you do not have 2 consecutive pay stubs then you can submit your most recent and current/last W2 and Payroll History or Letter of Termination from your employer; or If you do not have paystubs or a W-2 (for example, for new employment), verification of employment from your employer stating your hours worked and pay rate.
Self-employment	Federal tax returns (1040 A-S, 1040EZ, 1040-L), or 1099 statement(s) (1099-DIV,1099-G,1099-MISC, 1099-R) • Certificate of net worth • State tax returns
Social Security	Current SS or SSI award letter State Supplement Program (SSP) letter
Public assistance	Current public assistance budget letter
Military pay or VA benefits	Pension award letter; or Leave and Earnings Statement; or VA benefits summary letter
Regular contributions from outside your household	Written signed statement from contributor.
Pensions/annuities	Current pension award letter or annuity documents
Child support/alimony	If court-ordered amount is received, a copy of the court order; or Printout from NYS Child Support Services showing amount of payments (required if court order is over 120 days old); or If no court order is in place, a statement from the individual providing child support and/or alimony
Adoption assistance/ foster care	Foster care letter Guardianship paper Letter of administration Court order
Retirement accounts and pensions	Your most recent statement if you are retired and receiving regular payments from a pension or retirement account such as a KEOGH, 401(k), 403(b), 457B plans, IRA, Roth IRA accounts, etc.
Unemployment	Unemployment issuance of benefits (UIB) statement



1 of 4

NYCHA 059.663 (Rev. 03/06/26)x9 LIST OF SAMPLE SUPPORTING DOCUMENTS

Step 2

Gather your documents

What income should be reported to NYCHA?

Participants must report all income for every member of the household.

Note: Even if the participant believes the income is considered “excluded” income, participants should report the income to NYCHA and NYCHA will review the income source to determine if it should be excluded from the calculation.

Common Types of Income

Employment income

This includes wages and salaries, overtime pay, commissions, fees, tips and bonuses before any payroll deductions.

Public Assistance

If the public assistance benefits include an amount specifically designated for shelter, federal regulations dictate a specific formula for how to calculate this income.

Social Security, SSI, SSD, NY State SSP

Unemployment Benefits

Contribution Income

Any regular contributions and gifts from persons not living in the unit. These sources may include rent and utility payments paid on behalf of the family, and other cash or noncash contributions provided on a regular basis.

How to submit annual recertification

Step 3

Submit your information

selfserve.nycha.info

An official website of New York City Housing Authority

NYCHA Self Service Portal

HOME HELP TRANSLATE MENU

NYCHA Self-Service Portal

USERNAME

[Forgot Username](#)

PASSWORD

[LOGIN](#)

[REGISTER](#)

[Forgot Password](#)
[Reset Password](#)

NYCHA Self-Service Program & Initiatives



Your Section 8 Account

Your Case Number	12562375
Your Case Status	Rented
Head of Household	John Doe

[Manage Your Account](#)

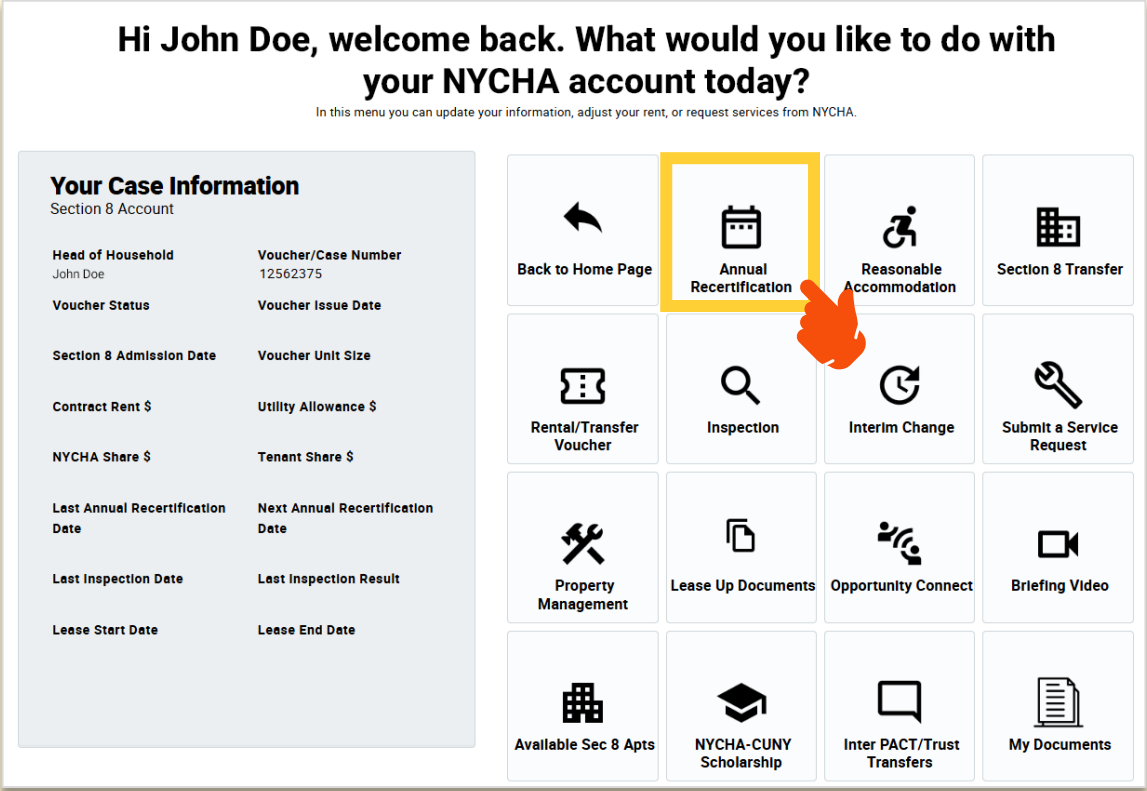


How to submit annual recertification

Step 3

Submit your information

selfserve.nycha.info



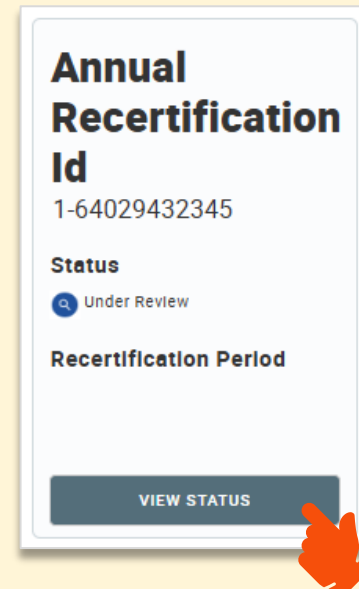
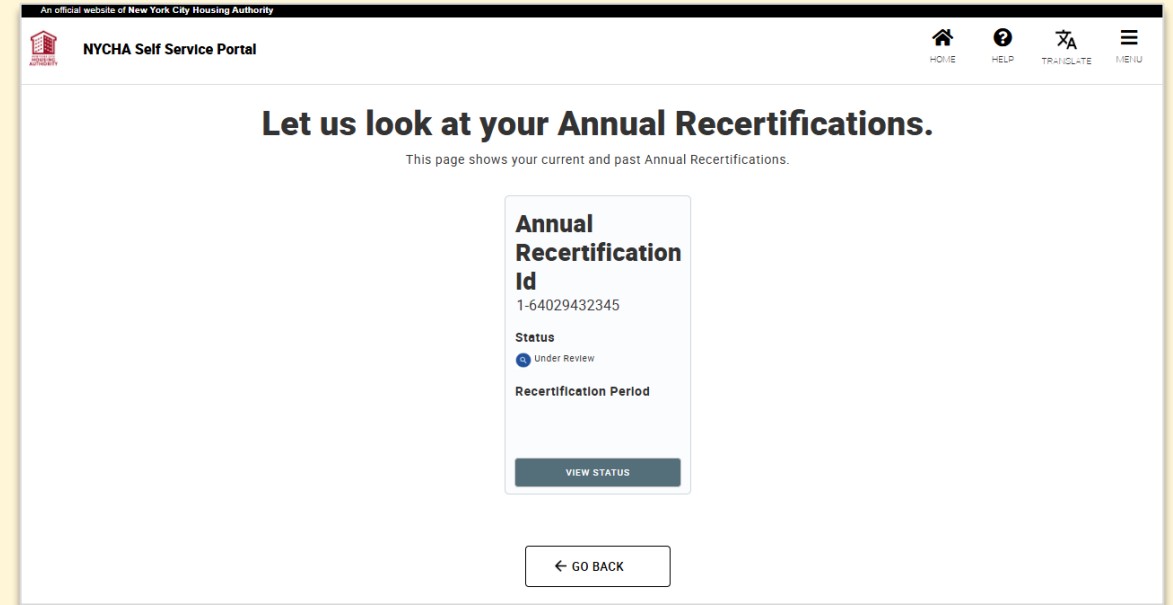
How to submit annual recertification

Step 4

Check the status of your recertification

selfserve.nycha.info

After your annual recertification has been submitted, you can come back to NYCHA's Self-Service Portal to check the status of your recertification and view, print, or upload your documents.



Your annual recertification status could be one of the following:

-  **Under Review**
-  **Additional Information Required**
-  **Approval**
-  **Avoid Termination**

How to submit annual recertification

Step 5

Receive a Voucher
Payment Change
Notification (VCN)

G. Dear Tenant:

The New York City Housing Authority ("NYCHA") has reviewed the family income submitted by you, in accordance with the United States Department of Housing and Urban Development ("HUD") regulations, and has made the following rent determination, effective [redacted]:

NYCHA Portion: <i>Paid by NYCHA to the Owner</i>	
Tenant Portion: <i>Paid by you</i>	
Total Contract Rent:	

If you wish a further explanation of this notice, please contact the Customer Contact Center at (718) 707-7771.

- A. Case #
B. Voucher #
☒ C. Annual Recertification
☐ D. Interim Change
☐ E. Lease Renewal
☐ F. Contract Rent Change

Voucher - CN

NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT

Reset

PO Box 19196
Long Island City, NY 11101-9196

- A. Case #
B. Voucher #
☒ C. Annual Recertification
☐ D. Interim Change
☐ E. Lease Renewal
☐ F. Contract Rent Change

G. Dear Tenant:

The New York City Housing Authority ("NYCHA") has reviewed the family income submitted by you, in accordance with the United States Department of Housing and Urban Development ("HUD") regulations, and has made the following rent determination, effective [redacted]:

NYCHA Portion: <i>Paid by NYCHA to the Owner</i>	
Tenant Portion: <i>Paid by you</i>	
Total Contract Rent:	

If you wish a further explanation of this notice, please contact the Customer Contact Center at (718) 707-7771.

IMPORTANT NOTES:

- You are required to pay your share of the rent, which is the difference between the full contract rent for the apartment and the Housing Assistance Payment subsidy paid on your behalf by NYCHA to the Owner. Any additional service charges that may be included in the lease agreement between you and the Owner/ Managing Agent are your responsibility. Please note that your share of the rent is subject to change.
 - If you *do not* agree with the above determination, you may request an informal conference or impartial hearing by checking one of the boxes below and mailing this form to the P.O. Box listed above within fifteen (15) days of the date of this notice. If you request an impartial hearing, you will be given an opportunity to discuss this voucher payment change together with any new information that you wish to submit prior to the effective date of the new voucher payment and prior to the impartial hearing.
- Regardless of whether you request a hearing, you are required to pay your new share of the rent on the effective date indicated above. Failure to pay your new share of the rent may result in termination of your subsidy.
- NYCHA has notified the Owner of this Voucher Change Notification of your Housing Assistance Payment subsidy.

Very truly yours,
Leased Housing Department

1 of 2
NYCHA 058 205 (Rev. 6/29/20 v7) VS_20121128 VOUCHER PAYMENT CHANGE NOTIFICATION

Step 5

Receive a Voucher Payment Change Notification (VCN)

	☐ I would like an informal conference for an explanation of my rent share. ☐ I would like a hearing to contest my share of rent.
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1. LAST NAME	2. FIRST NAME	3. MIDDLE INITIAL

4. SIGNATURE	5. SIGNATURE DATE
	 (mm/dd/yyyy)

[illegible]

How to submit annual recertification

Rent Share Determination

Household Summary:

		Formula	Amount
Your household composition of [] members qualifies for:			
1. Voucher Payment Standard (VPS)	[] bedroom rate		\$ []
Your household information as of [] helps NYCHA determine your benefits as:			
2. Gross Contract Rent (GCR) for current unit ([] bedroom unit)	CR + UA		\$ []
3. GCR Amount over VPS if applicable (tenant responsibility)	GCR - VPS		\$ []
4. Net Household Income	Gross Household Income (\$ []) – Total Deductions (\$ [])		\$ []
5. Total Tenant Payment (TTP)	Greater of 30 % of Net Household Income or 10% of your monthly Gross Income or Minimum Rent or Welfare Rent or Enhanced Voucher Minimum Rent		\$ []
6. Maximum Subsidy Payable	VPS – TTP		\$ []
7. Actual Subsidy Payable	GCR – TTP**		\$ []
Amount you must pay to your Landlord:			
8. Tenant Share	TTP + Line 3, if applicable		\$ []

**See notations below about \$0.00 Actual Subsidy Payable results.

Reset

Explanation of Voucher Benefits

A. Tenant Info:

B. Voucher #

C. The purpose of this Explanation of Voucher Benefits is to provide you with additional information on how your Section 8 benefits are calculated. A glossary of terms with standard abbreviations can be found on page 2.

Household Summary:		Formula	Amount
Your household composition of [] members qualifies for:			
1. Voucher Payment Standard (VPS)	[] bedroom rate		\$ []
Your household information as of [] helps NYCHA determine your benefits as:			
2. Gross Contract Rent (GCR) for current unit ([] bedroom unit)	CR + UA		\$ []
3. GCR Amount over VPS if applicable (tenant responsibility)	GCR - VPS		\$ []
4. Net Household Income	Gross Household Income (\$ []) – Total Deductions (\$ [])		\$ []
5. Total Tenant Payment (TTP)	Greater of 30 % of Net Household Income or 10% of your monthly Gross Income or Minimum Rent or Welfare Rent or Enhanced Voucher Minimum Rent		\$ []
6. Maximum Subsidy Payable	VPS – TTP		\$ []
7. Actual Subsidy Payable	GCR – TTP**		\$ []
Amount you must pay to your Landlord:			
8. Tenant Share	TTP + Line 3, if applicable		\$ []

**See notations below about \$0.00 Actual Subsidy Payable results.

If your Actual Subsidy Payable (Line 7) results in \$0.00 and you are:

- A participant that converted from Public Housing to Section 8 through the Rental Assistance Demonstration (RAD) program, you are required to pay at least 30% of your income towards rent. This may result in Line 7 being \$0.00 and a higher tenant share than the contract rent.
- Not a participant in a RAD property, you are now considered "Zero Subsidy". Due to the recent increase in your family income, your Total Tenant Payment is equal to or greater than the contract rent for your unit. You will be responsible for paying the full contract rent for your apartment.



Termination Notices

If a Section 8 participant receives a termination notice regarding their annual recertification, then the participant should immediately—

Review the notice to determine what documents and information are still needed to complete the annual recertification.

Submit any outstanding documents and information to NYCHA immediately.

Respond to the termination notice by requesting an informal conference or hearing if there are any outstanding questions.

How to submit annual recertification

Termination Warning Notice

This is the first page of an **example TW -1 Notice**.
The TW-1 Notice is five pages in length.

If a Section 8 participant receives a TW-1 Notice and has questions, then they can **call the NYCHA Customer Contact Center at (718) 707-7771**.

TW-1

Reset

NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT

A. Voucher #

B. The New York City Housing Authority intends to terminate your Section 8 rent subsidy for the reason(s) checked below:

1. You have violated your family obligation(s) under Section 8 Existing Housing because:

a. ☐ You have not supplied or properly completed the following document(s) or information needed to process your annual or interim income recertification for NYCHA to administer the Section 8 program:

Document/Form Refer to the List of Supporting Documents for Assistance	Household Member(s)
1. ☐ Affidavit of Income	
2. ☐ Proof of Income - Government Programs/Fixed Income (examples include: Veterans Benefits, Pension Award Letter, etc.)	
3. ☐ Proof of Income - Employment (examples include: Pay Stubs (at least 2 current consecutive pay stubs), Employment Wages, Workers Compensation, Unemployment, Seasonal Wages, Independent Contractor Wages, Day Laborer Wages)	
4. ☐ Proof of Income - Self-Employment (examples include: Transcript of Tax Return, Schedule C, Certificate of Net Worth and Income from Operation of Business)	

TW-1 Notice

How to submit annual recertification

Termination Notices

E. Check the appropriate box(es):

☐ 1. I would like an impartial hearing to contest termination of my Section 8 rent subsidy.

☐ 2. I would like an informal conference. (If the conference does not resolve the problem, a hearing will be scheduled.)

3. Signature

4. Date
(mm/dd/yyyy)

This is the first and last pages of an **example T-1 Notice**.
The T-1 Notice is six pages in length.

If a Section 8 participant receives a T-1 Notice and has questions, then **they can request an informal conference or a hearing and return that request to NYCHA.**

First page of T-1 Notice

T-1

NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT

Reset

NOTICE OF TERMINATION OF SECTION 8 SUBSIDY

A. Voucher #

B. The New York City Housing Authority intends to terminate your Section 8 rent subsidy for the reason(s) checked below:
1. You have violated your family obligation(s) under Section 8 Existing Housing because:
a. ☐ You did not permit your unit to be inspected on and after reasonable notice.
b. ☐ You have not supplied or properly completed the following documents or information needed to process your annual or interim income recertification for NYCHA to administer the Section 8 program:

Document/Form Refer to the List of Supporting Documents for Assistance	Household Member(s)
1. ☐ Affidavit of Income	
2. ☐ Proof of Income - Government Programs/Fixed Income (examples include: Veterans Benefits, Pension Award Letter, etc.)	
3. ☐ Proof of Income - Employment (examples include: Pay Stubs (at least 2 current consecutive pay stubs), Employment (Wages) Workers Compensation, Unemployment, Seasonal Wages, Independent Contractor Wages, Day Laborer Wages)	
4. ☐ Proof of Income - Self-Employment (examples include: Transcript of Tax Return, Schedule C, Certificate of Net Worth and Income from Operation of Business)	

E. Check the appropriate box(es):
☐ 1. I would like an impartial hearing to contest termination of my Section 8 rent subsidy.
☐ 2. I would like an informal conference. (If the conference does not resolve the problem, a hearing will be scheduled.)

3. Signature

4. Date
(mm/dd/yyyy)

F. Voucher #

G. Return this form to: New York City Housing Authority
Leased Housing Department
P.O. Box 19201
Long Island City, NY 11101

A translation of this document is available from the Customer Contact Center. NYCHA is providing the translation for your information only. Please fill out the English language version of the document.
La traducción de este documento está disponible en los Centros de Atención al Cliente. NYCHA proporciona la traducción solo para su información. Por favor, llene la versión en inglés del documento.
Перевод этого документа находится в Центре обслуживания клиентов. NYCHA предоставляет перевод только для вашей информации. Пожалуйста, заполните английский вариант документа.
客戶服務中心備有文件譯本可供索取。紐約市房屋局所提供的文件譯本僅供參考。請填寫文件的英文版本。
客戶服務中心備有文件譯本可供索取。紐約市房屋局所提供的文件譯本僅供參考。請填寫文件的英文版本。

Last page of T-1 Notice

How to submit your annual recertification

Termination Notices

E. Check the appropriate box(es):

☐ 1. I would like an impartial hearing to contest termination of my Section 8 rent subsidy.

☐ 2. I would like an informal conference. (If the conference does not resolve the problem, a hearing will be scheduled.)

3. Signature

4. Date
(mm/dd/yyyy)

This is the first and last pages of an **example T-3 Notice**. The T-3 Notice is six pages in length.

If a Section 8 participant receives a T-3 Notice and has questions, then **they can request a hearing and return that request to NYCHA**.

First page of T-3 Notice

T-3

NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT

Reset

NOTICE OF DEFAULT: TERMINATION OF SECTION 8 SUBSIDY

A. Voucher #

B. The New York City Housing Authority sent you a notice on stating that your Section 8 subsidy would be terminated for the reason(s) checked below:

1. You have violated your family obligation(s) under Section 8 Existing Housing because:

a. ☐ You did not permit your unit to be inspected on and after reasonable notice.

b. ☐ You have not supplied or properly completed the following document(s) or information needed to process your annual or interim income recertification for NYCHA to administer the Section 8 program:

Document/Form
Refer to the List of Supporting Documents for Assistance

Household Member(s)

1. ☐ Affidavit of Income

2. ☐ Proof of Income - Government Programs/Fixed Income (examples include: Veterans Benefits, Pension Award Letter, etc.)

3. ☐ Proof of Income - Employment (examples include: Pay Stubs (at least 2 current consecutive pay stubs), Employment Wages, Workers Compensation, Unemployment, Seasonal Wages, Independent Contractor Wages, Day Laborer Wages)

4. ☐ Proof of Income - Self-Employment (examples include: Transcript of Tax Return, Schedule C, Certificate of Net Worth and Income from

E. If you check the box requesting a hearing, you **must** return all four (4) pages of this form.

☐ 1. I would like a hearing to contest termination of my Section 8 rent subsidy.

2. Signature

3. Date
(mm/dd/yyyy)

F. Voucher #

G. Return this form to: New York City Housing Authority
Leased Housing Department
P.O. Box 19201
Long Island City, NY 11101

A translation of this document is available from the Customer Contact Center. NYCHA is providing the translation for your information only. Please fill out the English language version of the document.

La traducción de este documento está disponible en los Centros de Atención al Cliente. NYCHA proporciona la traducción solo para su información. Por favor, llene la versión en inglés del documento.

Перевод этого документа находится в Центре обслуживания клиентов. NYCHA предоставляет перевод только для вашей информации. Пожалуйста, заполните английский вариант документа.

客戶服務中心備有文件譯本可供索取。紐約市房屋局所提供的文件譯本僅供參考。請填交文件的英文版本。

客戶服務中心備有文件譯本可供索取。紐約市房屋局所提供的文件譯本僅供參考。請填交文件的英文版本。

Last page of T-3 Notice

29

How to submit your annual recertification

Restorations: NYCHA

Former Section 8 participants who have been terminated or moved off NYCHA's Section 8 program may submit a request for restoration.

Restoration is not guaranteed, and participants should explore other options while restoration requests are under review.

A restoration request must be received within 12 months of move-out or termination.

There must be fewer than two restoration requests on file for the household and no prior restoration to the program.

Former Section 8 participants must timely respond to all requests for additional information.

NYCHA will provide a response to the restoration request in writing.

Part 4

How to submit your interim recertification

Photo: Williamsburg Houses



How to submit your interim recertification

Interim Recertification Process

- 
- Step 1**
Access your account in the Self-Service Portal
 - Step 2**
Start the interim recertification process
 - Step 3**
Submit your information
 - Step 4**
Check the status of your recertification
 - Step 5**
Receive a Voucher Payment Change Notification (VCN)

How to submit your interim recertification

Step 1

Access your account in the Self-Service Portal

selfserve.nycha.info

An official website of New York City Housing Authority

NYCHA Self Service Portal

HOME HELP TRANSLATE MENU

NYCHA Self-Service Portal

USERNAME

[Forgot Username](#)

PASSWORD

[Forgot Password](#)
[Reset Password](#)

NYCHA Self-Service Program & Initiatives



Your Section 8 Account

Your Case Number	12562375
Your Case Status	Rented
Head of Household	John Doe

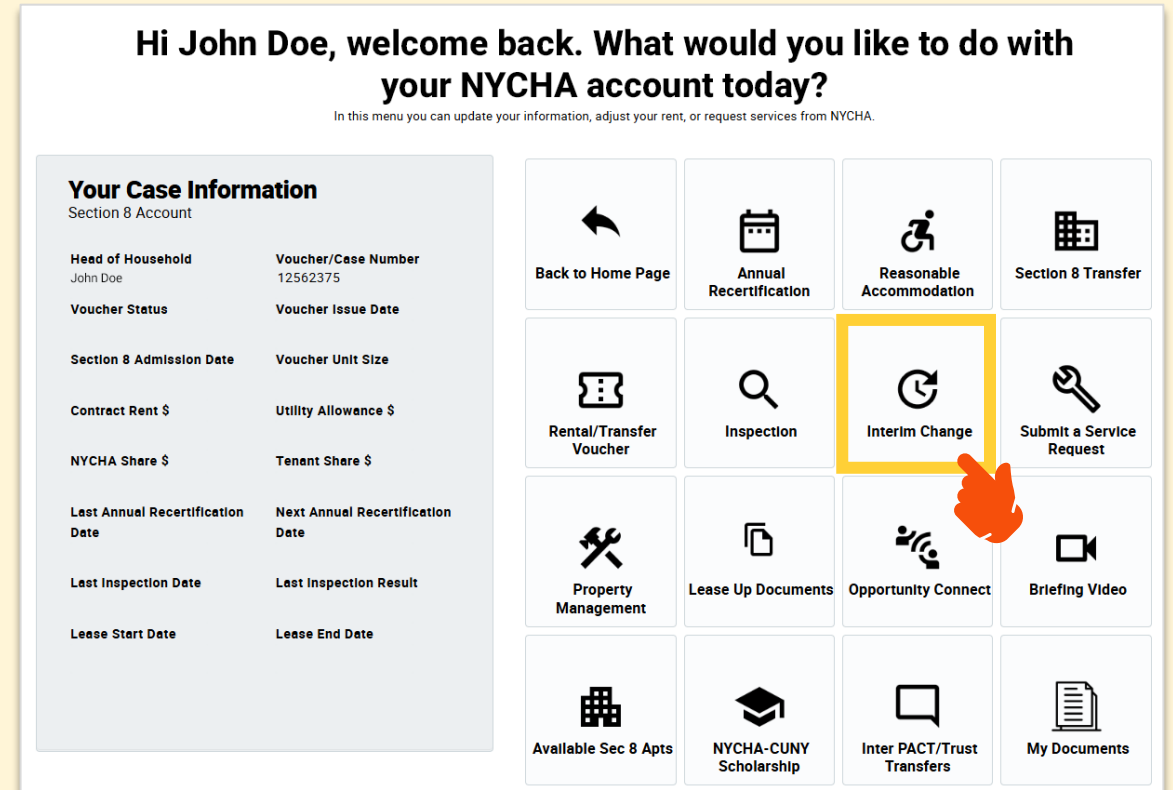


How to submit your interim recertification

Step 1

Access your account in the Self-Service Portal

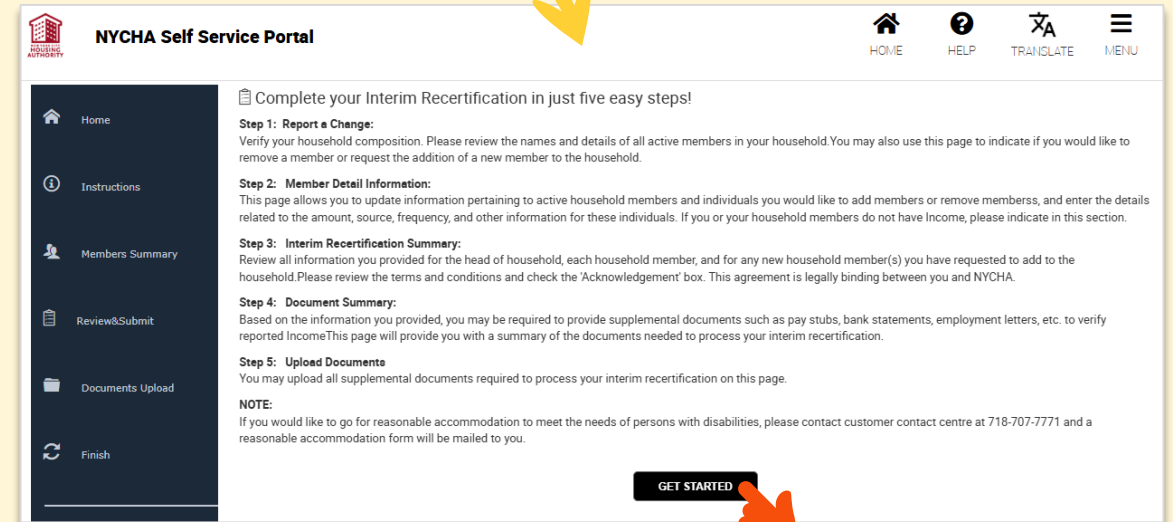
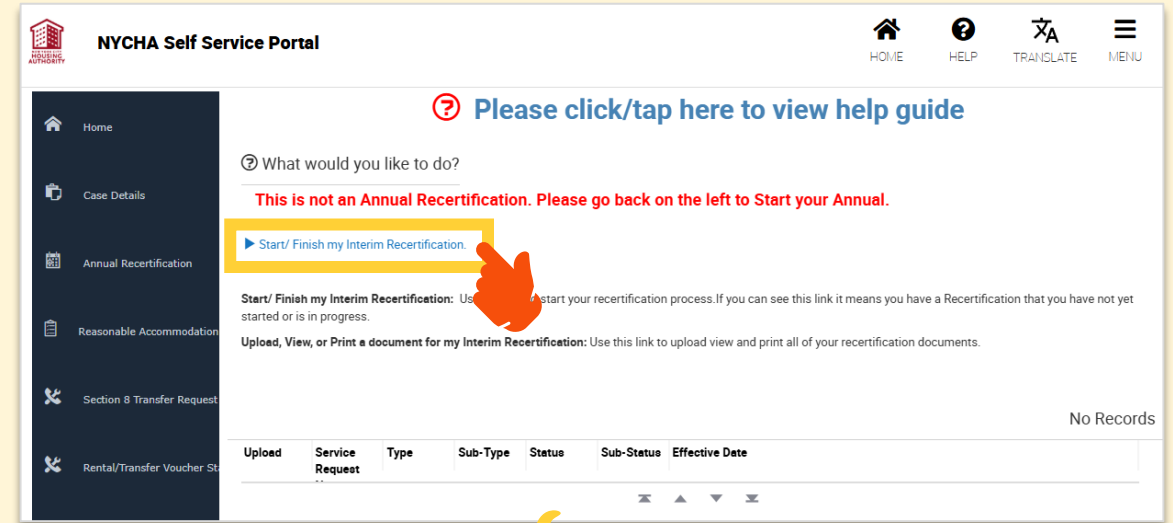
selfserve.nycha.info



How to submit your interim recertification

Step 2

Start the interim recertification process



How to submit your interim recertification

Step 3

Submit your information

Participants must submit documents to support their interim recertification/interim change request.

If supporting documents are not submitted, NYCHA will be unable to process the request.

Example Supporting Documents:

If the participant is reporting a decrease in income:

Termination letter from an employer; unemployment benefits; two consecutive paystubs showing a reduction in pay; public assistance benefit statement or SSI/SSD/NY SSP award letter showing a reduction in benefits.

If the participant is reporting an increase in income:

Two consecutive paystubs showing an increase in pay.

If the participant is requesting to add an individual to the Section 8 household:

Birth certificate, Social Security Card, and income for the individual being added to the Section 8 household.

How to submit your interim recertification

Step 3

Submit your information

Home

Instructions

Members Summary

Review&Submit

Documents Upload

Finish

NYCHA Self Service Portal

HOMEHELPTRANSLATEMENU

Case Number:
12562375

Head of Household:
John Doe

SR Number:
1-64027067897

Note : Please select below options to proceed.

A request to Remove Head of Household:★

A request to Add New Head of Household:

A request to remove Family Member(s):★

Do you want to update any profile information?★

Select New Head Of Household:

A request to add Family Member(s):★

Change Of Income,Asset or Expense Request:★

Court Appointed Guardian Request:★

Member Information

1 - 4 of 4

Select	First Name	Last Name	Relationship	Status	Court Appointed	Start Date	End Date
☐	Lily	Doe	Child	Active	☐ N		
☐	Billy	Doe	Child	Active	☐ N		
☐	Jane	Doe	Other Adult/Signifi...	Active	☐ N		
☐	John	Doe	Head	Active	☐ N		

Note : Please select below options to proceed.

A request to Remove Head of Household:★

A request to Add New Head of Household:

A request to remove Family Member(s):★

Do you want to update any profile information?★

Select New Head Of Household:

A request to add Family Member(s):★

Change Of Income,Asset or Expense Request:★

Court Appointed Guardian Request:★

How to submit your interim recertification

Step 4

Check the status of your recertification

selfserve.nycha.info

After the participant has completed their interim recertification, they can log in periodically to the Self-Service Portal to check the status of the request and view, print, or upload documents.

Note: A participant's annual recertification must be up-to-date to prevent delays in processing the interim request.

Hi John Doe, welcome back. What would you like to do with your NYCHA account today?

In this menu you can update your information, adjust your rent, or request services from NYCHA.

Your Case Information
Section 8 Account

Head of Household John Doe	Voucher/Case Number 12562375
Voucher Status	Voucher Issue Date
Section 8 Admission Date	Voucher Unit Size
Contract Rent \$	Utility Allowance \$
NYCHA Share \$	Tenant Share \$
Last Annual Recertification Date	Next Annual Recertification Date

Back to Home Page | Annual Recertification | Reasonable Accommodation | Section 8 Transfer | Rental/Transfer Voucher | Inspection | **Interim Change** | Submit a Service Request

An official website of New York City Housing Authority

NYCHA Self Service Portal

HOME | HELP | TRANSLATE | MENU

Please click/tap here to view help guide

What would you like to do?

This is not an Annual Recertification. Please go back on the left to Start your Annual.

▶ Start/ Finish my Interim Recertification.

Start/ Finish my Interim Recertification: Use this link to start your recertification process. If you can see this link it means you have a Recertification that you have not yet started or is in progress.

Upload, View, or Print a document for my Interim Recertification: Use this link to upload view and print all of your recertification documents.

Upload	Service Request	Type	Sub-Type	Status	Sub-Status	Effective Date
Upload	1-64041081173	Recertification	Interim	Open	Additional Inf...	6/2/2026
Upload	1-64041081231	Recertification	Interim	Open	Additional Inf...	6/2/2026
Upload	1-64027067897	Recertification	Interim	Open	Additional Inf...	5/29/2026

1 - 3 of 3

How to submit your interim recertification

Step 5

Receive a Voucher
Payment Change
Notification (VCN)

G. Dear Tenant:

The New York City Housing Authority (“NYCHA”) has reviewed the family income submitted by you, in accordance with the United States Department of Housing and Urban Development (“HUD”) regulations, and has made the following rent determination, effective [redacted]:

NYCHA Portion: <i>Paid by NYCHA to the Owner</i>	
Tenant Portion: <i>Paid by you</i>	
Total Contract Rent:	

If you wish a further explanation of this notice, please contact the Customer Contact Center at (718) 707-7771.

- A. Case #
B. Voucher #
☐ C. Annual Recertification
☒ D. Interim Change
☐ E. Lease Renewal
☐ F. Contract Rent Change

Voucher - CN

NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT

Reset

PO Box 19196
Long Island City, NY 11101-9196

- A. Case #
B. Voucher #
☐ C. Annual Recertification
☒ D. Interim Change
☐ E. Lease Renewal
☐ F. Contract Rent Change

G. Dear Tenant:

The New York City Housing Authority (“NYCHA”) has reviewed the family income submitted by you, in accordance with the United States Department of Housing and Urban Development (“HUD”) regulations, and has made the following rent determination, effective [redacted]:

NYCHA Portion: <i>Paid by NYCHA to the Owner</i>	
Tenant Portion: <i>Paid by you</i>	
Total Contract Rent:	

If you wish a further explanation of this notice, please contact the Customer Contact Center at (718) 707-7771.

IMPORTANT NOTES:

- You are required to pay your share of the rent, which is the difference between the full contract rent for the apartment and the Housing Assistance Payment subsidy paid on your behalf by NYCHA to the Owner. Any additional service charges that may be included in the lease agreement between you and the Owner/ Managing Agent are your responsibility. Please note that your share of the rent is subject to change.
 - If you *do not* agree with the above determination, you may request an informal conference or impartial hearing by checking one of the boxes below and mailing this form to the P.O. Box listed above within fifteen (15) days of the date of this notice. If you request an impartial hearing, you will be given an opportunity to discuss this voucher payment change together with any new information that you wish to submit prior to the effective date of the new voucher payment and prior to the impartial hearing.
- Regardless of whether you request a hearing, you are required to pay your new share of the rent on the effective date indicated above. Failure to pay your new share of the rent may result in termination of your subsidy.
- NYCHA has notified the Owner of this Voucher Change Notification of your Housing Assistance Payment subsidy.

Very truly yours,

Leased Housing Department

1 of 2
NYCHA 058 205 (Rev. 6/29/20 v7) VS_20121128 VOUCHER PAYMENT CHANGE NOTIFICATION

How to submit your interim recertification

Step 5

Receive a Voucher
Payment Change
Notification (VCN)

☐ I would like an informal conference for an explanation of my rent share.

☐ I would like a hearing to contest my share of rent.

1. LAST NAME

2. FIRST NAME

3. MIDDLE INITIAL

4. SIGNATURE

5. SIGNATURE DATE

(mm/dd/yyyy)

2 of 2
NYCHA 058 205 (Rev. 6/29/20 v7) VS_20121128 VOUCHER PAYMENT CHANGE NOTIFICATION

☐ I would like an informal conference for an explanation of my rent share.

☐ I would like a hearing to contest my share of rent.

1. LAST NAME

2. FIRST NAME

3. MIDDLE INITIAL

4. SIGNATURE

5. SIGNATURE DATE

(mm/dd/yyyy)



Part 5

Resources for Residents

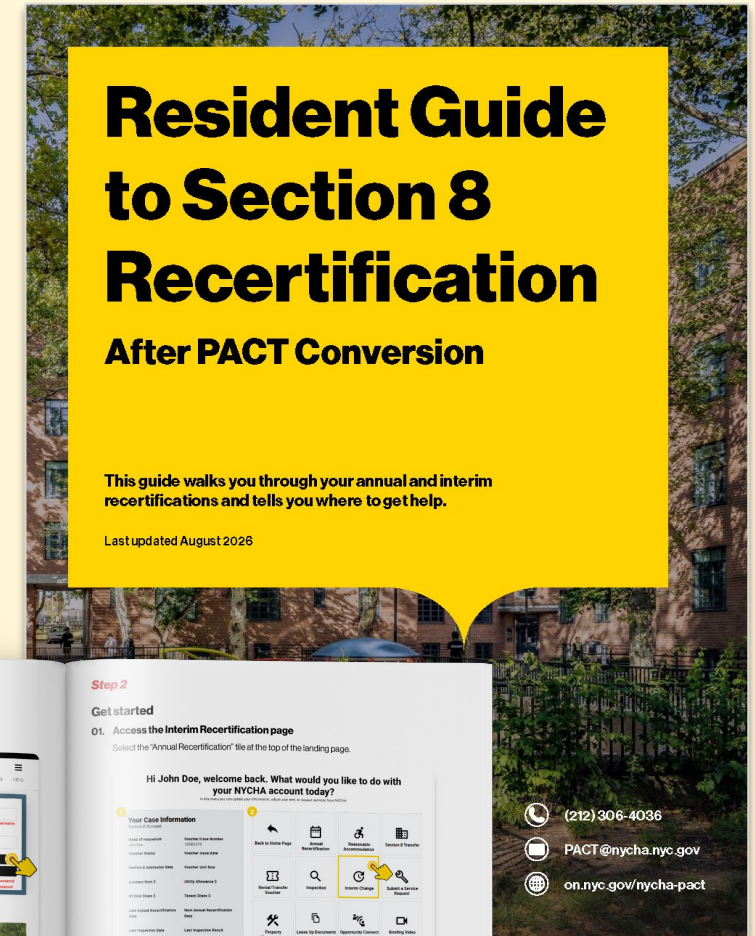
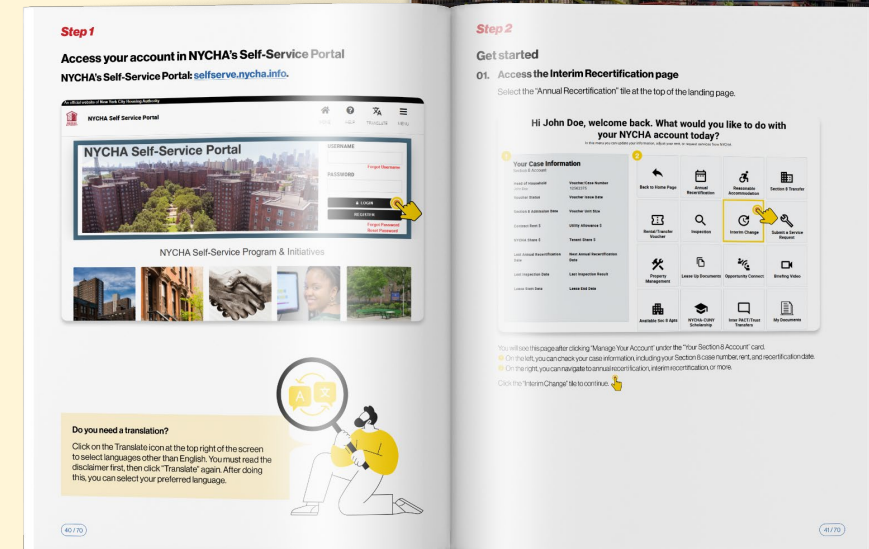
Photo: The Atrium at Sumner



Full Step-by-Step Guide

on.nyc.gov/nycha-pact-residents

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.



Need help? Here's who to reach out to.

NYCHA Customer Contact Center (CCC)

Call **(718) 707-7771** for:

- Help with the NYCHA Self-Service Portal, including login issues
- Questions about recertification
- Request a paper annual recertification packet or interim change request form
- Request a reasonable accommodation
- Communicate changes in your tenancy or contact information
- Request an inspection
- Obtain status updates

NYCHA Walk-In Center

NYCHA operates two centers where applicants and participants can obtain in-person assistance Monday through Friday from 8:00am to 5:00pm.

Brooklyn/Staten Island/Queens

**787 Atlantic Ave., 2nd Fl.
Brooklyn, NY 11238**

Bronx/Manhattan/Queens

**478 E. Fordham Rd
(1 Fordham Plaza), 2nd Fl.
Bronx, NY 10458**

Make an appointment before your visit by calling:

NYCHA CCC (718) 707-7771

Or online at

on.nyc.gov/nycha-ccc-appt

Need help? Here's who to reach out to.

Linden & Penn-Wortman

C+C Apartment Management
(646) 582-9791

University Settlement
(212) 505-1995

Boulevard, Belmont-Sutter, & Fiorentino Plaza

Boulevard Together
(914) 494-0484

CAMBA
(718) 874-6964, Ext: 502

Your PACT Property Manager or Social Service Provider

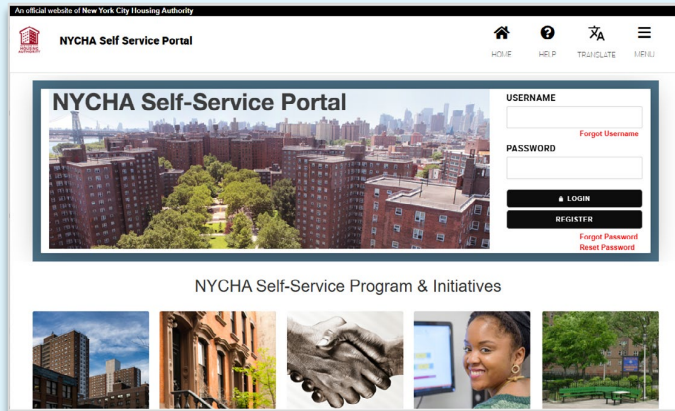
Your PACT property managers can help with your recertification process. They can help scan your documents and provide a device with internet access to log on to the NYCHA Self-Service Portal.

-
- Call or email to make an appointment and visit their office.
 - **Bring your log-in information for your NYCHA Self-Service Portal account. You will need to log in to the Self-Service Portal by yourself.**
 - Bring any documents you received from NYCHA about your recertification.
 - Bring any documents you want help uploading.

We're Open 24/7 Online: Self-Service Portal

Section 8 participants and applicants can access information about their case/application online via the tenant Self-Service Portal.

selfserve.nycha.info



Registered Section 8 participants may use the portal to:

- View basic case information
- Complete their annual recertification & upload supporting documents
- Request an interim recertification & upload supporting documents
- Search for available Section 8 units
- View their inspection date and reschedule if necessary (up to one time)
- Request a reasonable accommodation
- Request a five borough or portability transfer

Frequently Asked Questions

What happens if I don't complete my annual recertification?

You must complete your annual recertification. Annual recertification is required by HUD for all federally assisted housing.

- **If your annual recertification remains incomplete, NYCHA will terminate your Section 8 benefits in accordance with federal regulations.**
- NYCHA will send three termination notices before terminating your benefits. Each notice lists the outstanding documents needed for each family member.
- **If you receive a termination notice, you must respond to it as soon as possible.**
 - If you do not understand the termination notice, you should request an informal conference or hearing on the notice and return that request to NYCHA.
- If you do not request a conference/hearing and your annual recertification remains incomplete, your Section 8 subsidy will be terminated by default.
- If NYCHA terminates your Section 8 subsidy, you will be at risk of eviction.

Frequently Asked Questions

What if my income changed recently?

You are required to report any changes in income and household composition **within 30 days of the date of such change**.

- You do not have to wait for your annual recertification.
- **Use the Self-Service Portal to submit an interim recertification or contact the NYCHA CCC at (718) 707-7771 for help.**
- Promptly reporting changes helps keep your rent and assistance accurate.

Do I need to report everyone living in my apartment?

Yes. All members of your household, including children, relatives, and anyone else living with you, must be reported on your recertification.

Not reporting someone living in your Section 8 unit could lead to the termination of your Section 8 benefits.

Frequently Asked Questions

I'm confused – can someone help me?

Absolutely. You can get help with recertification from:

- **NYCHA CCC** at (718) 707-7771
- **Your PACT property manager**
- **Onsite social service providers** at your development

Language support is available through Google Translate on the Portal, and you can call the NYCHA CCC if you need the recertification in paper form.

Is annual recertification required because of PACT?

Annual recertification is required for all federally assisted housing.

All NYCHA residents, including Section 9 public housing and Section 8 residents, must complete their annual recertification every year.



Photo: Boston Road Plaza



Thank you!



How did we do?

Scan to share your feedback on today's recertification training.