



RESIDENT HANDBOOK



Version: December 2024

This Handbook is a plain language summary NYCHA prepared to assist you in understanding public housing residents' rights and responsibilities. For a complete description of residents' rights and responsibilities, please see the lease, the Highlights of House Rules, and the Admissions and Continued Occupancy Plan (ACOP), as changed from time to time.

A GUIDE FOR NYCHA RESIDENTS

NYCHA's guide for residents has a variety of helpful information for new and longtime residents alike – from how to pay your rent or replace lost keys to details about the pet policy.

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PROPERTY MANAGEMENT OFFICE

Monday to Friday, 8:30 a.m. to 4:30 p.m. (There may be extended hours once a week at your development – check with your property management office for details.)

MYNYCHA

Manage your repairs and maintenance requests; access the website or download the app:
www.nyc.gov/mynycha

CUSTOMER CONTACT CENTER (CCC)

Available 24 hours a day, 7 days a week to report a maintenance emergency and from Monday to Friday, 6 a.m. to midnight, to schedule routine maintenance repairs:
(718) 707-7771

SELF-SERVICE PORTAL

Manage your rent and lease agreements and complete your annual recertification:
selfserve.nycha.info

NEIGHBORHOOD PLANNER

Scheduling open tickets for specialized skilled trades repairs that have been identified by a Maintenance Worker. Contact your property management office for your Neighborhood Planner's phone number.

Monday to Friday, 8:30 a.m. to 4:30 p.m.

FOR EMERGENCIES, CALL 911. FOR ALL NON-EMERGENCY CITY SERVICES, CALL 311

New York City Housing Authority

90 Church Street

New York, NY 10007

(212) 306-3000 (main line and switchboard)

www.nyc.gov/nycha

CONCERNS AND COMPLAINTS

If you would like to report...

- Potential violations of laws, rules, or regulations;
- Improper maintenance work intended to hide actual building conditions;
- Previously reported unsafe health and safety conditions, including lead, mold, pests, heating, elevators, building cleanliness, and fire safety, that were not corrected;
- Policies or procedures not followed;
- Unsafe conditions for NYCHA staff; or
- Poor quality maintenance work in an apartment or building:

Visit on.nyc.gov/Submit-Concern or call NYCHA's Customer Contact Center (CCC) at 718-707-7771 (and select menu option 7 when prompted). Complaints can be made anonymously. Depending on the nature of the issue, your complaint will be routed to NYCHA's Compliance Department, Environmental Health and Safety Department, or Quality Assurance Unit.

CUSTOMER CONTACT CENTER WALK-IN CENTERS (Monday to Friday, 8 a.m. to 5 p.m.)

You can schedule an appointment at one of NYCHA's Customer Contact Center (CCC) Walk-In Centers for a time that is convenient for you. To make an appointment, visit on.nyc.gov/nycha-ccc-appt

Brooklyn/Staten Island/Queens

787 Atlantic Avenue, 2nd Fl.
Brooklyn, NY 11238
(718) 707-7771

Bronx/Manhattan/Queens

478 East Fordham Road (1 Fordham Plaza), 2nd Fl.
Bronx, NY 10458
(718) 707-7771

OFFICE OF DIVERSITY, EQUITY, AND INCLUSION

(212) 306-4468

FREEDOM OF INFORMATION LAW (FOIL) REQUESTS

Foil requests must be made in writing. You can mail, email, fax, or hand deliver your request using the contact information below. Please do not send a request in both hard copy and email form as this would be duplicative and may delay the response.

90 Church Street, 11th Floor
New York, New York 10007
FOIL@nycha.nyc.gov
Fax: (212) 656-1064

Helpful links and sample forms:

- FOIL Request Form: www.nyc.gov/assets/nycha/downloads/pdf/FOIL-Request-Form.pdf
- Consent to Release Form:
www.nyc.gov/assets/nycha/downloads/pdf/NYCHA-Consent-to-Release-FOIL.pdf
- FAQs: www.nyc.gov/site/nycha/about/foil-faq.page
- FOIL Subject Matter List: www.nyc.gov/site/nycha/about/foil-subject-matter-list.page

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD) - OFFICE OF THE REGIONAL ADMINISTRATOR

CH 1

26 Federal Plaza, Room 3541
New York, NY 10278
Email: NY_WebManager@hud.gov
Phone: (212) 264-8000
Fax: (212) 264-0246
TTD: (212) 264-0927

INSPECTOR GENERAL

Report any incidence of fraud, waste, or serious mismanagement: (212) 306-3355
Fax: (212) 306-6484
ig@nycha.nyc.gov

LANGUAGE SERVICES

NYCHA translates official documents and arranges interpretation services for Limited-English Proficient persons and those who are hard of hearing or deaf to promote meaningful access to NYCHA programs and activities. For assistance, contact your property management office or call the Customer Contact Center at (718) 707-7771.

LEGAL

Legal papers to be served on NYCHA must be served on Tuesdays or Thursdays between the hours of 9 a.m. and 5 p.m. at 90 Church Street, 11th Floor, New York, NY 10007, or by email to ServiceECF@nycha.nyc.gov.

LOCKBOX UNIT

If you have any questions related to rent payment options or E-Bills, call (718) 707-7771.

NYCHA AUTOMATED PHONE PAYMENT SYSTEM

(877) 481-9947

MEDIA INQUIRIES

(212) 306-3322

OMBUDSPERSON CALL CENTER (OCC)

If you have already reported mold or a leak in your apartment to NYCHA but are still concerned about mold, leaks, or any associated repairs that have not been completed properly or on time, contact the Ombudsperson Call Center (OCC) for leaks and mold, which is court-appointed and independent of NYCHA, at 888-341-7152 or ombnyc.com.

RESIDENT ECONOMIC EMPOWERMENT & SUSTAINABILITY (REES) HOTLINE

(718) 289-8100
www.opportunitynycha.org

RESIDENT PARTICIPATION & CIVIC ENGAGEMENT

resident.engagement@nycha.nyc.gov

CH 1

NYCHA PARKING

(212) 967-4875

www.nychaparking.com

NYCHA'S SAFETY AND SECURITY UNIT

(212) 306-8800

NYPD'S DRUG HOTLINE

(888) 374-DRUGS

FAMILY PARTNERSHIPS DEPARTMENT

Bronx: (718) 409-8699

Brooklyn: (212) 306-6720

Manhattan: (646) 994-4755

Queens: (646) 994-4700

Staten Island: (646) 994-4700

Family Re-entry Program: (212) 306-6024 or Family.Reentry@nycha.nyc.gov

TELETYPEWRITER (TTY)

Dial 711

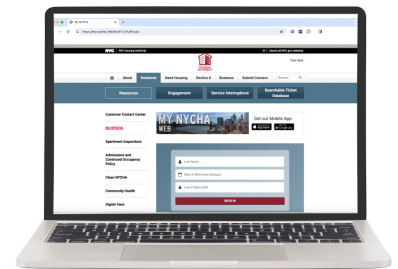
NYCHA ON THE INTERNET

For the latest news and happenings at NYCHA, log on to www.nyc.gov/nycha and follow us on social media:

- Facebook: www.facebook.com/nycha
- Twitter: www.twitter.com/nycha
- Instagram: instagram.com/nychagram
- YouTube: www.youtube.com/nychahousing
- LinkedIn: www.linkedin.com/company/new-york-city-housing-authority

MYNYCHA

Available in multiple languages and accessible via the web or a free downloadable app, MyNYCHA (www.nyc.gov/mynycha) allows you to manage your repairs and maintenance requests 24/7. Through MyNYCHA, you can also subscribe to alerts about outages, maintain your contact information, and pay your rent.



CUSTOMER CONTACT CENTER (CCC)

Call the Customer Contact Center (CCC) at (718) 707-7771. It's available 24 hours a day, 7 days a week to report a maintenance emergency in apartments and public spaces and from Monday to Friday, 6 a.m. to midnight, to schedule routine maintenance repairs.

The CCC and MyNYCHA are both easy, convenient ways to request service from NYCHA!



NYCHA'S SELF-SERVICE RESIDENT PORTAL

Visit selfserve.nycha.info for easy, 24/7 access to a variety of NYCHA-related transactions. Pay your rent; complete your annual recertification; request a transfer; and apply for Resident Economic Empowerment and Sustainability (REES) programs. Applicants can also update and check their application status. Feel free to check back often to see what new resources, announcements, and updates are available. The Self-Service Portal is also available via the One-Stop Kiosk in your property management office.

THE NYCHA JOURNAL

The NYCHA Journal provides a roundup of NYCHA-wide news, with a focus on residents – check it out now at www.nychajournal.nyc.

The Digital Van initiative brings technology directly to NYCHA communities that have limited or no access to high-speed internet service. Each van has eight laptops, a printer/scanner, wireless internet service, and a knowledgeable on-site instructor who provides assistance as needed. The parked vehicles help residents with filling out annual recertifications online, learning how to use computers, accessing social media, or searching for and applying to jobs online. For the Digital Van schedule, visit the following webpage or contact your property management office: www.nyc.gov/site/nycha/residents/digital-van.page.



CHECK YOUR BULLETIN BOARD

To keep up with what is going on at your development, check your property management office's bulletin board periodically. The bulletin board will have information about resident association meetings, Resident Watch, meeting notices, community events, and other news.

NYCHA ONE-STOP KIOSK

Access any NYCHA-related website and other local and federal government services (such as the Social Security Administration, HUD, and AccessNYC) on the NYCHA One-Stop Kiosk – located in your property management office.



PROPERTY MANAGEMENT STAFF OVERVIEW

CH 3

MEET THE STAFF

The Property Manager and Property Maintenance Supervisor oversee staff responsible for maintaining your homes, property grounds, and buildings.

PROPERTY MANAGER

Your Property Manager is responsible for the overall operation of your development.



ASSISTANT PROPERTY MANAGER

Some property management offices have an Assistant Property Manager, who helps the Property Manager with day-to-day management duties and oversees Housing Assistants and Administrative Staff.

HOUSING ASSISTANT

Housing Assistants are responsible for rent collection, recording changes to income or family composition, annual income certification, and complaint resolution. Generally, you will have a Housing Assistant assigned to you who can assist you with any repair and non-repair issues and serve as a liaison between you and property management.



ADMINISTRATIVE STAFF

Secretaries, Clerical Workers, and Receptionists work under the direction of the Assistant Property Manager or Property Manager to assist residents by answering basic questions, accepting paperwork, and directing incoming calls.

PROPERTY MAINTENANCE SUPERVISOR

Property Maintenance Supervisors and their staff ensure that apartments, grounds, and buildings are kept in good condition and that the development's common areas are kept clean, functioning, and safe. At some properties, the Property Maintenance Supervisor is assisted by an Assistant Property Maintenance Supervisor.



Caretakers are responsible for keeping the development clean. Tasks include cleaning floors, walls, and elevator cabs; taking care of garbage disposal; and ensuring grounds are maintained.

MAINTENANCE WORKER

Maintenance Workers are responsible for routine and basic maintenance repairs in apartments, common areas, and buildings. They respond first to any repair request, and create follow-up repair tickets if additional specialized work is needed.

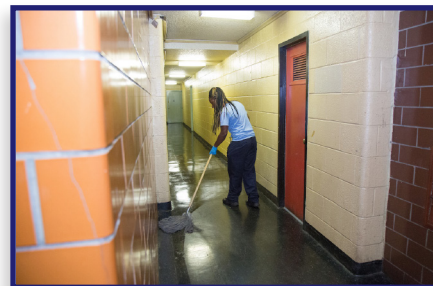


SKILLED TRADES WORKER

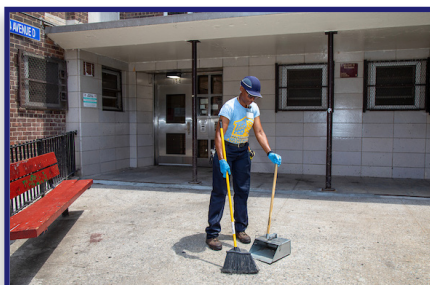
Skilled Trades workers are responsible for specialized repairs in areas such as plumbing, plastering, painting, or carpentry. They perform follow-up repairs after a Maintenance Worker has identified additional work is required beyond routine or basic maintenance.

OTHER PROPERTY MANAGEMENT STAFF

Heating Plant Technicians keep the heating plants working to ensure heat and hot water services remain in operation.



Caretakers



YOUR FIRST LOOK

If you are a new resident, you are entitled to a pre-occupancy inspection of your new apartment, with your Housing Assistant or another property management representative, to identify items and conditions that may need repair and avoid future charges for them.

Make sure to inspect your apartment as soon as you get the keys. Your apartment should be in good condition, but if you see anything that is missing or in need of repair, please notify the property management office immediately.

APARTMENT REPAIRS

If repairs are needed in your apartment, follow the steps below:

1. Request a repair

Use the **MyNYCHA App** (www.nyc.gov/mynycha) or web portal or call the **Customer Contact Center (CCC)** at **718-707-7771** to request a repair for a new issue.

If you use the MyNYCHA App on a smartphone or tablet, you can also upload photos to assist NYCHA staff in identifying your repairs.

A maintenance ticket will be created and you will be provided with the maintenance ticket number.



2. A Maintenance Worker will visit your home on the appointment date

Your maintenance ticket will be assigned the next available appointment date.

During your maintenance appointment, a Maintenance Worker will complete any basic or routine repairs.

If specialized work is needed, the Maintenance Worker will create additional repairs tickets and provide you with a Repairs to Schedule slip. This slip will have a ticket number, list the additional repairs necessary, and provide the Neighborhood Planner's phone number for you to call to schedule the remaining repairs at times that work for you.

If you need to cancel or reschedule your maintenance appointment, you may do so by calling the CCC, using the MyNYCHA App, or calling your property management office.

3. If your repair is complex or severe, additional repair tickets will need to be scheduled to complete the repair

If the Maintenance Worker determines specialized work is needed, s/he will create follow-up tickets for repairs for Skilled Trades workers or vendors (i.e., companies that NYCHA works with) as needed.

You can call the Neighborhood Planner to schedule tickets for the Skilled Trades (i.e., painter, plasterer, carpenter, plumber, electrician, exterminator, bricklayer, roofer, glazier).

The Neighborhood Planner can also schedule appointments for any open tickets for repairs that have been previously reported.

The Neighborhood Planner is specific to your development. Call your property management office or the CCC for your Planner's phone number. They are available Monday through Friday, 8:30 a.m. to 4:30 p.m. to assist you in scheduling open Skilled Trades tickets.

If you need to cancel or reschedule your Skilled Trades appointments, you may do so by calling the Neighborhood Planner at least 24 hours prior to your appointment time.

You can follow up on any vendor tickets by calling your property management office.

EMERGENCY REPAIRS

NYCHA does not schedule appointments for emergency repairs in buildings and apartments such as elevator breakdowns, flooding conditions, leaks, or lack of heat or hot water. Based on the type of emergency and availability of staff, NYCHA aims to respond within 24 hours for emergency calls.

If the emergency is reported outside regular business hours (8:30 a.m. to 4:30 p.m., Monday to Friday), NYCHA staff will be dispatched to address the emergency. Once the issue is stabilized, repairs are referred to the development staff for follow-up action on the next business day.

MYNYCHA

You can request new repairs or check the status of existing repairs using MyNYCHA, available as a web portal or app download at www.nyc.gov/mynycha.

The MyNYCHA web portal requires no registration or sign-up. Simply log in at any time using your last name and the last four digits of your Social Security number.

The MyNYCHA App is available for download on Apple and Android devices, including tablets and smartphones. Visit the app store on your device or follow instructions at www.nyc.gov/mynycha.

APARTMENT INSPECTIONS

NYCHA periodically inspects each apartment to determine the condition of the apartment, make minor repairs during the inspection, and schedule additional visits when more extensive repairs are

needed. NYCHA's goal is to inspect each public housing apartment at least once every two years. For more information about apartment inspections, visit www.nyc.gov/site/nycha/residents/apartment-inspections.

PROVIDING ACCESS

For any scheduled repairs, you or someone 18 years or older must be in the apartment at the time of your scheduled appointment to allow NYCHA staff to make the repairs. If the repair might impact your safety or the safety of your neighbors, we may need to access your apartment without a scheduled appointment.

NYCHA retains the right to enter any apartment to perform any essential work or to investigate any violation of rules. Unless there is an emergency such as a fire, gas, or water leak, we normally will enter your apartment only with your permission. Failing to provide staff with access can result in administrative action to terminate tenancy for breach of rules and regulations. Check your lease for a complete list of these rules and regulations or reference the "Rules & Requirements" section of this handbook for an abbreviated version.

EMPLOYEE/VENDOR ID CARDS

Every NYCHA employee or vendor is required to carry an identification (ID) card and to display it when visiting a resident's apartment. If the employee or vendor does not display an ID card, it is your right to ask to see it – NYCHA employees or vendors will provide proper identification. If the employee or vendor cannot present an ID card, do not admit that person into your apartment.

NYCHA employee ID cards should have an authorization sticker for the current year, in addition to the employee's name and photograph. Before admitting the employee into your apartment, be sure that the ID you are looking at contains these three features.



HEAT AND HOT WATER



NYCHA provides hot water around-the-clock and heat in accordance with the New York City Administrative Code. During the heating season (October 1 through May 31), New York City building owners must maintain an indoor temperature of at least 68 degrees between 6 a.m. and 10 p.m. when it's below 55 degrees outside; from 10 p.m. to 6 a.m., indoor temperature must be at least 62 degrees regardless of the temperature outside. Hot water must be kept at a minimum temperature of 120 degrees at the source, year-round.

If you have problems with hot water or heat, use MyNYCHA or call the Customer Contact Center at 718-707-7771 to create a work ticket. For more information about heating services, visit www.nyc.gov/site/nycha/residents/heating.page.

If you experience issues with any pests such as roaches, mice, rodents, or bed bugs, please report the issue as soon as possible by using MyNYCHA or calling the Customer Contact Center at (718) 707-7771.

We are changing how we do extermination. We will spend more time in your apartment vacuuming as well as looking for and sealing any holes that pests are using to get into your apartment. For roaches, we will be using less pesticide spray and more pesticide gel, which is better for everyone. To help us address pests, please move furniture and clear clutter around areas where you've seen pests before exterminators visit so they can get to the problem spot.



Please do not use pesticides on your own. For more information about pest control at NYCHA, visit www.nyc.gov/site/nycha/residents/pest-control.page.

LOCKED OUT?

If you lose your apartment door key and are locked out of your apartment during regular business hours (8:30 a.m. to 4:30 p.m.), call the Customer Contact Center to create a work order. Once the work order is generated, the lessee, with proper identification, should go to the property management office to sign the work order. This provides staff with authorization to drill and change the NYCHA lock, if necessary. There will be a \$47.25 charge to the resident's account for the new lock and keys. At the request of the lessee, NYCHA will drill out resident-installed locks, but is not responsible for replacing them.

If you are locked out after business hours (4:30 p.m. to 8:30 a.m. and weekends), please contact the Customer Contact Center, which will respond provided the resident is willing to pay a \$50 fee in addition to the \$47.25 fee mentioned above. Alternatively, residents may call a locksmith. Special accommodation will be made for seniors and disabled residents who are locked out after hours.

FUSE BOXES AND CIRCUIT BREAKERS

At many developments, old-style fuse boxes have been replaced with more convenient circuit breakers. A circuit breaker is an "on/off" switch that automatically interrupts an electrical current when the electrical lines become overloaded. If your circuit breaker switches the electricity off, you are probably running too many appliances. Stop using one of your electrical appliances and try turning the switch back on, or contact your property management office for assistance.

If you have a fuse box and the fuse blows, replace it only with another fuse of the exact same type and size. If the fuse blows repeatedly or a circuit breaker trips repeatedly, please notify your property management office. If you have a "dummy" fuse holder in your fuse box, keep a spare fuse in it. This will ensure that you always have a fuse available. Do not cover or block the fuse or circuit breaker box. Never remove a fuse without replacing it immediately.

NYCHA BUILDING ENTRANCES

Some of NYCHA's building entrances are equipped with security features such as intercoms and/or closed-circuit TV (CCTV) cameras. To help keep you and your neighbors safe, please assist with ensuring that these security features are used properly, and that any issues with these systems are reported promptly. Please make sure that doors are closed properly and only known and authorized visitors are admitted into the building. Please do not prop doors open.

LAYERED ACCESS

NYCHA upgraded the lobby entrances at some developments with magnetic door locks. These new locks do not require metal keys; you and authorized household members are provided with a small, round key fob to unlock entrance doors.

You may request an additional key fob for any new authorized family members. If you or another authorized family member lose a key fob, please inform the property management office immediately. Like a metal entrance key, you will be charged for the lost or stolen key fob and then issued a replacement. The lost or stolen key fob will be deactivated, making it useless for entry into your building.

INTERCOMMS

The majority of NYCHA's buildings are equipped with entryway intercoms. Intercoms are a two-way communication system from the front entry into individual apartments. Intercoms currently being installed ring directly on your telephone (whichever number you provide; it can be a landline or mobile phone), allowing you to provide entry to your authorized guests.

As with the lobby doors, please notify the property management office if your intercom is not working, and create a work order by using MyNYCHA or calling the Customer Contact Center (CCC) at (718) 707-7771.



APARTMENT DOOR LOCKS

The front door of your apartment has been equipped with a lock ("bottom lock"). NYCHA does not allow tenants to replace this lock; however, you may buy an additional lock. You will be responsible for its installation, care, and maintenance. In case of an emergency, NYCHA reserves the right to break the lock to gain entry. NYCHA is not responsible for replacing any tenant-installed locks.

New York City law requires that any door which opens into a hallway, apartment, stairway, or other common passageway (enclosed or open) must be self-closing; that is, when opened and released, the door must swing shut and completely close and latch by itself. Self-closing apartment entrance doors help to prevent the spread of fire. Residents are prohibited by law from removing or disabling any self-closing door or permitting such a door to be held open by any device.

You are responsible for cutting away any part of a carpet or mat that stops the self-closing mechanism from working. The apartment door will be inspected periodically to ensure that it closes properly.

If your apartment door fails to close and latch by itself, please use MyNYCHA or call the Customer Contact Center at (718) 707-7771 to report it. A work order will be created so the door can be repaired.

The law requires a 'Fire Safety Notice' sticker to be on the inside of your apartment door. Please do not remove it.

WINDOW GUARDS AND STOPS



New York City Health Code requires that NYCHA install window guards in every NYCHA apartment where children who are 10 years old or younger live, or at the request of a resident. You should also consider having window guards installed if young children regularly visit your apartment.

Window guards may only be removed when air conditioners are installed permanently in their place. Please see the appliance installation instructions (that are part of the Appliance Agreement) for more information on how to properly install air conditioners.

FIRE SAFETY

FIRE ESCAPES

If your apartment has a fire escape, keep the windows leading to it clear of any objects that might block you from exiting. The law requires that only certain types of fire escape gates approved by the Fire Department may be installed on fire escape windows. Padlock-type gates are prohibited. You must make sure that the window gates are in good working condition and that everyone in your household knows how to open them. Please use MyNYCHA or call the Customer Contact Center at (718) 707-7771 to report any issues regarding fire escapes or window gates.

SMOKE & CARBON MONOXIDE DETECTORS

New York City law requires that all apartments be equipped with a smoke detector, and in most cases with a carbon monoxide (CO) detector. NYCHA installs combination smoke/CO detectors that protect against both, and no longer require changes in batteries.

Properly functioning detectors are critical, as they provide an early warning that helps keep you and your family safe from dangers such as fires and carbon monoxide. **Do not use your stove for heating, as this can increase the risk of carbon monoxide poisoning.**

Keep your family safe by following these simple steps:

- Combination CO/smoke detectors should be installed within 15 feet of the primary entrance to each bedroom. If you notice any detector(s) removed or missing upon moving in, please report this to your property management office.
- Ensure the detectors are functioning by pressing the test button on the detector once every three months (the detector should last 10 years). If you hear a chirping sound, the detector needs to be replaced; use MyNYCHA or call the Customer Contact Center at (718) 707-7771 to create a work order for a replacement.
- Do not remove, obstruct, paint, or cover your detectors. If a detector must be replaced due to intentional damage, a \$25 fee will be charged to your account.

HOUSEHOLD FIRE HAZARDS

Cooking and smoking are the most common causes of residential fires.

- Keep your stovetop clean, and keep flammable materials away from the stove, such as potholders, towels, newspapers, and plastic bags.
- Do not leave the stove unattended when you are cooking. You may request stove knob covers from NYCHA.
- Never use water to put out a grease fire; instead, cover the pot or pan with a lid to smother the fire.
- Never put metal objects into the microwave, as this may create a dangerous condition.
- Residents are not permitted to smoke tobacco or marijuana in common areas, within apartments, or within 25 feet of any NYCHA building or NYCHA administrative office. The use of e-cigarettes is prohibited in common areas.
- Always keep matches and lighters out of the reach of children.
- Avoid electrical fires in your apartment by replacing all frayed, cracked, or broken electrical cords with new ones, and do not plug more than one large appliance into a single electrical outlet.
- Report all broken/damaged electrical outlets/receptacles. Never leave media devices (cell phones, tablets, laptops, etc.) plugged in unattended on beds. Never attempt to extinguish a fire in an electric appliance or outlet with water.
- It's illegal to use or store gasoline or kerosene in your apartment or in any building common areas. Gas-powered vehicles are prohibited in NYCHA buildings.
- Do not leave candles or incense burning when you are out of the apartment, and keep lighted candles away from drapes and other combustible items. If you do use candles, you should place them in an upright position in a container half filled with water.

FIRE ALARMS AND STAIRWAY DOORS

All NYCHA apartment buildings have fire alarm systems to indicate the location of a fire to assist firefighters. If you hear the alarm, assume it is a real emergency, unless you have received notice of a test. Please report vandalized fire alarms to your property management office immediately.

Stairway doors, including those leading from the lobby, are designed to prevent the spread of fire when closed. Do not obstruct the closing of these doors. Please report all doors that do not close by themselves to your property management office.

Familiarize yourself and other members of your household with the fire safety notice on the inside of your apartment entrance door and with the fire safety plan you will receive each year.

Additionally, self-closing apartment doors will prevent fires from spreading to additional rooms, and thus should not be blocked by rugs or carpets. You should also maintain ready access to your fire escape, if you have one, to ensure you can evacuate quickly and without delay.

IN CASE OF FIRE IN YOUR APARTMENT

- Close the door to the room where the fire is and leave the apartment.
- Make sure EVERYONE leaves the apartment with you.
- Take your keys.
- Close, but do not lock, the apartment door.
- Alert people on your floor by knocking on their doors on your way to the exit.
- Use the nearest stairwell to leave the building – do not use the elevator.
- Call 911 once you reach a safe location. Do not assume the fire has been reported unless firefighters are on the scene.

ELEVATORS

Here are some ways you can help keep your elevator system in good working order:

- Do not overcrowd or hold elevator doors open for extended periods of time. If a car stalls between floors, press the emergency button and keep calm.
- Teach your children the rules of elevator safety and never allow young children to ride unsupervised.
- If an elevator is out of order, please call the Customer Contact Center at (718) 707-7771.
- Report all incidents of elevator vandalism to your property management office, resident association, Resident Watch, or local Police Service Area.



THE NYPD'S HOUSING AND PATROL BUREAUS

The Housing Bureau is the division of the New York City Police Department (NYPD) responsible for maintaining safety in NYCHA developments. Officers from the Housing Bureau and, in the case of Staten Island and some other borough developments, from NYPD's Patrol Bureau, are assigned from one of nine Police Service Areas (PSA) located throughout the five boroughs.

Take a moment to record the telephone number and address of your local PSA and NYPD precinct (you can use the "Important Contact Information" section of this handbook as a handy reference). Call your local PSA or precinct for routine matters; call 911 for emergencies.

SAFETY AND SECURITY UNIT

The safety and quality of life of residents is a top priority for NYCHA. One of NYCHA's strategies for promoting resident safety is to bring administrative actions against tenants based on dangerous conduct, including violent crime and drug dealing, by the tenant, members of the household, or guests. Individuals who pose a threat to the safety of the NYCHA community may be permanently excluded from an apartment, banned from all NYCHA property, or in some cases evicted. Please notify your property management office if you see anyone who has been permanently excluded or banned from NYCHA.

If you suspect drug activity on NYCHA property, please call either of these numbers: the NYCHA Safety and Security Unit at (212) 306- 8800 or the NYPD's Drug Hotline at (888) 374-DRUGS. All calls are confidential.

To empower NYCHA residents with the opportunity to help foster the safety of their communities, the Office of Public Safety Resident Watch unit maintains a 24-hour anonymous tip line. NYCHA residents can report quality of life, unlawful, or suspicious activities confidentially by calling (212) 306-7027.

RESIDENT WATCH

Since it was established many decades ago, thousands of residents have volunteered their time to enhance the safety and security of their communities through the Resident Watch program (formerly known as Tenant Patrol). By patrolling their development, resident volunteers help make their homes safer and more secure while building communities and fostering pride in their development. NYCHA strongly encourages resident volunteers to:

- Form Lobby, Roving, or Youth Watch Groups within the Resident Watch Initiative.
- Work with Property Managers to create a safe and supportive environment for the entire community.

To join Resident Watch at your development, contact your property management office.



APPLIANCES, UTILITIES, AND POTENTIAL DEVELOPMENT AMENITIES

CH 7

TELEPHONES

You must make all of your telephone arrangements directly with the telephone company of your choice.

ANTENNAS AND SATELLITE DISHES

Installation of cable television, which is available in all NYCHA developments, is the responsibility of the resident.

NYCHA residents are prohibited from installing a satellite dish or any other antenna that might be attached to window frames, window guards, or the brickwork on the exterior of the building. Satellite dishes are only allowed inside a resident's apartment. Roof antennas are not permitted. However, a master TV antenna may be available at your development. Contact your property management office for details.

RESIDENT-OWNED APPLIANCES, INCLUDING AIR CONDITIONERS

Before you sign a contract or make a down payment for a major new appliance, such as a washing machine, refrigerator, freezer, or air conditioner, check with your property management office. Certain sizes and types are prohibited for use in NYCHA apartments because they overload the electrical system.

To help prevent overloading the electrical system, it's best to use energy-efficient appliances and keep electrical consumption of kitchen appliances under a total of about 16-17 amps (for reference, the NYCHA-issued refrigerator consumes 4 amps, a microwave consumes about 8.3 amps, and a slow cooker consumes 2-3 amps).

Any resident who wishes to install a permitted personal appliance, including an air conditioner, must fill out an Appliance Agreement, NYCHA form 150.110, which is available [here](#) and in the property management office. The Appliance Agreement includes instructions ([available here](#)) on how to properly install an air conditioner.

There is a usage fee associated with resident-owned appliances in master-metered buildings (i.e., in buildings where NYCHA, and not the resident, pays the electric bill).

WASHING MACHINES AND DRYERS

Residents who would like to install a washing machine in their apartment must fill out the Appliance Agreement discussed above. Residents will receive a copy of NYCHA's washing machine installation instructions, which must be followed, and the amount of the monthly recurring charge that will be added to their rent.

Some common problems that can occur as a result of an improperly installed washing machine are a reduction in hot water service and/or hot water gushing out of the cold-water faucet.

Residents should use low-suds detergents, both for the efficient operation of the machine and to avoid soap backups into either their or their neighbor's apartment.

Clothes dryers are prohibited in NYCHA apartments. Residents who hang laundry in their apartment to dry should keep apartment windows open to reduce the possibility of creating an environment for mold to grow.

PARKING FACILITIES



Many NYCHA developments have parking facilities on the property. Parking spaces are rented annually for use by authorized residents and non-residents who obtain a parking permit sticker. Residents may not renew permits or get new permits unless they are up to date on rent or have a payment plan in place covering all rent arrears. Illegally parked vehicles on NYCHA properties can be summoned, ticketed, or towed at the owner's expense. NYCHA's parking facilities are either reserved (the lot and space number are assigned to each renter) or non-reserved (parking is available on a first-come, first-served basis). However, NYCHA is converting all parking lots to reserved lots.

For information on parking availability, fees, and the application process, you can contact your property management office, visit www.nyc.gov/site/nycha/residents/parking.page, or call customer service at (212) 967-4875. NYCHA will not assume any responsibility for any automobile parked on NYCHA property. The duplication or misuse of parking permits may lead to the revocation of the parking permit and/or termination of tenancy proceedings.

BARBECUING AREAS

Some NYCHA developments have picnic/barbequing areas for use by residents from May 1 to September 30 between the hours of 10 a.m. and 8 p.m. Authorization to use these areas must be obtained from your property management office by filling out Request to Use Picnic Area, NYCHA form 040.490, and submitting it to the property management office at least 10 days in advance of the requested date. If approved, property management will then provide you with the picnic/barbecuing area rules.



Proper trash disposal helps keep NYCHA buildings safe, clean, and free of rodent and insect infestation. Additionally, disposing of trash properly is a requirement of the NYCHA lease.

TRASH DISPOSAL

To help keep the community clean and healthy, please follow the below guidelines on proper trash disposal.

Garbage

- Use small bags to dispose of garbage (approximately 4 gallons or less), or throw out your trash more often when it's less full, to prevent trash chutes from clogging. If you have to use force, the bag is too large for the chute.
- Anything too large for the trash chute, including mattresses and bulky furniture, should be taken to your closest designated resident waste drop site (ask your property management office for the location).
- Refer to the proper disposal signage above the chutes. Recyclables (paper, cardboard, metals, glass, and plastics) should be brought to outdoor recycling containers (see below).
- If possible, please place your garbage in the trash chute between 9 a.m. and 3 p.m.
- **NEVER place burning materials into the trash chutes.**
- Dispose of liquids from food waste down the drain to reduce rodent and insect infestation, as well as minimize odors (although cooking oil/grease should be collected in a container and discarded with regular garbage as noted below).
- Leave trash only in locations designated for trash disposal. Do not dispose of any trash in hallways, stairways, elevators, lobbies, roofs, rear exits, on the grounds, or through windows.
- Dispose of trash in a way that does not harm NYCHA residents or employees or cause unsanitary conditions at NYCHA properties. Window littering, for example, is prohibited and can be dangerous (thrown objects can harm neighbors or visitors).
- Dispose of recyclables in designated bins and locations only (see below for more information about recycling).



Special Waste Items

- Wrap mattresses and box springs with appropriately sized bags to prevent the spread of any bed bugs. You may request bags from the property management office. Staff can assist in bringing wrapped items to the designated bulk drop sites.
- Don't pour cooking oil into the sink – it can cause plumbing blockages and sewer backups. Put it in a sealed container and throw it in the trash chute.
- Reach out to property management staff about proper disposal of items like medical waste (including oxygen tanks and syringes), Christmas trees, and CFC/freon-containing items like air conditioners and refrigerators.



For more information about proper waste disposal, visit www.nyc.gov/site/nycha/residents/clean-nycha.page.

Please note that NYCHA's updated trash disposal policy includes a graduated enforcement process – see the "Rules & Requirements" section of this handbook for more information.

RECYCLING

Recycling is the law in New York City. It helps us conserve resources and recapture materials that can be recycled or reused, and it promotes the health and safety of our neighbors by limiting pollution.

Bring your recyclables to the outdoor recycling containers. Recycling containers are clearly labeled to show which recyclable materials should be placed inside.

The following materials should be deposited in the green recycling bin:

- Paper and cardboard, including mail, newspapers, pizza boxes (with liners discarded), cardboard egg cartons, and catalogs. If you can rip it, you can recycle it.
- Flattened boxes that do not fit inside the bin may be placed neatly beside it. Packaging materials, including Styrofoam and plastic wrapping, should be disposed in the waste bin.
- NO hardcover books or food-soiled or wax paper, including takeout containers.

The following materials should be deposited in the blue recycling bin (empty and rinse them before recycling):

- Metal – cans, foil, and anything mostly metal. NO batteries.
- Glass – bottles and jars only. NO light bulbs, drinking glasses, windows, or mirrors.
- Plastic – all rigid plastics. NO bags, wrappers, flexible pouches/tubes, or foam.
- Cartons – milk, juice, soup, wine, etc.



Bulk recyclables such as large plastic toys or metal filing cabinets can be left at designated bulk drop sites.

Look for signage in building common areas, or ask property management staff, about recycling programs for materials such as mattresses, electronics, and food scraps for composting.

For more information on how to recycle properly, visit the following webpages or contact your property management office for printed materials. You can also request information from your resident association.

www.nyc.gov/site/nycha/residents/recycling.page

www.nyc.gov/assets/dsny/site/services/recycling/what-to-recycle

PET WASTE

Pet waste that is improperly disposed of creates unsanitary and unhygienic conditions for staff and residents. Proper pet waste disposal is also required by NYC law – failure to do so can result in a \$250 fine. Each person who owns or controls a dog must remove any feces left by that dog on any sidewalk, gutter, street, or other public area and dispose of it properly (for example, by placing the waste in a plastic bag and throwing the bag in the garbage). For more information on pet waste, visit

www.nyc.gov/site/nycha/residents/litter-pet-waste-prevention.page.

UTILITY COSTS

In most developments, the utility charges for heating, cooking, electricity, and water are included in the rent. Help us reduce our energy and water usage, and ultimately our costs, by following these simple conservation measures:

Electricity

- Please use Energy Star-certified LED light bulbs. They fit into most fixtures, provide better lighting, last 15 times longer, and use 90 percent less energy than standard light bulbs, reducing greenhouse gas emissions.
- Turn off the lights when you leave a room and turn off the television or radio when you are not watching or listening.
- Only use air conditioners and fans when you need them, and do not leave them running when you leave your apartment.
- Avoid using halogen lamps – they use too much electricity and, if left on for too long, could become fire hazards.
- When buying an appliance, make sure it has an Energy Star label. If you do not have one of our energy-efficient, frost-free refrigerators, please defrost your refrigerator periodically. When properly defrosted, refrigerators function better and use less electricity.
- In the event of an electrical interruption, use flashlights instead of candles. Always keep spare batteries on hand.

Cooling

- Please check with your property management office before purchasing an air conditioner to find out about any specifications or fees associated with it.
- Look for Energy Star-certified room air conditioners that you can operate from a smartphone or other device – they offer additional convenience, comfort, and energy savings, including the ability to be turned off and adjusted using a smartphone or computer.
- To keep out the heat of the summer sun, close window shades and curtains.

Cooking

- Use the minimum amount of cooking gas necessary to do the job.

Heating

- During cold weather, take advantage of the sun's warmth by keeping curtains open in daytime.
- Keep blinds and drapes closed at night or on cloudy days to retain heat, and make sure your windows are closed tightly.
- Never use your stove to heat your apartment. Poisonous carbon monoxide (CO) gas has no smell, builds up, and is deadly. Natural gas from your oven can also build up. In the event of a strong gas odor in your apartment, notify property management immediately and open the kitchen and living room windows to allow fresh air to circulate. Do not light a match or turn on any electrical appliances or light switches until the gas odor goes away.

- Never use kerosene space heaters.
- Keep radiator areas clear to let the heat circulate properly.
- Prevent drafts by covering your air conditioner and having leaks around your windows sealed.

Water

- Report leaking faucets, showerheads, or toilets by using MyNYCHA or calling the Customer Contact Center at (718) 707-7771.
- To avoid moisture problems, and to control humidity in your bathroom, open a window for 15 minutes after showers and baths if you don't have exhaust fans in your bathroom.
- Please do not run water excessively for either showering or cooking.
- Operate washing machines only as needed, with a full load. Wash your laundry with cold water whenever possible.

NYCHA'S SUSTAINABILITY AGENDA

Visit www.nyc.gov/site/nycha/about/sustainability.page to read about *NYCHA's Sustainability Agenda*, a roadmap for creating healthier, safer, and more comfortable homes for residents while helping to address climate change.



MOLD

Mold is a fungus that grows on, and sometimes in, damp surfaces and objects. In nature, mold helps break down dead material and can be found growing on soil, food, plant matter, and other items. Mold produces microscopic cells called “spores,” which are very tiny and spread easily through the air. Mold can grow where there is water or dampness, such as in bathrooms.

Mold usually appears in its early stages as black circles or blotches. Most types of mold are not hazardous to healthy individuals. However, too much exposure to mold may cause existing conditions such as asthma, hay fever, or other allergies to get worse. The most common symptoms of overexposure are similar to the symptoms of overexposure to plant pollen, such as coughing, congestion, runny nose, eye irritation, and aggravation of asthma. Asthma and allergies may be disabilities that give residents a right to reasonable accommodations from NYCHA. If you have asthma or allergies and believe you need an accommodation from NYCHA, please read the “Reasonable Accommodation” section in the *Equal Opportunity and Fair Housing* chapter of this guide for information on how to request a reasonable accommodation.

PREVENTING MOLD

Mold needs water to grow and is most often confined to areas near water sources. Removing the source of moisture by repairs and by providing sufficient ventilation is critical in preventing mold growth.



THE FRESH AIR CURE

Letting fresh air into your apartment will help lower the amount of moisture, which helps to reduce dust mites and cockroaches. Keep your apartment well ventilated by opening windows, using fans, and arranging furniture so that windows are not blocked.

Other ideas that will help:

- Move fans, sofas, and other furniture away from walls and corners to promote air and heat circulation.
- Keep your bathroom window open a little, when weather permits, especially when you are showering or drying clothes.
- If you have an exhaust fan in your bathroom, make sure it is working, and remove any accumulated dust from the vent cover to improve air circulation. To test whether your exhaust fan is working, do the following: Cover the entire opening with a piece of paper. If the paper sticks to the exhaust fan, then it is working. If the paper falls when you let go of it, your exhaust fan is not working. Remove the paper from the exhaust fan after the test. If your bathroom fan is not working, use MyNYCHA or call the Customer Contact Center at (718) 707-7771 to create a work order.
- Keep your apartment clean, dry, and free of clutter.
- Lower humidity in the apartment during humid weather by using an air conditioner and/or a dehumidifier.

- When cooking, keep pots covered and windows open; even keeping windows slightly open will help.
- Use area rugs that can be taken up and washed often.
- Keep your drapes open during the day.
- Request repair of leaky plumbing or other water leaks as soon as possible.
- Keep the “drip pans” in your air conditioners, refrigerators, and dehumidifiers clean and dry.
- Hang wet clothes to dry in open areas in your apartment, such as on bathroom shower rods or on drying racks with the window open. Thoroughly wring out clothes prior to hanging. Take slow-drying, heavy items to a commercial dryer at a laundromat.
- Dry all wet surfaces and reduce the moisture/water source upon discovery of condensation or moisture collecting on windows, walls, or pipes.

CLEANING MOLD

Mold should be cleaned as soon as it is noticed using regular household cleaners. Never mix products containing ammonia with those containing bleach.



Individuals who are cleaning mold should be free of allergies or symptoms such as nasal congestion, cough, sore throat, or upper respiratory infections. The individual should wear protective clothing as recommended by the manufacturer of the household cleaner used. The cleaned area must be dried thoroughly with a sponge or rag that should be disposed of immediately and not reused. Absorbent materials that contain mold, such as linen or carpets, might need to be replaced.

IF THE PROBLEM PERSISTS

Mold can pose a health hazard for you and your family, so it is important to eliminate the problem as soon as possible. If you have tried cleaning and proper ventilation and nothing seems to work, report the mold problem using MyNYCHA or by calling the Customer Contact Center at (718) 707-7771. A returning mold condition may indicate an underlying problem such as a leak.

If you have already reported mold or a leak in your apartment to NYCHA but are still concerned about mold, leaks, or any associated repairs that have not been completed properly or on time, contact the Ombudsperson Call Center (OCC) for leaks and mold, which is court-appointed and independent of NYCHA, at 888-341-7152 or ombnyc.com. To learn more about NYCHA's efforts to combat mold, visit www.nyc.gov/site/nycha/residents/mold-busters.page.

LEAD-BASED PAINT

Houses and apartments built before 1978 may have paint that contains lead, which is called lead-based paint (LBP). If ingested, lead-based paint can pose a serious health hazard that must be taken care of properly. To ensure your safety, NYCHA is working actively to identify, control, and/or eliminate lead hazards safely and efficiently, prioritizing homes where children under the age of 6 live or regularly visit. To learn more about these efforts, visit the following webpages:

www.nyc.gov/site/nycha/residents/lead-safety.page

my.nycha.info/PublicSite/Transparency/XrfReport

Whether or not your apartment has been tested for lead, you will receive a Lead-Based Paint Disclosure Package. This package contains information that includes:

- Pamphlet issued by the U.S. Environmental Protection Agency (EPA).
- Listing of child health clinics that provide free blood testing for the presence of lead.
- Information on nutrition that can help prevent lead from being absorbed into the body.
- Form that you must sign to acknowledge that you received the information package.
- Summary of any testing information if your apartment or development was tested and any LBP abatement activity that occurred.

NYCHA is required by law to correct LBP hazards and to abate LBP from friction and impact surfaces when apartments are turned over, and to inform you of these activities. NYCHA's policy goes beyond the legal requirements – NYCHA fully abates apartments when they are turned over, unless the apartment tests negative.

If you have children under the age of 6 and your apartment has been identified as possibly having LBP, and there are cracked or peeling paint surfaces, contact the Customer Contact Center at (718) 707-7771.

You can let NYCHA know if your family is expecting through the Authority's Self-Service Portal (selfserve.nycha.info). Sharing this information will help NYCHA create safer homes for children and keep you up to date with information and available resources. For instance, the Healthy Start @ NYCHA program connects expecting families and families with young children to resources and support. If you have any questions about this program, please email healthy.start@nycha.nyc.gov.

Here are basic steps you can take to ensure your family's safety:

- On a regular basis, clean floors, windowsills, and window wells with a household cleaner. Always have your children wash their hands before eating, taking a nap, or going to bed.
- Report any peeling paint to the Customer Contact Center at (718) 707-7771.
- Leave shoes at the door. Do not track dirt through the house. Wash children's hands, bottles, and toys often.
- Use food to fight childhood lead poisoning: Feed your children foods that are rich in iron, calcium, and vitamin C. Avoid fatty and fried foods.
- Please read the EPA pamphlet "Protect Your Family from Lead in Your Home." This pamphlet is available in your Lead-Based Paint Disclosure Package. Additional copies can be obtained, free of charge, by calling the NYCHA lead hotline at (718) 707-5399 or 311.
- Have your children tested for lead: Call the lead hotline at (718) 707-5399 or 311 for blood lead testing locations and for additional information.

More information is available from the New York City Department of Health and Mental Hygiene, which can be reached by calling (646) 632 6023, Monday through Friday, from 9:00 a.m. to 5:00 p.m.

ASBESTOS

Asbestos is a naturally occurring mineral. Low levels of asbestos are present in the air, water, and soil. Everyone is exposed to asbestos at some time during their life, but most people do not become ill from their exposure.

Due to its unique properties – fire and heat resistance, strength, and electrical conductivity – asbestos had many uses in the construction trades. In fact, many asbestos-containing materials were used in residential buildings. For example, roofing material, thermal insulation (pipes and boilers), floor tiles, and fireproofing typically contained asbestos. The most common type of asbestos-containing materials are vinyl asbestos floor tiles and the associated glue (also called mastic). **Please note that asbestos-containing materials are not harmful unless they are disturbed or damaged.**

People are exposed to asbestos when they breathe in asbestos fibers. Asbestos can be released into the air when asbestos-containing materials are damaged or disturbed. **However, undamaged asbestos-containing materials do not pose a health risk.**

People who breathe in asbestos fibers are at risk for several serious diseases. These diseases include lung cancer, digestive tract cancer, mesothelioma (a cancer in the lining of the lungs or stomach), and asbestosis (lung scarring). In general, the greater the exposure to asbestos, the greater the chance of developing harmful health effects.

You are at increased risk for asbestos-related diseases if:

- You are exposed to asbestos on a regular basis, usually over many years.
- You work as a construction, insulation, or shipyard worker and have installed, disturbed, or removed asbestos without proper protection.

Also, smokers who are exposed to asbestos have a much higher risk for disease than non-smokers who are exposed.

Asbestos exposure does not usually cause immediate health conditions, such as difficulty in breathing or skin problems.

There are no routine medical tests for asbestos exposure. Chest X-rays and lung function tests can show lung damage once it has formed. Asbestos-related diseases may not develop until 10 to 40 years after exposure.

HOW NYCHA HANDLES ASBESTOS

Insulation and fireproofing containing asbestos were banned in the late 1970s, but it is still legal to purchase many other materials containing asbestos. However, NYCHA no longer purchases any materials that contain asbestos.

NYCHA tests building materials for asbestos and repairs asbestos-containing material when repairs can be performed safely. If this is not possible, or when other work being performed may result in the disturbance of asbestos, asbestos-containing materials are removed.

Under no circumstances should a resident attempt to remove material that may contain asbestos, such as floor tile or pipe insulation. Disturbing such material might create a health hazard where none existed before. For more information, guidance, and assistance about asbestos or to have any asbestos condition investigated, please contact your property management office or call the Customer Contact Center at (718) 707-7771. You can also learn more about asbestos at the NYC Health Department's website (www.nyc.gov/site/doh/health/health-topics/asbestos.page).

YOUR SECURITY DEPOSIT

All new residents are required to pay a security deposit before moving into public housing. Your security deposit earns interest, and each year the interest earned is credited to your account with February's rent. Public assistance recipients may submit the NYC Human Resources Administration (HRA) Security Agreement instead of a cash security deposit.

HOW RENT IS DETERMINED

Rent for public housing residents is determined annually during each household's recertification process. After reviewing the household composition, income, assets, and expenses listed in the Public Housing Affidavit of Income, NYCHA sets the household's rent at either 30 percent of the household's adjusted gross income or the flat rent, whichever is lower. Some residents may have additional charges (for example, fees for a washing machine or air conditioners) or credits (for example, a utility allowance) added or subtracted from the rent calculation.

If your family size or income changes during the year, the rent may be adjusted, and households are legally required to report changes in family size. You may report or add a new household member through your annual recertification or by requesting an interim recertification. These requests can be made online via the Self-Service Portal (selfserve.nycha.info). Paper versions are also available at the property management office. Speak to your property management office or call the Customer Contact Center at (718) 707-7771 for more information.

Note on Pro-Rated Rent for Immigrants with Non-Eligible Status: The U.S. Department of Housing and Urban Development requires NYCHA to prorate assistance for families that include members who are citizens or have eligible immigration status and members who do not have eligible immigration status (or elect not to disclose eligibility status). The amount of assistance is based on the percentage of household members who are citizens or documented eligible immigrants.

RENT DUE DATE

Rent is due on the first day of each month and is considered late if paid after the fifth business day. Residents receive a "Monthly Billing Statement" with a tear-off coupon called a "Remittance Slip" indicating the amount of rent owed as well as any additional charges. Residents are reminded that failure to pay the rent when due can lead to NYCHA terminating the tenancy in a nonpayment action or administrative action for chronic rent delinquency. Therefore, if you are having trouble paying your rent, please speak with your Housing Assistant; you can also read this Journal article to learn about other ways you may obtain assistance: nychajournal.nyc/need-help-paying-your-nycha-rent

8 WAYS TO PAY YOUR RENT

Paying your rent on time is the most important thing you can do every month to support the essential services and amenities in your development. Residents who do not pay their rent on time are subject to legal fees and possible eviction.

The following rent payment options are available:

1. Online: Use an E-Check, debit card, or credit card at on.nyc.gov/onlinerentpayment.
2. Your bank's website: If you already pay your bills online, you can add NYCHA as a payee to your bank account.
3. By phone: Call (833) 894-0899.
4. Via certain authorized banks or credit unions:
 - Brooklyn Cooperative Federal Credit Union, 1474 Myrtle Avenue, Brooklyn, NY 11237
 - Transfiguration Parish Federal Credit Union, 429 Broadway, Brooklyn, NY 11211
 - Urban Upbound Federal Credit Union, 13-03B 40th Ave., Long Island City, NY 11101
5. By mail: Mail your check or money order to:
NYCHA
P.O. Box 5543
Binghamton, NY 13902-5543
6. Payroll deductions: Residents who are City of New York employees may be eligible to participate in NYCHA's Automatic Payroll Rent Deduction Program and have rent automatically deducted from their paycheck. Apply via the NYCHA Self-Service Portal (selfserve.nycha.info).
7. NYC Human Resources Administration (HRA): HRA may pay your rent if you receive public assistance or a special grant. If your payments are sent directly to NYCHA by HRA, you only need to review the Monthly Billing Statement to be sure that the previous month's payment was received and that no other charges are due. Any additional charges should be submitted with your check or money order along with the Remittance Slip.
8. Authorized Third-Party Payers (who make payments on behalf of a resident): NYCHA can send monthly billing statements directly to a guardian or caregiver of a senior or disabled resident. You can contact your property management office or visit on.nyc.gov/payrent for more information regarding the rent payment options, locations, and fees.



ANNUAL INCOME REVIEW

NYCHA is required by the U.S. Department of Housing and Urban Development to reexamine every resident's family composition and income every 12 months. Accordingly, each year residents are required to submit a complete annual review packet, along with the required supporting documentation, to NYCHA by the specified due date. Residents can now complete their annual review online, from any computer. Visit the Self-Service Portal (selfserve.nycha.info) for easy, 24/7 access to a variety of NYCHA-related transactions, including your annual review. Your information remains private and protected.

After a Housing Assistant's review, they may request additional information and/or supporting documents to determine the proper rent. Failure to verify income and family composition every 12 months by the specified deadline may result in administrative action to terminate tenancy for non-verifiable income. In addition, failure to complete the annual recertification process in a timely manner may result in the resident having to pay a retroactive charge if the new rent includes an increase. If the new rent is a decrease, it will only be applied to the date when all the required paperwork has been submitted.

INCOME AND FAMILY COMPOSITION

Any changes to family income should be reported to your Housing Assistant within 30 days of the change. This will ensure that if you qualify for a rent reduction, an adjustment is processed in a timely manner.

Similarly, the law requires you to inform us of any changes in your family composition, such as births, deaths, or any other changes to the number of household members.

Please contact your property management office or use the Self-Service Portal (selfserve.nycha.info) to inform NYCHA about changes in your family composition, including temporary additions to your household.

Please note that the only people who can live in your apartment are household members authorized by NYCHA, and it is a violation of your lease and federal law to allow unauthorized occupants to live in your apartment. If an authorized household member leaves, you must notify NYCHA and verify the person moved out.

Reporting these changes to NYCHA helps staff provide services during emergencies, such as power outages or natural disasters, and determines the appropriate apartment size for your family.

COMMUNITY SERVICE

In accordance with federal law, certain public housing residents must complete eight hours a month of community service or economic self-sufficiency participation as a condition of their tenancy. Community service is unpaid service to any group, organization, or entity that provides services or

opportunities. The community service requirement can be met by volunteering with NYCHA or for federal, state, or municipal agencies or for community- or faith-based organizations. Volunteering for Resident Watch or helping out at the local school can also qualify as community service.

Economic self-sufficiency refers to programs that NYCHA and others offer to help residents gain employment and become financially self-sufficient (see the “Resident Programs & Services” section of this handbook). It also refers to programs that assist residents with drug or alcohol rehabilitation. Services provided by these programs include training on financial management, job readiness, and counseling.

You can find community service opportunities by calling **311** or visiting www.nycservice.org.

To receive credit for community service, someone at the organization for which you perform the service must fill out and sign the Community Service Performance Verification form (available from your property management office). Once the form is completed, you should keep a copy and return the original to your property management office. Residents should confirm with their Housing Assistant whether or not they must perform community service.

COMMUNITY SERVICE EXEMPTIONS

There are potential exemptions to the community service requirement (some granted automatically and some that can be granted with documentation). Please contact your property management office for more information.

EVICTIION AND TERMINATION OF TENANCY

Though the most common cause of eviction is failure to pay rent, a tenancy may also be terminated when a resident or a member of a resident’s family engages in prohibited conduct, such as violating rules and regulations outlined in the lease agreement (please reference your lease agreement, and the “Termination of Tenancy and Eviction Grounds and Process” section of this handbook, for more information).

THE EVICTION PROCESS FOR FAILURE TO PAY RENT

If you are behind in your rent and have taken no positive steps to resolve the problem, NYCHA may seek your eviction in landlord/tenant court.

However, before it gets to this point, support is available for families who need assistance with paying rent. Residents experiencing hardship should first go to their property management office, as payment plans may be available and any loss in income should be reported so rent can be adjusted accordingly. Payment assistance may also be available from the City. If you need assistance with budgeting, NYCHA staff can provide referrals to helpful programs and services from partners. Read the following Journal article for more details on some of the ways you can get assistance paying rent: nychajournal.nyc/need-help-paying-your-nycha-rent.

The eviction process can be applied to any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the development, any violent or drug-related criminal activity on or off NYCHA grounds, any activity that results in a felony conviction, and other charges, such as for non-desirability, chronic rent delinquency, or a breach of the rules. Except where criminal activity is involved, you will usually be given an opportunity to discuss the matter with your Property Manager to see if the problem can be resolved. If a resolution is not achieved, the case will be forwarded to NYCHA's Law Department, where an administrative hearing before an Impartial Hearing Officer will be scheduled.

CONDITIONS OF OCCUPANCY

Here are some other rules and regulations that NYCHA residents must follow:

- Residents are not permitted to sublease or transfer possession of their apartments.
- Residents are not permitted to use their apartments for any purpose other than as a residential dwelling without prior approval by the property management office, except in ways that are compliant with NYCHA's home business policy.
- Boarders or lodgers are not permitted.
- Please keep your apartment in a clean, sanitary, and safe condition.
- Dispose of all garbage in a sanitary, safe, and lawful manner and comply with recycling rules.
- Please do not shake mops or hang anything outside your apartment windows to air.
- Residents are not allowed to alter their apartments or add any fixtures or fittings in their apartments without prior written consent from their property management office (and residents will be responsible for any damage that occurs).
- Doormats are tripping and fire hazards and are not permitted outside your apartment door. However, you may keep them inside your apartment.
- No resident is allowed on development roofs at any time.
- For safety reasons, do not clean your windows from the outside.
- Residents are permitted to install the following appliances: washing machines, dish washers, air conditioners, microwave ovens, refrigerators (up to 18 cubic feet), and freezers (up to 12 cubic feet). Each resident is allowed only one refrigerator and one freezer. Clothes dryers are not permitted. For more information on appliance installation, please see the Appliances section of this handbook.
- Residents may not place any sign or notice of any kind in their windows, in development buildings, or on development grounds.
- Keep radios, stereos, and television sets turned low after 10 p.m. on Sunday through Thursday and after 11 p.m. on Friday and Saturday. Sounds from these devices should not be heard outside your door, and speakers should not be put on windowsills.
- Please cooperate with NYCHA's efforts to comply with all applicable laws, rules, and regulations concerning the installation and maintenance of smoke/carbon monoxide (CO) detectors, window guards, and fire safety notices.
- Only allow people that you know into the building. If you do not know who is ringing your buzzer, do not respond.
- A video camera or video doorbell may be attached to your apartment door as long as it is wireless, affixed only with adhesive (and no holes or alterations are made to attach it), and used only for the purpose of maintaining personal safety and security.

- It is illegal to operate motorized scooters, mini-bikes, dirt bikes, or motor-assisted bicycles on sidewalks, public streets, or highways anywhere in New York State. It is also illegal to store gasoline in an apartment, and keeping a gas-powered vehicle of any type in an apartment is prohibited.
- For the safety of all residents, bicycle riding is prohibited on walkways and sidewalks surrounding the development and within the grounds.

ELECTRIC MICROMOBILITY VEHICLES AND DEVICES

You may keep or charge bicycles with electric assist (e-bikes) and electric scooters (e-scooters) that are legal to operate in NYC bike lanes in your apartment. However, to ensure the safety of your family and your neighbors, the following precautions must be followed:

- You may only charge one e-bike, e-scooter, or battery at a time in a NYCHA apartment;
- Someone 18 years or older must be present and awake in the apartment the entire time the device or battery is charging;
- The charger must be plugged directly into an electrical wall outlet (extension cords or power strips must not be used);
- You cannot keep or charge a lithium-ion battery that has been assembled, refurbished, or reconditioned in a way prohibited by NYC law;
- You cannot charge an e-bike, e-scooter, or lithium-ion battery within five feet of a radiator or any other direct heat source;
- You cannot charge an e-bike, e-scooter, or lithium-ion battery next to an apartment entrance door or any other place that could prevent escape in the event of a fire; and
- You cannot charge an e-bike, e-scooter, or its battery in a common area unless that area is designated as a charging area by NYCHA.

Electric micromobility vehicles and devices that cannot be operated legally in New York City, or that require DMV registration or a driver's license to operate, are prohibited in NYCHA buildings (for example, electric mopeds, large electric scooters weighing 100 pounds or more, electric motorcycles, gas-powered vehicles and devices, electric dirt bikes, electric skateboards, Segways, electric hoverboards, electric unicycles, and electric all-terrain vehicles, and their batteries). It is a violation of your lease to keep or charge vehicles and devices like these in NYCHA apartments or common areas.

For more information about which types of micromobility devices are allowed or not allowed, please visit on.nyc.gov/info-on-ebikes.

NYCHA PET POLICY

A household may own either one dog or one cat. Dogs that are expected to weigh more than 25 pounds when fully grown, based on a veterinarian's estimate, are not permitted. Specifically prohibited dogs (full breed or mixed) include Doberman Pinschers, Pit Bulls, and Rottweilers. However, exceptions will be made for service and assistance animals.

Dogs and cats must be registered with NYCHA using NYCHA Form 040.505, Dog, Cat and Assistance Animal Registration Form, available on the Self-Service Portal (selfserve.nycha.info) or in property management offices. Proof of vaccination and proof that the cat or dog has been spayed or neutered must be provided. In addition, dogs must be registered and licensed with NYC. You can find additional

information about New York City’s licensing requirements on the Department of Health and Mental Hygiene’s website.

Dogs must always be kept on a leash, six feet long or less, while in a public area, such as lobbies, elevators, and development grounds. Animals that are vicious or threatening are forbidden. Residents can call **311** to report vicious or threatening dogs within their development.

Pets cannot create a nuisance, create unsafe or unsanitary conditions, cause harm or threaten other people, or damage any property. Pet owners must clean up after their pets and dispose of pet waste with household trash. It is important not to flush pet waste down the toilet.

In addition, pets are not allowed to enter a “pet-free zone.” Signs in the development indicate where the “pet-free zones” are. These areas include property management offices, playgrounds, community centers, laundry rooms, basement areas, and picnic areas.

Reasonable quantities of other pets such as small-caged birds (parakeets, canaries), fish, and small caged animals (hamsters, gerbils, and guinea pigs), maintained in accordance with the New York City Health Code, are permitted. NYCHA does not require registration of these pets.

ASSISTANCE ANIMALS

Residents may keep an assistance animal in addition to a registered pet (the assistance animal must be registered with NYCHA using the form mentioned above). Assistance animals are exempt from dog weight or breed restrictions.



SMOKING

Smoking is not permitted in apartments or in any other common area in NYCHA buildings – including lobbies, elevators, stair halls, corridors, or any other common area in NYCHA buildings – or within 25 feet of NYCHA buildings. Smoking is also not permitted inside any NYCHA offices or community centers. The use of e-cigarettes is not permitted in common areas in NYCHA buildings. Please respect these rules, which support the health of all residents. These rules apply to all smoking materials, including tobacco and cannabis.

Secondhand smoke can lead to stroke, heart disease, cancer, and respiratory illness. There is no safe level of exposure to secondhand smoke. As part of the Smoke-Free NYCHA initiative’s goal to foster healthy indoor environments, NYCHA has committed to reducing exposure to secondhand smoke and improving access to support for residents who smoke and want to quit.

Want help quitting? Call 1-866-NY-QUITS or 311 or visit the New York State Smokers’ Quitline at www.nysmokefree.com. Contact smoke-free@nycha.nyc.gov or call 212-306-8282 to learn more about available resources and support. Visit on.nyc.gov/nycha-smoke-free to learn more about Smoke-Free NYCHA.



NYCHA is committed to ensuring a safe and clean environment for residents and their guests. In support of this key priority, the Authority updated its policy on proper trash disposal.

In accordance with NYCHA's Resident Lease Agreement, residents and their guests must dispose of all trash, rubbish, and other waste in a sanitary, safe, and lawful manner, and must keep the premises free of litter. To properly dispose of trash, NYCHA tenants, members of the household, and their guests must:

- Use appropriately sized trash bags (approximately 4 gallons or less) that fit inside the trash chute doors (oversized bags can block the chutes).
- Dispose of large items (such as mattresses or bulky furniture) in the designated trash collection area at the development.
- Dispose of trash in a way that does not harm NYCHA residents or employees or cause unsanitary conditions at NYCHA properties. (For example, throwing trash or heavy objects out of apartment windows is not permitted.)
- Leave trash only in locations designated for trash disposal. (Placing trash in front of the trash chute door or in lobbies or hallways, for instance, is not permitted.)
- Dispose of recyclables in designated bins and locations only.

The updated policy includes a graduated enforcement process: Residents who are observed and reported violating the trash disposal policy will first receive a warning and guidance materials on proper disposal. Subsequent violations during a three-month period will result in the issuance of a fine to the resident (\$15 for the second violation and \$25 for each additional violation). If a resident, member of the household, or guest is reported and observed to have committed three or more violations within a three-month period, NYCHA will initiate termination of tenancy proceedings as a last resort. A \$25 fine will be issued for any additional violations during the termination of tenancy proceedings. In each of these cases, the resident will be sent a Notification of Violation and Fine, as well as information about proper trash disposal.

Please note that this graduated enforcement process does not apply to residents whose improper disposal of trash or unwanted items creates a serious health or safety hazard for other residents, NYCHA staff, or members of the public. In these instances, NYCHA will pursue termination of tenancy without a graduated process.

For more information about proper trash disposal, please see the "Recycling & Trash Disposal" section of this handbook.



TERMINATION OF TENANCY AND EVICTION GROUNDS AND PROCESS

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NYCHA strives to foster a safe and healthy living environment for residents. To accomplish this, all residents are expected to follow the terms of their leases, NYCHA House Rules, and NYCHA's policies and procedures, which are based on its lease and federal, State, and City regulations. All residents agree to comply with these rules when they sign a NYCHA lease at move-in. Termination of tenancy is the process undertaken by NYCHA in response to a violation by a NYCHA leaseholder, member of their family, or guest of NYCHA's lease, House Rules, or policies and procedures that may ultimately result in the household's tenancy being terminated. The process, described in greater detail below, involves sending notice letters to the leaseholder, holding an informal conference, and proceeding to an impartial hearing if the matter cannot otherwise be resolved. If your tenancy has been terminated, NYCHA will bring a holdover eviction proceeding in Housing Court. Additionally, if you fail to pay rent, NYCHA will initiate a nonpayment eviction proceeding in Housing Court.

The following section explains the different violations of NYCHA's House Rules, lease, policies, and procedures that can cause NYCHA to start termination of tenancy proceedings.

Grounds for Termination of Tenancy include:

- **Assignment or Transfer of Possession** - Subletting your apartment to individual(s) without NYCHA's permission or consent. **Example:** Renting a room to an individual who is not an authorized household member and/or you vacate your NYCHA apartment and rent the entire apartment or rooms to individual(s) who are not authorized by NYCHA to reside in the apartment.
- **Breach of Rules and Regulations** - You, a member of your household, or a guest violates NYCHA's lease, House Rules, policies, or procedures. **Example:** You or a member of your household is keeping an unregistered dog or cat.
- **Chronic Breach of Rules and Regulations** - You, a member of your household, or a guest continually violates NYCHA's House Rules, lease, policies, or procedures. **Example:** You were referred for termination of tenancy due to improperly disposing of garbage in your building hallways and elevators. You agreed to stop the behavior. However, you are still disposing of garbage in the hallways and elevators. As a result, NYCHA staff will recommend termination of tenancy due to the continued violation of NYCHA Rules and Regulations.
- **Chronic Rent Delinquency** - Not paying your rent the month it is due at least four times within a 12-month period. **Example:** In 2022, a resident paid the rent for January, February, and March in **April** and paid the rent for August and September in **October** and paid November rent in **December**. The rent was not paid the month it was due six times in 2022.
- **Failure to Occupy** - You are not occupying your NYCHA apartment. **Example:** You moved out of your NYCHA apartment without notifying NYCHA by submitting an Intent to Vacate or you are living in another state/country or nursing home. Note: there is no exact timeline for failure to occupy. NYCHA can initiate charges if it simply has information that the resident is not residing in the apartment.

- **Misrepresentation** - You deliberately misstate and/or conceal income, assets, household composition that would impact your eligibility for public housing or the calculation of your rent. **Example:** You are working and did not inform NYCHA of your employment when you submitted your annual recertification and did not provide any proof of income.
- **Non-Desirability** - The behavior of you, a member of your household, or a guest that is a danger to the health and safety of NYCHA residents, staff, and/or property. **Example:** A member of your household is observed damaging NYCHA property.
- **Non-Verifiable Income** - Failure to submit your annual recertification and/or the documentation needed to complete it by its due date. **Example:** Your annual recertification is due January 1, 2022, but you do not submit your annual recertification and the documentation needed to complete it until June 1, 2022.

TERMINATION OF TENANCY NOTICES AND PROCESS

If you, a member of your household, and/or a guest are in violation of NYCHA's House Rules, lease, policies, or procedures, you will be sent one or more of the below notices. NYCHA uses these notices to inform you of the breach of NYCHA's House Rules, lease, policies, or procedures and to provide instructions on contacting your property management office to set up an appointment to discuss the matter with you and inform you of the action NYCHA staff will take in response to the violation(s).

NYCHA Form 040.185 Termination of Tenancy & Possibly Subsidy - Call-In Letter - Is the first notice property management staff will send to you when made aware of your household's violation of NYCHA's House Rules, lease, policies, or procedures. This notice informs you of the breach and provides you with a response date to contact your property management office so that an informal conference can be scheduled with the property manager to discuss the matter.

NYCHA Form 040.186 Termination of Tenancy & Possibly Subsidy - Follow Up Call-In Letter - If your household is still in violation of NYCHA's House Rules, policies, or procedures and you do not respond to NYCHA Form 040.185 Termination of Tenancy & Possibly Subsidy - Call-In Letter, property management staff will send you NYCHA Form 040.186, which will inform you that NYCHA is considering terminating your lease due to your non-compliance from the initial notice (NYCHA Form 040.185). NYCHA Form 040.186 also provides you with a response due date to contact your property management office so that an informal conference can be scheduled with your property manager to discuss the matter.

NYCHA Form 040.187 Termination of Tenancy and Possibly Subsidy - Notice to Tenant of Manager's Recommendation to Terminate - If you respond to NYCHA 040.185 but continue to violate what you were called in for on the notice **or** if you did not respond to NYCHA 040.185 or 040.186 and continue to violate the NYCHA House Rules/lease as detailed on the prior notices, property management staff will send you NYCHA Form 040.187 Termination of Tenancy and Possibly Subsidy - Notice to Tenant of Manager's Recommendation to Terminate. NYCHA Form 040.187 informs you that NYCHA is recommending the termination of your tenancy due to your household's non-compliance; it will also provide you information in future notices that will be sent to you concerning your Administrative Hearing, where an impartial hearing officer will make a decision on your tenancy.

During the informal conference, your property manager will explain why the behavior/ actions performed by you, a member of your household, and/or a guest are a violation of NYCHA's lease, House Rules, policies, or procedures and provide guidance on corrective actions, if possible. If the issues cannot be resolved, property management may proceed with formal charges and the resident will have an opportunity to respond to them before an impartial hearing officer.

Example: A tenant is called in for non-verifiable income; the property manager will explain the importance of the timely submission of the annual recertification, household income and composition documents, and how it helps NYCHA ensure a resident is paying the correct rent and is in the correct apartment size. If the resident submits the missing documents or agrees on a date to submit the required documents and submits them, the resident resolves the issue and can avoid termination of tenancy proceedings for non-verifiable income.

Impartial Hearing

If you were not able to resolve the alleged lease violations, you may receive formal charges from NYCHA's Law Department. You will have the opportunity to meet with legal services attorneys who may be able to represent you or provide advice on your case for free. You will then have an opportunity to discuss a possible resolution of your case with a NYCHA attorney.

If you are able to resolve the issue(s), NYCHA may drop the charges and enter into a stipulation of settlement with you, confirming how the issue was resolved and potentially requiring a term of probation (during which you must agree to follow the terms of the stipulation of settlement).

If you are not able to resolve the issue(s), NYCHA's Office of Impartial Hearings will schedule a hearing where you will have the opportunity to challenge the charges before an impartial hearing officer.

The hearing officer may terminate your tenancy, which will lead to an eviction case in housing court, as described below. The hearing officer might issue a term of probation and preserve your tenancy instead, or the charges could be dismissed outright.

Exceptions

- o If you have not submitted your annual recertification by the due date, the first notice sent to you is *NYCHA 040.297B Annual Recertification Additional Forms Cover Letter*.
- o If you, a member of your household, or a guest have committed an action that jeopardizes the health and safety of NYCHA residents, staff, or property, the first notice sent to you may be *NYCHA Form 040.187 Termination of Tenancy and Possibly Subsidy - Notice to Tenant of Manager's Recommendation to Terminate*.

Holdover Grounds

After a termination of tenancy or if unauthorized occupants (licensees) remain in an apartment after the authorized residents have left or are deceased, NYCHA will bring a holdover eviction proceeding against occupants of the apartment in order to evict them.

Holdover Process

NYCHA will serve a 30-day notice on the terminated residents, or a 10-day notice on the unauthorized licensees, for them to vacate the apartment. NYCHA will then serve and file a notice of petition and petition with the Housing Court. They will then appear before a judge in Housing Court who may issue a judgment against them. NYCHA would then seek a warrant of eviction and evict them from the apartment.

Nonpayment Proceedings

NYCHA will bring residents to Housing Court seeking to collect the rent owed. The case will be discontinued if the arrears are resolved.

How do I know what I owe? Each month, residents receive rent bills, which alert them both to their monthly rent and outstanding arrears. If you believe your rent is calculated incorrectly, you may file a rent grievance. To file a rent grievance, complete the “Grievance Claim” (#042.781) form, available at your property management office, and return it to your property managers OR complete and submit the form via the Self-Service Portal: selfserve.nycha.info. If you’ve had a change of income, you may file an interim recertification via the Self-Service Portal to seek to have your rent modified.

What happens if I don’t pay? If you do not pay your rent, NYCHA will serve you with a “rent demand,” which is also called a “30-day” (previously called a “14-day”) notice. If you do not resolve your arrears, enter into a payment plan at the management office, or request a rent adjustment, NYCHA will serve you with and file a notice of petition and petition with the housing court. You will then appear before a judge and a judgment may be entered against you, ordering you to pay the arrears; or you may enter into a stipulation with NYCHA agreeing to pay the arrears owed. If you do not pay the amount owed, NYCHA will seek a warrant of eviction and you will be evicted.

How do I get help paying my arrears? If you owe arrears, you may go to your management office to discuss the possibility of entering into a payment plan, where you may be able to make additional monthly payments towards your balance over time. You may also apply for a “One-Shot Deal” through the New York City Human Resources Administration or seek rental assistance through a community-based organization. More information is available here: nychajournal.nyc/need-help-paying-your-nycha-rent.

Residents are permitted to apply for a transfer to another apartment within their current development or to another development. Residents must choose a development or borough, depending on the reason for the transfer, at the time they submit a transfer request. Transfers may only be approved for reasons that comply with NYCHA policy.

Residents may request a transfer during any period of occupancy; however, residents who have previously requested a transfer request will not be considered for a transfer for one year from the date the prior transfer request was closed, unless the new transfer request states a different need than the prior request. When determining eligibility for transfers, NYCHA conducts a review of the household to confirm that a resident has not been terminated or is not under a warrant for eviction. The family composition is also reviewed to determine the transferring resident's continued eligibility for an apartment size, and to determine the appropriate apartment size for the transferring resident based on NYCHA's occupancy standards. NYCHA does not require a criminal background check when a resident requests a transfer to another apartment.

Transfer requests can be made online via NYCHA's Self-Service Portal (selfserve.nycha.info), or a paper version can be requested and submitted in person to property management staff. For emergency transfers, residents must access and submit the appropriate transfer request form in-person at their property management office. Reasons for requesting an emergency transfer include victim of domestic violence, intimidated witness, intimidated victim, or victim of a traumatic incident.

Transfer requests are considered in order of established priority in NYCHA's Tenant Selection and Assignment Plan. Visit NYCHA's website (www.nyc.gov/nycha) to view its Tenant Selection and Assignment Plan.



REQUIREMENTS

Residents who are moving out are required to:

- Visit the property management office and inform NYCHA staff that they are moving out.
- Complete and sign Notice to Vacate NYCHA form 040.032, available in the property management office.
- Give at least 30 days' notice.
- Return all of your building and apartment keys to property management and leave the apartment clean and vacant.
- Remove resident-owned appliances such as refrigerators, washers, and freezers. If not, charges will be assessed.
- Residents are entitled to an apartment inspection with property management staff prior to moving out to identify any items for which they will be responsible.

MOVING HOURS

Moving hours are Monday through Friday from 10 a.m. to 4 p.m. Before moving in or out, you must obtain a NYCHA Moving Permit, at no charge, from the property management office. This permit must be displayed on the dashboard of any vehicle being used for the move. This includes moving in, moving out, or transferring apartments. Trucks and other vehicles are not permitted on development sidewalks.

DAMAGE CHARGES

Once you move out of your apartment, it should be left in the best possible condition. You will be charged for any damages beyond reasonable wear and tear. While you are living in your apartment, you will be charged for the cost of repairing any damage caused by negligence. The amount will be added to your next rent payment.

Check with your Housing Assistant before undertaking repairs or major redecorating in your apartment to avoid problems down the road. The apartment should be left in the same condition as it was when you moved in.



RESIDENT SERVICES, PARTNERSHIPS, AND INITIATIVES

NYCHA's Resident Services, Partnerships, and Initiatives department (RSPI) engages and connects NYCHA residents to critical programs and services. RSPI supports NYCHA's extensive network of resident associations, and also manages partnerships, programs, and initiatives in the areas of economic opportunity, youth, health, seniors, and social services.

CIVIC ENGAGEMENT

NYCHA's Resident Participation and Civic Engagement (RPCE) team engages residents through outreach, education, and information-sharing, with a special focus on youth, seniors, and resident associations in addition to the broader NYCHA community. Through resident forums and targeted communication, RPCE ensures residents are aware of and can inform policies and initiatives that impact their lives.

RESIDENT ASSOCIATIONS

Most NYCHA developments have a democratically organized resident association. Each recognized resident association has an executive board, elected by resident association members living at the development. The executive board typically consists of a President, Vice President, Secretary, Treasurer, and Sergeant-At-Arms. NYCHA provides assistance and encouragement to developments that do not yet have a resident association so that all residents may have the opportunity to become civically engaged.

Joining your resident association is one of the easiest and most effective ways to become involved in your community. To find out how you can join, contact your local property management office or RSPI at (212) 306-3488 or Resident.Engagement@nycha.nyc.gov. You can also visit this web page for more information: www.nyc.gov/site/nycha/residents/getting-involved-as-a-resident.page.

THE RESIDENT ADVISORY BOARD (RAB)

The Resident Advisory Board (RAB) – which consists of executive board members from various resident associations as well as Section 8 residents – works with NYCHA during the period of drafting and finalizing the annual Agency Plan, which must be submitted to the U.S. Department of Housing and Urban Development (HUD) per federal law. The members of the RAB review components of the draft plan, discuss the proposals, and seek additional information before they submit formal comments and recommendations on behalf of the residents they represent. These comments are included in the final Annual Plan.

FAMILY PARTNERSHIPS AND COMMUNITY RESOURCES

NYCHA's Family Partnerships Department (FPD) connects residents to critical services and implements programs and policies that support household stability, tenancy, individual advancement, and aging-in-place. It also assists with the successful reunification of NYCHA residents and families impacted by the carceral system. To carry out its mission, FPD manages partnerships and referrals with external providers and City agencies offering social service interventions.

The following Family Partnerships programs provide specialized services to meet a wide range of residents' needs:

Supportive Outreach Services (SOS) is based on referrals received from property management and other NYCHA departments, neighbors, and family members, or upon direct request from residents. SOS provides supportive services so residents can meet their daily living needs. FPD staff interview each resident to assess their particular situation, develop a service plan, and make referrals as needed, working with community-based organizations to coordinate service provisions, establish linkages, and integrate additional resources, as needed.

The Clinical Unit receives referrals of residents where a mental impairment or disorder is known or suspected and conducts psychosocial assessments. Staff develop service plans with residents in various types of cases involving acute psychiatric emergencies, hoarding, and extreme poor housekeeping, and they evaluate residents to determine whether a Guardian Ad Litem should be appointed for administrative proceedings.

The Family Re-entry Program reunites individuals with criminal justice history with family members who reside in NYCHA developments. Individuals can apply to be in the program before they are released from prison or jail. Participants must be at least 16 years old and either currently incarcerated or in the community for three years or less following incarceration. To learn more, call (212) 306-6024 or email family.reentry@nycha.nyc.gov.

The Elderly Safe-at-Home Program (ESAH) serves seniors through on-site services at 21 NYCHA developments citywide, helping to prevent social isolation, victimization, and unnecessary or premature institutionalization in nursing homes. Staff organize seniors to volunteer as "floor captains" to make daily contact with other seniors on their floor, which helps avert crises, particularly among the sick and frail. The ESAH also provides crime prevention and social services assistance as well as workshops on benefits, entitlements, and other available supports. Referrals are made to various community-based service providers as needed.

Naturally Occurring Retirement Communities (NORC) provide comprehensive social and medical assistance, and recreational and cultural opportunities, to residents aging in place (60 years and older) in select NYCHA developments throughout the city.

For more information, please contact your borough's Family Partnerships office:

- Bronx: (718) 409-8699
- Brooklyn: (212) 306-6720
- Manhattan: (646) 994-4755
- Queens/Staten Island: (646) 994-4700

RESIDENT HEALTH INITIATIVES

NYCHA's Resident Health Initiatives Department builds resident health and advances health equity through innovation and cross-system collaboration. The department leads and supports initiatives that connect residents to preventive health resources, help create healthier indoor environments, and cultivate resident leadership in health – below are some examples:

Healthy Start @ NYCHA connects expecting families to resources and support. It also works, in partnership with other NYCHA teams, to create safer homes for NYCHA families with a newborn or infant. You can let NYCHA know if someone in your household is pregnant – and find out about upcoming events, opportunities to receive free items such as car seats and Pack ‘n Plays, and other supports – by clicking “Pregnancy Disclosure” in the Self-Service Portal (selfserve.nycha.info) or emailing healthy.start@nycha.nyc.gov.

The Smoke-Free NYCHA team can connect you to support to quit or cut back smoking. Visit www.nyc.gov/site/nycha/residents/smoke-free.page or email smoke-free@nycha.nyc.gov to learn more about NYCHA’s smoke-free policy and the work to reduce exposure to secondhand smoke.

Farms at NYCHA: NYCHA works with partners to operate urban farms at select developments. Email health.initiatives@nycha.nyc.gov to learn more about the nearest farm and how you can get involved.

NYCHA Health Works: Email health.initiatives@nycha.nyc.gov to find out about available training and other leadership development opportunities in the field of preventive health, through programs like the NYCHA Health Corps, community health worker training, and mental health training.

For more information about these initiatives, or to share a question or idea about health and wellness at NYCHA, contact the Health Initiatives Department at health.initiatives@nycha.nyc.gov or (212) 306-8282.

RESIDENT ECONOMIC OPPORTUNITIES

NYCHA’s Office of Resident Economic Empowerment and Sustainability (REES) helps residents increase their income and assets through programs, policies, and collaborations in four key areas:

- Employment and career advancement
- Adult education and vocational training
- Financial empowerment
- Resident business development

Through REES, you can:

- Connect with local economic opportunities, such as hiring events and training sessions
- Access Section 3 and other local job opportunities more easily
- Enroll in adult education programs
- Take advantage of various NYCHA rent incentive programs
- Improve your credit or manage debt through financial empowerment services
- Learn how to start or grow a business

SECTION 3

Section 3 is a U.S. Department of Housing and Urban Development mandate that requires employment and other economic opportunities at public housing authorities to be directed, whenever possible, to public housing residents and other low-income residents.



Interested residents should attend a REES information session, where they can learn more about and undergo an assessment of their skills, interests, and qualifications. Once Section 3 jobs become available, REES staff match qualified candidates with opportunities and provide referrals to contractors for interviews. Contractors are responsible for making the final hiring decisions. Residents with established businesses can register as “Section 3 Business Concerns” by visiting the “Doing Business with NYCHA” section of NYCHA’s website (www.nyc.gov/site/nycha/business/vendors.page). Please note that registration is not a guarantee of business contracts with NYCHA or with NYCHA’s vendors.

NYCHA RESIDENT TRAINING ACADEMY

The NYCHA Resident Training Academy provides employment-linked training opportunities and job placement assistance to NYCHA residents in the construction, maintenance, and janitorial fields.

HOW TO ACCESS REES SERVICES

Online: To learn more about REES’s programs and services, visit opportunitynycha.org. You can search for REES partners in your area and register for upcoming events, such as job screenings or testing and application sessions for the NYCHA Resident Training Academy; view an interactive map for community-based services; and sign up for the REES bi-weekly e-newsletter to receive up-to-date, relevant information about local and citywide initiatives.

Phone: Call REES at (718) 289-8100 to speak with a REES Referral Associate for more information about available services and to register for any upcoming recruitment events or information sessions.

Visit your property management office: Most property management offices can make web-based referrals of residents to local REES service providers for services, such as financial counseling or employment assistance programs. Alternatively, you can use the Opportunity Connect section of the NYCHA Self-Service Portal (selfserve.nycha.info) to refer yourself to services.

Attend an information session: REES hosts virtual or in-person information sessions for NYCHA public housing or Section 8 residents. You can register by calling REES at (718) 289-8100 or visiting the Events page on Opportunity NYCHA. In-person information sessions take place at 787 Atlantic Avenue in Brooklyn (bring a photo ID to enter the building).



EQUAL OPPORTUNITY AND FAIR HOUSING

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DISCRIMINATION

NYCHA is committed to providing residents, applicants, and Section 8 voucher holders equal access and opportunity to its services and programs. NYCHA's Fair Housing Policy (available at www.nyc.gov/site/nycha/about/policies-procedures.page) provides protection to NYCHA residents, applicants, and Section 8 program participants from discrimination on the basis of race; color; national origin; religion; sex; gender; sexual orientation; familial status; disability; creed; age; immigration status; lawful occupation; lawful source of income; military service; pregnancy; status as a victim of domestic violence, sexual violence, or stalking; marital or partnership status; presence of children; height; or weight as well as claims of sexual harassment in housing or while interacting with NYCHA or any of its employees or consultants.

Residents and applicants for housing who believe they are being discriminated against or subject to sexual harassment can contact NYCHA's Office of Diversity, Equity, and Inclusion (ODEI) at odei@nycha.nyc.gov or (212) 306-4468 for assistance. ODEI's Equal Employment Opportunity (EEO) and Fair Housing Investigations Unit investigates complaints of alleged discrimination and sexual harassment and provides conciliation support to resolve ongoing conflicts between residents and NYCHA employees. All communications with ODEI investigators will be kept confidential. Retaliation against persons who file a complaint or participate in any investigation is strictly prohibited and will not be tolerated.

ODEI provides other services, such as conducting training and outreach to NYCHA staff and residents on EEO and Fair Housing rights and requirements, implementing structured hiring guidelines and best practices, and promoting awareness of the many different cultures and nationalities amongst NYCHA staff and across the city by planning recognition and informational events.

REASONABLE ACCOMMODATION

NYCHA's Fair Housing Policy also provides the right to reasonable accommodation in housing for qualified individuals with disabilities, where such an accommodation is needed to provide an equal opportunity to participate in NYCHA's programs, services, or activities. A reasonable accommodation in housing is a change, modification, or alteration in policy, procedure, practice, or program that enables a qualified individual to participate in, or benefit from, a program or activity.

NYCHA residents with mobility impairments and physical disabilities or special medical needs may request transfers to apartments that are accessible. An apartment is considered accessible if, in addition to necessary modifications to the apartment itself, a mobility-impaired resident can get from the street to the apartment without any obstruction. A resident may also request that his or her apartment be modified to provide reasonable accommodation for a household member with a disability. A reasonable accommodation can be structural, such as the installation of a grab-bar or roll-in shower.

NYCHA housing applicants and residents with disabilities may have the right to other types of reasonable accommodations. Anyone with medical, mental, or psychological impairment that substantially limits one of life's major activities (such as walking, talking, speaking, etc.) has a disability that may give the individual a right to reasonable accommodations.

Examples of impairments are mobility impairments; sensory impairments (for example, blindness or deafness); chronic health problems (for example, asthma); and mental health problems.

Some examples of reasonable accommodations include:

- Sign language interpreters
- Documents in Braille
- Other methods of making information and communications accessible to people who have speech, language, or vision impairments
- Allowing a third party to make rent payments on behalf of a person with a mental disability
- For a resident with breathing problems: An additional air conditioner unit if the electrical system permits; relocation to a temporary apartment during mold and moisture abatement; permanent transfer to other NYCHA housing if the apartment is uninhabitable and another apartment is available; use of low-toxicity fungicides to cover surfaces with mold; and/or the use of appropriate dust suppression methods during mold removal
- Assistance animals are considered a reasonable accommodation and require medical documentation (for more information on assistance animals, see NYCHA's pet policy)



HOW TO REQUEST A REASONABLE ACCOMMODATION

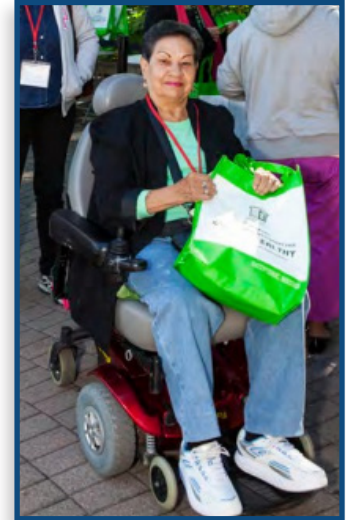
To request a reasonable accommodation, you can use NYCHA's Reasonable Accommodation – Modification Request form (NYCHA Form 040.425) and the Reasonable Accommodation – Medical Verification form (NYCHA Form 040.426), which are available at your property management office, online at www.nyc.gov/site/nycha/residents/reasonable-accommodation.page, or by calling the Customer Contact Center at (718) 707-7771.

Ask your doctor to complete and send NYCHA the medical verification information. A Property Manager or Supervisor will review your request after receiving the medical verification and other documentation.

- o If they cannot grant your request, they will refer it to the Public Housing Reasonable Accommodations Coordinator. If NYCHA needs more time, NYCHA will grant you an extension.
- o NYCHA will send you a notice with the decision. If you do not agree with the decision, you can request an informal conference by checking the appropriate box on the notice and returning it to the address indicated within 30 days, or by contacting your property management office.

You can request an accommodation from NYCHA at any time. If you feel that as a qualified individual with a disability, you are having trouble requesting a reasonable accommodation, you may contact the Services for People with Disabilities Unit (SPD) at 212-306-4652, Monday through Friday, 8:00 a.m. to 4:00 p.m. The SPD Unit provides individual assistance to NYCHA disabled residents, applicants, and Section 8 program participants and will help facilitate requests for reasonable accommodations.

Hearing-impaired individuals are encouraged to use 711 Relay Service to inquire about transfers and reasonable accommodations. 711 Relay Service provides toll-free telephone accessibility for people who are deaf, hard of hearing, or speech impaired and is available 24 hours a day, 365 days a year. Specially trained Communication Assistants connect the call and remain on the line to assist in the conversation.



LANGUAGE ACCESS

NYCHA makes translations of vital documents, such as the lease, available in the languages it most frequently encounters (currently Spanish, Russian, and simplified and regular Chinese). NYCHA also provides interpretation and translation services to communicate NYCHA information so that residents, applicants, and Section 8 voucher holders with limited English proficiency or who are hard of hearing or deaf have meaningful access to NYCHA's services and programs and can benefit from quality customer service. Interpretation services, including for American Sign Language, are coordinated by NYCHA's Language Services Unit. For information or assistance regarding interpretation services, please contact your property management office or call the Customer Contact Center at 718-707-7771.