



Housing Choice Voucher Program Briefing

April 2021



FACTS ABOUT NYCHA (1)

THE **NEW YORK CITY HOUSING AUTHORITY**
("NYCHA" OR THE "AUTHORITY")

PROVIDES AFFORDABLE HOUSING TO

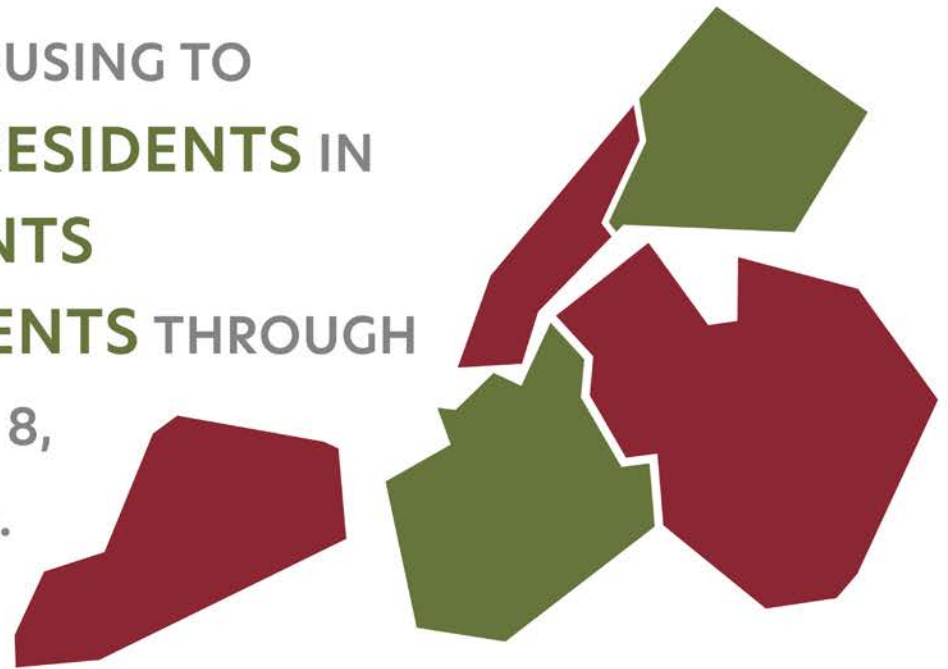
547,891 AUTHORIZED RESIDENTS IN

OVER **177,611 APARTMENTS**

WITHIN **335 DEVELOPMENTS** THROUGH

PUBLIC HOUSING, SECTION 8,

AND PACT/RAD PROGRAMS.



FACTS ABOUT NYCHA (2)



\$18,191
AVERAGE SECTION 8
HOUSEHOLD INCOME



\$363
AVERAGE SECTION 8
HOUSEHOLD RENT



88,516
SECTION 8 FAMILIES



24,237
SECTION 8 LANDLORDS

NYCHA Vision

**Safe,
Clean,
and**

**Connected
Communities**



Attention: COVID-19 Pandemic Guidance

- **Walk-in Centers** are closed to the public until further notice while the City is under a state of emergency.
- **Please email General Questions to:**
s8.info@nycha.nyc.gov

Before we get started...

- Write down any questions that you may have.
- Send your general questions by email to:
s8.info@nycha.nyc.gov

Agenda

1. Housing Choice Voucher (HCV) Program Overview
2. Responsibility of NYCHA, the Family, and the Owner
3. Housing Choice Voucher
4. Occupancy and Payment Standards
5. Your Housing Choice
6. Housing Quality Standards (HQS) Inspection Requirements
7. Next Steps – After Finding the Right Unit
8. Contact NYCHA

Housing Choice Voucher (HCV) Program Overview

About the HCV Program

- The Housing Choice Voucher (HCV) program is a federally-funded program that provides rental assistance to eligible families.
- Eligibility is based on the total gross annual income and family size.
- The rent subsidy is paid to the owner and
- The family pays their portion to the owner, as well
- All units must be inspected prior to moving-in, and regularly thereafter.

Responsibilities of NYCHA, the Family, and the Owner

NYCHA's Responsibilities

In administering the Housing Choice Voucher Program, NYCHA must:

- Explain rules and regulations of the HCV Program.
- Issue vouchers and pay Housing Assistance Payment (HAP) to the owner on behalf of the voucher holder.
- Ensure all units in the Program meet Housing Quality Standards (HQS) by conducting a new rental, regular, special, and quality control inspections.
- Conduct an annual review of the family's income and composition information to determine continued eligibility.
- Conduct a rent reasonableness evaluation to ensure the proposed contract rent the owner is requesting is reasonable.

The Family's Responsibilities (1)

It is the family's responsibility to:

- Find a vacant unit, or an available Section 8 unit.
- The owner cannot be an immediate family member unless a reasonable accommodation is approved by NYCHA.
- Sign a private lease agreement with the owner, once the unit passes inspection and you receive a move-in letter; comply with lease terms.
- Submit complete, accurate, and timely information and documentation to NYCHA.

The Family's Responsibilities (2)

The family must:

- Comply with the annual review of family income and composition information (for example, marriages, births, adoptions, deaths, etc.)
 - This helps NYCHA determine a tenant's continued eligibility.
- Comply with requests for additional information.
- Cooperate with NYCHA for all inspections.

Tips

Here are some tips when searching for a place to live:

1. Do not give the voucher to anyone, including the owner, agent, or property manager.
2. Confirm with the landlord that the apartment will meet the Housing Quality Standards (HQS) and pass initial inspection.

Note: The HCV program does not require the use of a broker to find an apartment.

The Owner's Responsibilities (1)

It is the responsibility of the owner to:

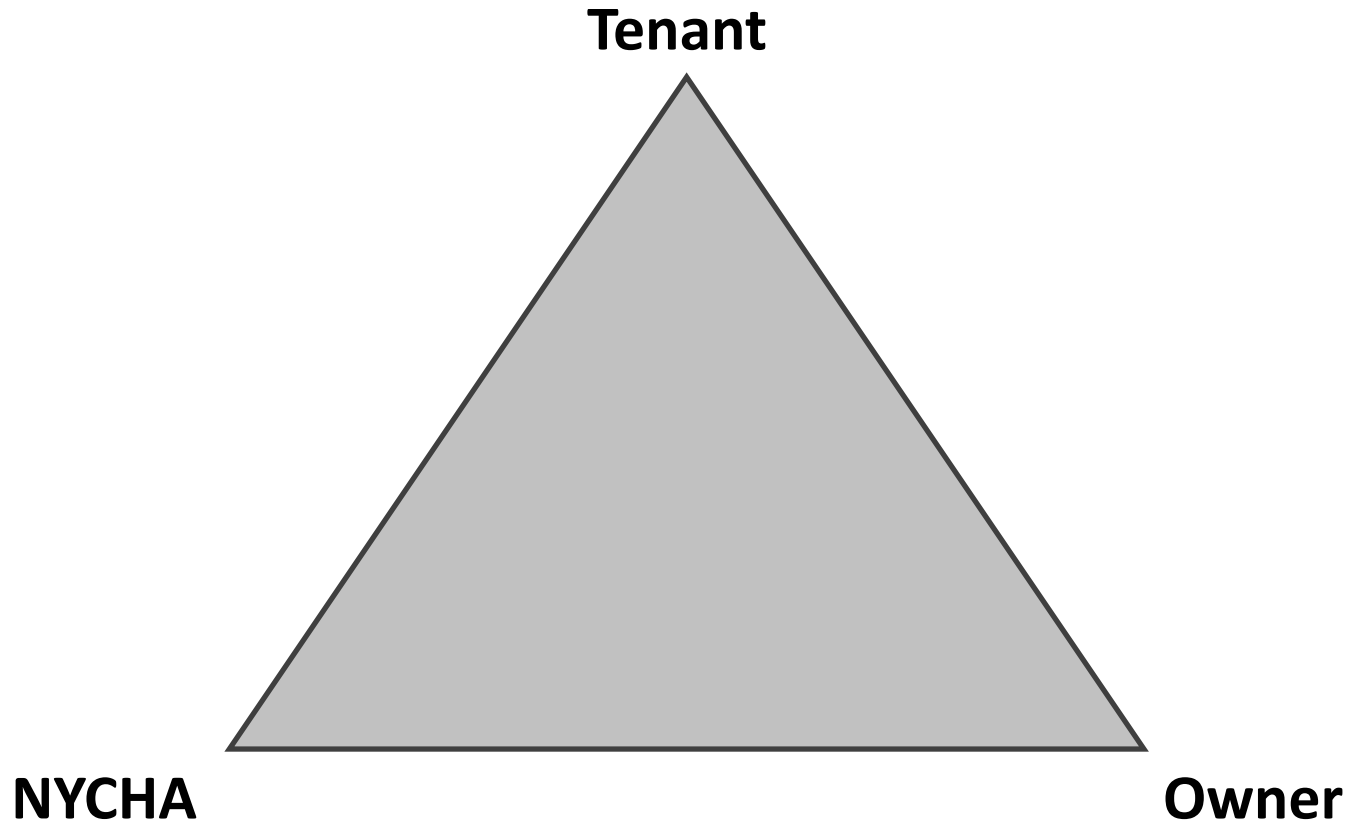
- Sign and comply with the Housing Assistance Payment (HAP) contract and local housing laws.
- Screen the family before executing the lease.
- Maintain the dwelling unit in accordance with HQS.
- Collect the family's share of the rent and do not request additional rent that exceeds the NYCHA approved rent.

The Owner's Responsibilities (2)

It is the responsibility of the owner to:

- Follow the federal laws which prohibit discrimination against an individual or family.
 - **Note:** Landlords have to accept your government-provided rental assistance. If you receive Section 8, a landlord who owns a building with 6 or more units must accept that rental assistance.
- Contact NYCHA when there is an unauthorized family move or a deceased tenant.

The Partnership between the Tenant, NYCHA, and the Owner (1)



The Partnership between the Tenant, NYCHA, and the Owner (2)

- The document binding the tenant and NYCHA is the **HCV Section 8 voucher**.
 - The tenant must comply with all family obligations, rules and regulations to remain enrolled in the program.
- The document binding NYCHA and the owner is the **housing assistance payment contract**.
 - The owner must also cooperate with the rules and regulations of the program to continue to receive payments.
- And lastly, the document binding the owner and the tenant is the **lease agreement**, which is a contract between the tenant and the owner.

The Housing Choice Voucher

What is a Housing Choice Voucher? (1)

- The Housing Choice Voucher is the document that authorizes you to search for an eligible Section 8 unit.
 - The document indicates: the number of bedrooms the family is entitled to; the issue date; the expiration date; and a family's responsibilities under the program.
- The voucher is valid for **120** days after the issuance date.
 - NYCHA may extend this timeframe for good cause, such as a reasonable accommodation.
 - Reasonable accommodations can be filed online via NYCHA's Tenant Self-Service Portal.
 - If a reasonable accommodation is granted, the voucher will be extended 60 days.

Note: If you are “porting in” from another Public Housing Authority (PHA), your voucher expiration date will automatically be extended 30 days from the initial voucher expiration date.

What is a Housing Choice Voucher? (2)

Suspension of the Term of the Voucher

- During the initial or extended term of the voucher, the family is required to submit a Request for Tenancy Approval (Form HUD-52517). The term of the voucher is suspended starting when the Request for Tenancy Approval is submitted to the PHA until the PHA notifies the family in writing whether the assisted tenancy has been approved or denied. This provision applies to all families who are leasing a unit (not just to families under portability).
- Suspension applies even if a family that submits a Request for Tenancy Approval decides to cancel such request. In such cases, the suspension ends when the PHA learns of the cancellation. Under portability procedures, the requirement to suspend the term of the voucher applies to the receiving PHA only.

Housing Choice Vouchers Are Not for Sale

- HCV/Section 8 Vouchers are **not** for sale.
- If anyone offers to sell or process a Section 8 Voucher for you, email the NYCHA Inspector General's Office at ig@nycha.nyc.gov to report it.
- You should not give your voucher to anyone, including the owner or the broker.

The Housing Choice Voucher Form

Voucher Housing Choice Voucher Program OMB No. 2577-0169 (exp. 04/30/2018)		U.S. Department of Housing and Urban Development Office of Public and Indian Housing	
<p>Public Reporting Burden for this collection of information is estimated to average 0.05 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless that collection displays a valid OMB control number. Assurances of confidentiality are not provided under this collection. This collection of information is authorized under Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). The information is used to authorize a family to look for an eligible unit and specifies the size of the unit. The information also sets forth the family's obligations under the Housing Choice Voucher Program.</p> <p>Privacy Act Statement. The Department of Housing and Urban Development (HUD) is authorized to collect the information required on this form by Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). Collection of family members' names is mandatory. The information is used to authorize a family to look for an eligible unit and specifies the size of the unit. The information also sets forth the family's obligations under the Housing Choice Voucher Program. HUD may disclose this information to Federal, State and local agencies when relevant to civil, criminal, or regulatory investigations and prosecutions. It will not be otherwise disclosed or released outside of HUD, except as permitted or required by law. Failure to provide any of the information may result in delay or rejection of family voucher issuance.</p>			
Please read entire document before completing form Fill in all blanks below. Type or print clearly.		Voucher Number	
1. Insert unit size in number of bedrooms. (This is the number of bedrooms for which the Family qualifies, and is used in determining the amount of assistance to be paid on behalf of the Family to the owner.)		1. Unit Size	
2. Date Voucher Issued (mm/dd/yyyy) Insert actual date the Voucher is issued to the Family.		2. Issue Date (mm/dd/yyyy)	
3. Date Voucher Expires (mm/dd/yyyy) Insert date sixty days after date Voucher is issued. (See Section 6 of this form.)		3. Expiration Date (mm/dd/yyyy)	
4. Date Extension Expires (if applicable) (mm/dd/yyyy) (See Section 6. of this form)		4. Date Extension Expires (mm/dd/yyyy)	
5. Name of Family Representative		6. Signature of Family Representative	Date Signed (mm/dd/yyyy)
7. Name of Public Housing Agency (PHA) <p style="text-align: center;">New York City Housing Authority</p>			
8. Name and Title of PHA Official		9. Signature of PHA Official	Date Signed (mm/dd/yyyy)



Occupancy and Payment Standards

Occupancy Standards

# of People	Household Composition	Certified Bedroom Size
1	Single Person	0
2	Head of Household & Spouse/Domestic Partner	1
2	2 Persons of the Same Sex	1
2	2 Persons of Different Sexes	2
3	Head of Household & Spouse/Domestic Partner and 1 Person (any sex)	2
3	3 Persons of the Same Sex	2
3	2 Persons of the Same Sex and 1 Person of a Different Sex	2
3	3 Persons of Different Sexes	3
4	Head of Household & Spouse/Domestic Partner and 2 Persons of the Same Sex	2
4	Head of Household & Spouse/Domestic Partner and 2 Persons of Different Sexes	3
4	4 Persons of the Same Sex	2
4	2 Persons of the Same Sex and 2 Persons of a Different Sex	2
4	2 Persons of the Same Sex and 2 Persons of Different Sexes	3
4	3 Persons of the Same Sex and 1 Person of a Different Sex	3
5	Any 5 Person Combination	3
6	Any 6 Person Combination	3
7	Any 7 Person Combination	4
8	Any 8 Person Combination	4

Applicants and participants with pregnant household members may be eligible for an increased voucher size, dependent upon total family composition as stated in the HCVP Occupancy Chart.

NYCHA Payment Standards

- NYCHA sets its Payment Standards based on HUD Fair Market Rents (FMRs).
- Payment Standards set the maximum monthly Housing Assistance Payment (HAP) for the family (before deducting the total tenant payment by the family).

Current NYCHA Payment Standards

Bedroom size	Payment Standard (\$)
0	\$1,900
1	\$1,945
2	\$2,217
3	\$2,805
4	\$3,006
5	\$3,457
6	\$3,908
7	\$4,359
8	\$4,810

These are the current NYCHA payment standards, effective 1/1/2021 for new rentals, transfers, and recertification.

NYCHA Utility Allowances (1)

For tenants who are responsible for paying their utilities, NYCHA gives a utility allowance.

COOKING GAS AND ELECTRIC (NO ELECTRIC STOVE)						
No. Bedrooms	0	1	2	3	4	5 or more
Cooking Gas (\$)	22	25	28	31	35	38
Electric (\$)	64	72	93	115	136	157
Total (w/ Cooking Gas & Electric) (\$)	86	97	121	146	171	195

NYCHA Utility Allowances (2)

For tenants who are responsible for paying their utilities, NYCHA gives a utility allowance.

OIL HEAT AND HOT WATER						
No. of Bedrooms	0	1	2	3	4	5 or more
Oil Hot Water Only (\$)	25	29	42	55	68	81
Oil Heat Only (\$)	82	96	110	124	137	151
Total (Oil Heat & Hot Water) (\$)	107	125	152	179	205	232

NYCHA Utility Allowances (3)

For tenants who are responsible for paying their utilities, NYCHA gives a utility allowance.

GAS HEAT AND HOT WATER						
No. Bedrooms	0	1	2	3	4	5 or more
Gas Hot Water Only (\$)	14	17	23	29	34	40
Gas Heat Only (\$)	48	55	60	65	69	74
Total (Gas Heat & Hot Water) (\$)	62	72	83	94	103	114

NYCHA Utility Allowances (4)

For tenants who are responsible for paying their utilities, NYCHA gives a utility allowance.

ELECTRIC HEAT AND HOT WATER						
No. Bedrooms	0	1	2	3	4	5 or more
Electric Hot Water Only (\$)	23	28	36	43	51	59
Electric Heat Only (\$)	33	38	51	64	77	89
Total (Electric Heat & Hot Water) (\$)	56	66	87	107	128	148

ELECTRIC						
No. Bedrooms	0	1	2	3	4	5 or more
Including Electric Cooking Range (\$)	73	83	109	136	162	188

Note: The allowance includes electric and use of the electric stove.

The “40% Rule”

Ensuring Affordability for New Rentals

The “40 percent rule” ensures the affordability of a new rental:

- You are permitted to rent an apartment that exceeds the payment standard.
- However, your share of the rent will be 30% of the adjusted gross income **plus** any amount that exceeds the payment standard.
- NYCHA will **not** approve your Section 8 rental if your share of the rent is over 40% of your gross adjusted income. Upon an initial lease-up, the tenant is prohibited from paying more than 40% of their annual income towards rent.

Your Housing Choices

Moving within New York City

- Voucher holders have the option of living anywhere in the five boroughs of NYC.
- First time Section 8 voucher holders have the option of remaining in their unit provided it meets HQS standards, and the rent is reasonable and within the established payment standard.

Portability: Moving Outside the New York City Area (1)

Moving outside the New York City area is called **portability**.

- Voucher holders have the opportunity to live anywhere in the U.S., Puerto Rico, or the U.S. Virgin Islands as long as there is a Housing Choice Voucher (HCV) Program administered in that area.

VASH Program Participants: Contact your Veterans Affairs case worker for additional rules on portability.

Portability: Moving Outside the New York City Area (2)

To port your voucher, you must:

- Before moving to another jurisdiction, you must submit the Voucher Holder Request for Portability form and receive approval for your request. This process can be initiated online (Tenant Self-Service Portal).
 - Advise NYCHA at least 2 months before your Section 8 voucher expires. If you are already a Section 8 participant with an open transfer request, you must cancel your transfer request and ask for a portability transfer.
- Obtain the name, address, telephone and fax number, and contact person of the Housing Authority, and submit it to NYCHA. NYCHA will provide this information to you if needed.

VASH Program Participants: Contact your veterans affairs case worker for additional rules on portability.

Portability: Moving Outside the New York City Area (3)

Things To Keep in Mind when Porting

- The advantages of portability allow families the flexibility to relocate with assistance, however you should familiarize yourself with your potential location before deciding to move there. (Some consider relocating for a new job/school, proximity to other family members, increased choices for a home, etc.)
- Comply with the rules and regulations of the receiving housing authority, which may differ from NYCHA.
 - Portability procedures in the new jurisdiction could be different from NYCHA's.
 - It is important to seek information and pay close attention to requirements at both PHAs.

Portability: Moving Outside the New York City Area (4)

Policies Applicable under Portability

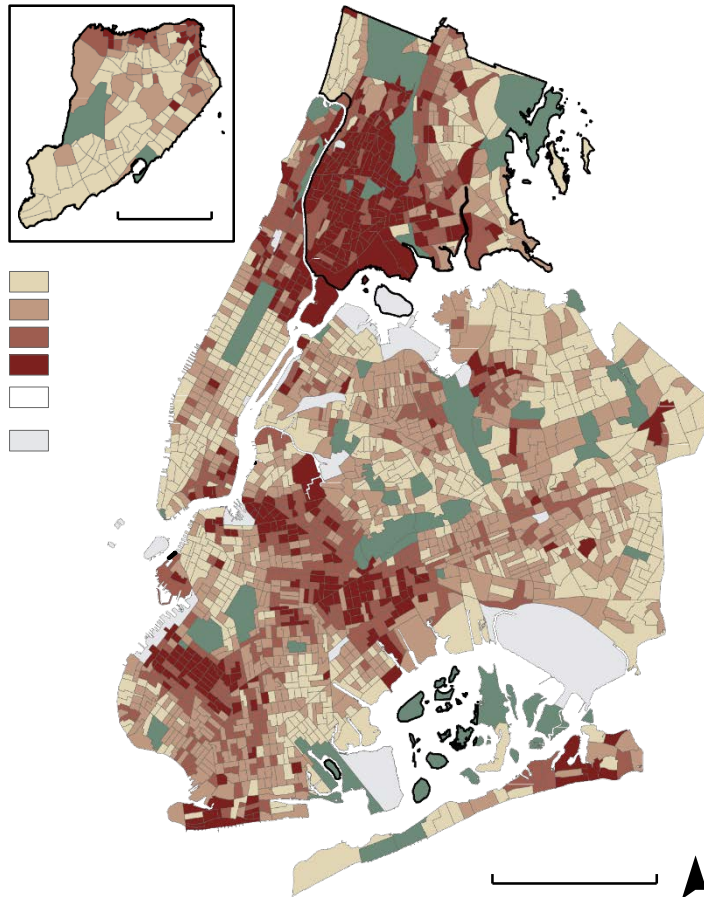
- Once you port out, the receiving Public Housing Authority (PHA) sets the standards for the program. The receiving PHA will set and manage:
 - ✓ The income limit applicable to the family
 - ✓ Voucher extensions available for searchers
 - ✓ Voucher Payment Standards
 - ✓ Suspension of voucher term after submission of request for tenancy approval
 - ✓ Policies and procedures related to tenancy
 - ✓ Immigration and Naturalization Service (INS) verification of citizenship or requests for criminal background checks, where applicable
 - ✓ Executing the first lease under the voucher
 - ✓ Subsidy standards

Searching for a Unit – Factors to Consider

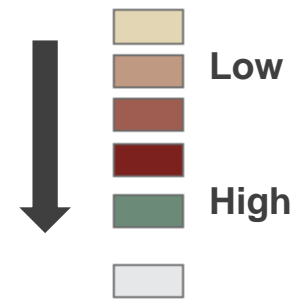
Searching for housing in low poverty areas will help you gain access to:

- Higher quality housing
- Improved employment opportunities
- Playgrounds and better schools
- Community and educational resources
- Shopping and public transportation

NYC Census Tracts



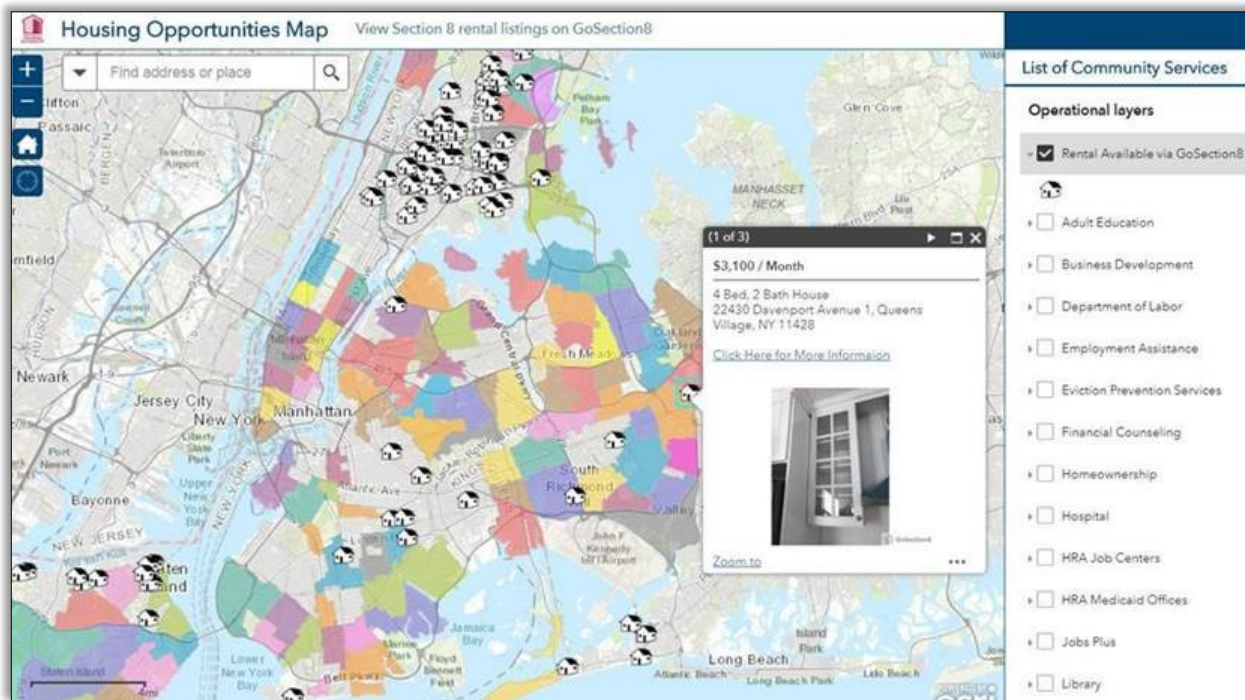
Density of Population Below Poverty



This map is included in your briefing packet

NYCHA Housing Opportunities Map

The NYCHA Housing Opportunities Map is a resource that Section 8 voucher holders can use to find rental listings, job opportunities, schools, transportation, and other services in low-poverty neighborhoods. The map can be accessed on **NYCHA's Section 8 Tenant Self-Service Portal**: <https://selfserve.nycha.info/>



Find an Available Section 8 Unit

There are many resources online that can be used to search for available units. Log on to the tenant Self-Service portal to view exclusive Section 8 listings from owners registered with NYCHA.

Tenants

Find a Section 8 Rental



- Search Thousands of Properties
- Free Call Center Support
- Free Personal Account for Saving Searches and Favorite Properties

Get Started Today at:
www.GoSection8.com



 **GoSection8.com**
Toll Free: 866-466-7328
email: tenantsupport@gosection8.com | website: www.gosection8.com

Inquilinos

Encuentre Alquileres de "Section 8"



- Busque Entre Miles De Propiedades
- Llame y Reciba Ayuda Gratis
- Cuentas Personales Gratis Para Guardar Sus Propiedades Favoritas

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www.GoSection8.com



 **GoSection8.com**
Linea Gratis: 866-466-7328
email: tenantsupport@gosection8.com | website: www.gosection8.com

Screening the Owner

Below are suggested questions to ask the owner or broker before renting from them:

- What is the monthly rent for the unit?
- Have you rented with Section 8 before?
 - Have you rented this unit with Section 8 before?
- Will the rent include utilities, and if so, which are included, and which am I responsible for?
- Are there any fees associated with moving, such as broker fees or security deposits?

Fair Housing And Equal Opportunity

If You Feel You Have Been Discriminated Against in Your Housing Search

- It is a violation of New York City Local Law 10 for an owner of a building with six or more units to refuse to rent to a Section 8 voucher holder.
- The Fair Housing Act of 1968, New York State and City Human Rights Laws prohibit discrimination in all aspects of housing based on age, race, color, creed, religion, national origin, gender, gender identity, sex, disability, pregnancy, sexual orientation, marital/partnership status, familial status (families with children under the age of 18 or families who are pregnant/adopting/ otherwise securing legal custody of an individual under 18 years of age), source of income, occupation, immigration status, presence of children, status as a victim of domestic violence, dating violence, sexual assault or stalking.
- If you feel you have been discriminated against, you may file a complaint with the Department of Equal Opportunity (DEO) at 212-306-4468 or you may contact the NYC Commission on Human Rights, NYS Division of Human Rights and/or HUD.

NYCHA will provide the voucher holder with a list of outside agencies with whom they can file claims.

Access for Persons with Limited English Proficiency

- NYCHA provides language assistance to Limited English Proficiency (LEP) persons to promote their meaningful access to NYCHA's programs and activities, in accordance with the United States Department of Housing and Urban Development notice entitled "Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient (LEP) Persons," published in the Federal Register at 72 Fed. Reg. 2732 (Jan. 22, 2007).
- NYCHA has a Standard Procedure implementing the HUD Guidance regarding language assistance, which applies to the HCVP.

Policies Related to Persons with Disabilities (1)

- NYCHA will make reasonable accommodation to persons with disabilities to ensure that they may fully access and use the HCVP and related services.
- NYCHA will provide an opportunity for an applicant or participant to request an accommodation on the application and other forms. This policy is intended to afford persons with disabilities equal opportunity to obtain the same results and gain the same benefits as those who do not have disabilities and is applicable to all situations described in this Plan.
- The individual making the request must meet requirements outlined in the Fair Housing Amendments Act of 1988, Section 504 of the 1973 Rehabilitation Act, the Americans with Disabilities Act, and the New York State and New York City Human Rights Laws.

Policies Related to Persons with Disabilities (2)

- NYCHA will review all requests and will make a determination based on the information provided. In accordance with Section 504 of the 1973 Rehabilitation Act, if the need for the accommodation is not readily apparent, the family must explain the relationship between the requested accommodation and the disability. In order for NYCHA to approve a request for reasonable accommodation, the applicant or participant may be required to submit documentation from a medical professional to support the request.
- NYCHA may deny the request if it will cause an undue financial or administrative burden or will change the fundamental nature of the program. NYCHA will notify applicants and participants in writing if it denies the request.

Violence Against Women Act

- The Violence Against Women Act (VAWA) is a federal law providing protections for applicants, tenants, and families assisted in the Section 8, public housing, and other HUD-funded programs. Under VAWA, victims of domestic violence, dating violence, sexual assault, and stalking may not be denied admission to, denied assistance under, terminated from participation in, or evicted from Section 8-assisted housing on the basis of or as a direct result of the fact that the applicant or participant is or has been a VAWA victim.
- Under the regulations, NYCHA can terminate HCVP assistance to those who commit acts of domestic violence, dating violence, sexual assault, or stalking against household members. VAWA also enables owners to evict abusers by “bifurcating” a lease to remove a person who has committed the abuse.
- The regulations also permit NYCHA to terminate HCVP assistance to VAWA victims, or owners to evict VAWA victims, on independent grounds unrelated to their status as VAWA victims.

Banned Owners

- NYCHA will not approve units managed by the following entities:

Name of Owner / Management Firm / Entities (Updated March 2021)			
1	ACORN Entities	21	Harri Amani
2	Adrienne Smith	22	Kesha Diamond
3	Albert Wu	23	Kings Development Group Corp.
4	Amani Holdings	24	Kodra Realty Corporation
5	Amstaff Realty Inc. (George Statler)	25	Leika Quintas
6	Angel Curbelo	26	Luis Soto
7	Anthony McMillian	27	Lyubov Shleymovich
8	Antoine Mole	28	Michael Diamond a/k/a Keith Diamond a/k/a Jermaine Burton
9	Arthur Brooks	29	Michael Oakman
10	Bart Amendola	30	Mike Colon
11	Brugal Properties Inc.	31	Mid-Atlantic Group of New York
12	Cell Technologies LLC	32	Rafael Leon
13	Chun Kit Li	33	Regina Johnson
14	Craid Radix	34	Robert Campanelli
15	Cristian Pilco	35	Sanford Solny
16	Eugene Blount	36	Scott Schneider
17	Eva Alonzo - Sabando and Isabel Medranda	37	Taramatee Singh
18	Fidelis Izekor	38	Theresa Gibson a/k/a Theresa Harris
19	Gregory Polydore	39	Villa Carpi LLC
20	Gremco	40	Yi Li

Housing Quality Standard (HQS) Requirements

What are HQS?

- The Department of Housing and Urban Development (HUD) established Housing Quality Standards (HQS) to define the minimum criteria for safe housing.
- HQS standards require that every Section 8 unit have heat, hot and cold water, and an operable window in each living room and bedroom. In addition, all units must have a private bathroom and a fully-equipped kitchen.
 - **Exceptions:** A private bathroom and kitchen is not required if a participant is residing in a Single Room Occupancy (SRO) unit. All SROs may not have a private bathroom and kitchen for residents.
- The unit must meet HQS before move-in.

Non-Life Threatening (NLT) Provision for the HQS inspection process

NYCHA adopted the non-life threatening (NLT) Provision from PIH Notice 2017-20 (HA), effective September 1, 2018, for the Section 8 Housing Choice Voucher Program. With this provision, NYCHA updated its definition of life threatening (LT) violations and may approve the rental of a unit that fails for non-life threatening conditions with the voucher holder's consent.



Updated list of 24 Hour life-threatening (LT) violations

- Gas (natural or liquid petroleum) leak or fumes;
- Electrical hazards that could result in shock or fire;
- Inoperable or missing smoke detector;
- Interior air quality (missing or non-functioning carbon monoxide detector);
- Gas/oil fired water heater or heating, ventilation or cooling system with missing, damaged, improper or misaligned chimney or venting;
- Lack of alternative means of exit in case of fire or blocked egress;
- Other interior hazards;
- Deteriorated paint surfaces as defined by 24 CFR 35.110 in a unit built before 1978 that is to be occupied by a family with a child under 6 years of age; and
- Any other condition subsequently identified by HUD as LT in a notice published in the Federal Register.
- Any other condition identified by the administering PHA as life-threatening in the PHA's administrative plan prior to April 18, 2017. These conditions include:
 - Building in imminent danger of collapse.
 - Illegal window gates on fire escapes.

About The Non-Life Threatening (NLT) Provision for the HQS inspection process



Faster completion of new Section 8 rentals

New rental and conversion inspections with **only NLT violations** can proceed to HAP Contract execution*. Following notice to the landlord of the NLT violations, subsidy will begin with a 30-day window to correct the NLT violations.



Opportunity to collect suspended subsidy

If subsidy is suspended after 30 days for failing to correct the NLT violations, there will be an opportunity to receive the suspended subsidy retroactively. Corrections that are made and immediately reported between:

- Day 31 and Day 60 for **new rental, regular and/or special HQS inspections** will receive the suspended subsidy retroactively.
- Day 31 and Day 180 for **conversion inspections** will receive the suspended subsidy retroactively.

Repairs made after these required timeframes will result in the subsidy being abated (i.e., no repayment of the suspended subsidy). Any reinstated payments will only be prospective. Conversion units that fail to pass HQS inspection by or on Day 180 will be suspended from the HAP.

*The voucher holder must agree to accept the unit with the NLT conditions unless such condition is waived by HUD.

Top 5 Reasons Units Fail HQS Inspections

- **Electrical Hazards:** Missing Ground Fault Circuit Interrupter (GFCI); Exposed wires; Loose or broken light fixtures
- **Window Conditions:** Improperly installed/missing window guards; Incorrect screws used to install the guards; window broken; window does not stay up.
- **Ceiling & Floor Conditions:** Severely cracked/damaged ceiling; Missing/ damaged ceiling/floor tiles; Exposed sub-floor; Uneven floor; Tripping hazards
- **Smoke/Carbon Monoxide Detectors:** Missing batteries; Missing detector; Installed in the wrong location
- **Kitchen/Bathroom Sink:** Leaking faucet; leaking pipes under sink; water temperature is under 110° F or over 120° F; hot and cold reversed.

NOTE: If the unit fails for new rental or transfer HQS inspections, NYCHA may authorize the rental of a unit if it fails for non-life threatening (NLT) conditions only.

Lead-Based Paint Hazards – What You Need To Know

- Buildings built before 1978 may contain lead-based paint.
- Owner must disclose to you the presence of any lead-based paint in the unit.
- Lead found in paint, paint chips, and dust may pose serious health hazards, especially to young children.
- More information about lead paint is provided in the **Protect Your Family from Lead in Your Home** booklet.

Next Steps After Finding the Right Unit...

Applicant/Tenant Rental Packet

Online Applicant/Tenant Rental Packet

- NYCHA is now accepting the Rental Packet documents electronically.
- Eligible applicants/tenants will NOT be issued a paper Rental Packet for the Owner to complete.
- Eligible applicants/tenants will be issued a Voucher Pin letter which will contain a PIN number for the Owner to complete the Rental Packet on the Owner Extranet.
- The Voucher Pin Letter will also instruct applicants/tenants how to review and approve the Rental Packet documents on the Tenant Self-Service Portal.

Note: If the applicant/tenant or the owner requires a paper Rental Packet, please call Customer Contact Center or visit the Walk In Center nearest you.

After Finding the Right Unit Submitting the Rental Packet Online

- Bring the Voucher Pin letter and the copy of the voucher to the owner.
- After the owner submits the rental documents online, the applicant should log into Tenant Self-Service Portal
- Click the “Rental/Transfer Voucher Status” tab on the portal and review the documents submitted by the owner
- At the bottom of the screen applicant/tenant must sign the document electronically.

After Finding the Right Unit (1)

1. Rental Packet Review

- NYCHA will review and verify all information submitted. If the packet is complete, NYCHA will move forward with processing your request.

2. Inspection of the Rental Unit

- Owners are required to submit an Owner Certification for the Initial Inspection.

After Finding the Right Unit (2)

1. NYCHA will authorize you to move-in

- If the unit passes inspection, and all required documentation has been reviewed and approved, NYCHA will contact your owner to sign a HAP contract. After NYCHA has executed the HAP contract, your approval letter to move-in will be emailed to you. Only after you receive the move-in letter, you may move into the apartment.
 - The letter will inform you of your share of the rent and NYCHA's share of the rent.

2. Move into unit

- Move into the unit and comply with tenancy requirements.

Attention: During the COVID-19 Pandemic Paper Rental Packet

- 1. While the City is under a state of emergency, Rental packets** will be accepted via email at s8.rtu@nycha.nyc.gov
- 2. Inspections:** All inspections have been suspended until further notice.
 - For new rentals, Owners are required to submit an Owner Certification for the Initial Inspection.
- 3. For General Questions** email us at: s8.info@nycha.nyc.gov

Annual Requirements for HCV Participants

- Complete and submit the **Affidavit of Income** for all household members annually.
 - This includes submitting any supporting verification (e.g. paystubs, receipts)
- Provide access to NYCHA and HUD inspectors to inspect your unit
- Obtain permission from both NYCHA and your owner when adding new members to your household
 - Exceptions include: birth, adoptions, court awarded custody

Note: NYCHA performs criminal background and sex offender checks on all new household members sixteen years of age and older.

Remain in Good Standing

- ✓ Comply with program requirements, including completing your annual recertification on time, allowing access to your unit for HQS inspections, and if necessary, allowing access to the owner for repairs.
- ✓ Do not allow unauthorized persons to reside in your unit.
- ✓ Do not sublease the unit or a room in the unit.
- ✓ Do not use or possess illegal controlled substances.
- ✓ Do not commit violent crimes.
- ✓ Do not fail to report ALL household income and assets.
- ✓ Do not submit false statements and documents to NYCHA.
- ✓ Do not threaten NYCHA personnel.
- ✓ Do not vacate the unit without first notifying NYCHA.

Owner Rental Documents

Request for Tenancy Approval (Pg 1)

Reset

Request for Tenancy Approval
Housing Choice Voucher Program

OMB Approval No. 2577-0169
(exp. 7/31/2022)

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing

Voucher #

The public reporting burden for this information collection is estimated to be 30 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The Department of Housing and Urban Development (HUD) is authorized to collect the information on this form by Section 8 of the U.S. Housing Act (42 U.S.C. 1437f). Form is only valid if it includes an OMB Control Number. HUD is committed to protecting the privacy of individuals' information stored electronically or in paper form, in accordance with federal privacy laws, guidance, and best practices. HUD expects its third-party business partners, including Public Housing Authorities, who collect, use maintain, or disseminate HUD information to protect the privacy of that information in accordance with applicable law. When the participant selects a unit, the owner of the unit completes this form to provide the PHA with information about the unit. The information is used to determine if the unit is eligible for rental assistance. HUD will not disclose this information except when required by law for civil, criminal, or regulatory investigations and prosecutions.

1. Name of Public Housing Agency (PHA) <p style="text-align: center;">New York City Housing Authority</p>	2. Address of Unit <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; width: 80%;"><input type="text"/></td> <td style="border-bottom: 1px solid black; width: 20%; text-align: center;"><small>Apr. No.</small></td> </tr> <tr> <td style="border-bottom: 1px solid black;"><small>Street Address</small></td> <td style="border-bottom: 1px solid black;"></td> </tr> <tr> <td style="border-bottom: 1px solid black;"><input type="text"/></td> <td style="border-bottom: 1px solid black; text-align: center;"><small>State Zip</small></td> </tr> <tr> <td style="border-bottom: 1px solid black;"><small>City</small></td> <td style="border-bottom: 1px solid black;"></td> </tr> </table>	<input type="text"/>	<small>Apr. No.</small>	<small>Street Address</small>		<input type="text"/>	<small>State Zip</small>	<small>City</small>	
<input type="text"/>	<small>Apr. No.</small>								
<small>Street Address</small>									
<input type="text"/>	<small>State Zip</small>								
<small>City</small>									
3. Requested Beginning Date of Lease <input type="text"/> <small>(mm/aa/yyyy)</small> Requested End Date of Lease <input type="text"/> <small>(mm/aa/yyyy)</small>	4. Number of Bedrooms <input type="text"/>	5. Year Constructed <input type="text"/>	6. Proposed Rent \$ <input type="text"/>						
7. Security Deposit Amt. \$ <input type="text"/>	9. Structure Type <input type="checkbox"/> Single Family Detached (one family under one roof) <input type="checkbox"/> Low-rise apartment building (4 stories or fewer) <input type="checkbox"/> Semi-Detached/ duplex, attached on one side <input type="checkbox"/> Manufactured Home (mobile home) <input type="checkbox"/> Rowhouse/Townhouse (attached on two sides) <input type="checkbox"/> High-rise apartment building (5+ stories)								
8. Date Unit Available for Inspection <input type="text"/> <small>(mm/aa/yyyy)</small>	10. If this unit is subsidized, indicate type of subsidy: <input type="checkbox"/> Section 221 (d) (3) (BMIR) <input type="checkbox"/> Section 236 (Insured or uninsured) <input type="checkbox"/> Section 515 Rural Development <input type="checkbox"/> Section 202 <input type="checkbox"/> Home <input type="checkbox"/> Tax Credit <input type="checkbox"/> Other (Describe other subsidy, including any state or local subsidy) <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div>								

NYCHA 059.129 (Rev. 10/10/19 v7) VS_20140102 REQUEST FOR TENANCY APPROVAL

Page 1 of 4

from HUD-52517 (07/2019)
ref. Handbook 7420.9
Previous editions are obsolete



Request for Tenancy Approval (Pgs 2 & 3)

Voucher # _____

11. Utilities and Appliances

The owner shall provide or pay for the utilities/appliances indicated below by an "O". The tenant shall provide or pay for the utilities/appliances indicated below by a "T". Unless otherwise specified below, the owner shall pay for all utilities and provide the refrigerator and range/microwave.

Item	Specify fuel type	Paid by
Heating	<input type="checkbox"/> Natural Gas <input type="checkbox"/> Bottled Gas <input type="checkbox"/> Electric <input type="checkbox"/> Heat Pump <input type="checkbox"/> Oil <input type="checkbox"/> Other	<input type="checkbox"/>
Cooking	<input type="checkbox"/> Natural Gas <input type="checkbox"/> Bottled Gas <input type="checkbox"/> Electric <input type="checkbox"/> Other	<input type="checkbox"/>
Water Heating	<input type="checkbox"/> Natural Gas <input type="checkbox"/> Bottled Gas <input type="checkbox"/> Electric <input type="checkbox"/> Oil <input type="checkbox"/> Other	<input type="checkbox"/>
Other Electric		<input type="checkbox"/>
Water		<input type="checkbox"/>
Sewer		<input type="checkbox"/>
Trash Collection		<input type="checkbox"/>
Air Conditioning		<input type="checkbox"/>
Other (specify)		<input type="checkbox"/>
		Provided by
Refrigerator		<input type="checkbox"/>
Range/Microwave		<input type="checkbox"/>

Page 2 of 4

from HUD-52517 (07/2019)
ref. Handbook 7420.8
Previous editions are obsolete

NYCHA 059.128 (Rev. 10/10/19 v7) VS_20140102 REQUEST FOR TENANCY APPROVAL

Voucher # _____

12. Owner's Certifications.

a. The program regulation requires the PHA to certify that the rent charged to the housing choice voucher tenant is not more than the rent charged for other unassisted comparable units. **Owners of projects with more than 4 units must complete the following section for most recently leased comparable unassisted units within the premises.**

1. Address

Unit Number _____ Date Rented _____ Rental Amount \$ _____
(mm/dd/yyyy)

2. Address

Unit Number _____ Date Rented _____ Rental Amount \$ _____
(mm/dd/yyyy)

3. Address

Unit Number _____ Date Rented _____ Rental Amount \$ _____
(mm/dd/yyyy)

b. The owner (including a principal or other interested party) is not the parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving leasing of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.

c. Check one of the following:

Lead-based paint disclosure requirements do not apply because this property was built on or after January 1, 1978.

The unit, common areas servicing the unit, and exterior painted surfaces associated with such unit or common areas have been found to be lead-based paint free by a lead-based paint inspector certified under the Federal certification program or under a federally accredited State certification program.

A completed statement is attached containing disclosure of known information on lead-based paint and/or lead-based paint hazards in the unit, common areas or exterior painted surfaces, including a statement that the owner has provided the lead hazard information pamphlet to the family.

13. The PHA has not screened the family's behavior or suitability for tenancy. Such screening is the owner's responsibility.

14. The owner's lease must include word-for-word all provisions of the HUD tenancy addendum.

15. The PHA will arrange for inspection of the unit and will notify the owner and family if the unit is not approved.

Page 3 of 4

from HUD-52517 (07/2019)
ref. Handbook 7420.8
Previous editions are obsolete

NYCHA 059.128 (Rev. 10/10/19 v7) VS_20140102 REQUEST FOR TENANCY APPROVAL



Request for Tenancy Approval (Pg 4)

Voucher # _____

Print or Type Name of Owner/Owner Representative

Last First MI

Signature _____ Date _____
(mm/dd/yyyy)

Business Address _____

Apt. No. _____

City State Zip Telephone Number _____

Print or Type Name of Household Head

Last First MI

Signature (Household Head) _____ Date _____
(mm/dd/yyyy)

Present Address of Family _____

City State Zip Telephone Number _____

Page 4 of 4

from HUD-52517 (07/2019)
ref. Handbook 7420.8
Previous editions are obsolete

NYCHA 059.128 (Rev. 10/10/19 v7) VS_20140102 REQUEST FOR TENANCY APPROVAL

W-9: Request for Taxpayer Identification Number and Certification

Form W-9 (Rev. December 2014) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification	Give Form to the requester. Do not send to the IRS.
Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>	
	5 Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	6 City, state, and ZIP code	Corresponding Voucher Number New York Cty Housing Authority PO Box 19197 Long Island City, NY 11101
	7 List account number(s) here (optional)	
Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3. Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.		
		Social security number _____ - _____ - _____ or Employer identification number _____ - _____
Part II Certification Under penalties of perjury, I certify that:		
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and 3. I am a U.S. citizen or other U.S. person (defined below); and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.		
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.		
Sign Here	Signature of U.S. person ▶ _____	Date ▶ _____

Section 8 Property Owner Registration Form (Pg 1)

In this document, the Owner enters information about the tenant, building, dwelling unit and ownership information.

LEASED HOUSING DEPARTMENT
SECTION 8 PROPERTY OWNER REGISTRATION FORM

APPLICANT OR TENANT NAME(S) Voucher #:

LAST FIRST MI

House # UNIT TO BE RENTED (Street) Apt. #

BOROUGH: BRONX BROOKLYN MANHATTAN QUEENS STATEN ISLAND

DO YOU NOW HAVE OR HAVE YOU HAD IN THE PAST ANY TENANTS RECEIVING SECTION 8 SUBSIDY IN THIS BUILDING? YES NO IF YES: BUILDING ID #

Zip Code - TOTAL # OF ROOMS DATE OF PREVIOUS VACANCY (mm/dd/yyyy)

IS BUILDING: RENT CONTROLLED CONDOMINIUM COOP RENT STABILIZED 1-5 FAMILY HOUSE OTHER

LEASE TERM: 1 YEAR 2 YEARS

ARE THERE ANY SERVICE OR OVERCHARGE CASES CURRENTLY PENDING WITH DHCR? YES NO

IF YES, LIST DOCKET NUMBERS: DOCKET #:

DO YOU RECEIVE A LOW INCOME HOUSING TAX CREDIT FOR THIS APARTMENT? YES NO IF YES, SPECIFY THE LOW INCOME HOUSING TAX CREDIT AUTHORIZED RENT \$

COPY OF PREVIOUS LEASE AND/OR RENT REGISTRATION MUST BE SUBMITTED

NO. OF APTS. IN BUILDING NO. OF STORIES FLOOR ON WHICH RENTAL APARTMENT IS LOCATED NO. OF BUILDINGS IN COMPLEX

NAME OF DEVELOPMENT BLOCK # LOT #

BUILDING OWNER

EXACT LEGAL NAME OF OWNER

THE BUSINESS IS A: SOLE PROPRIETORSHIP PARTNERSHIP CORPORATION CO-OP/CONDO

MAILING ADDRESS OF OWNER (No. & Street) Apt. #

City State Zip Code -

TELEPHONE # E-MAIL ADDRESS



Section 8 Property Owner Registration Form (Pg 4)

Vendor #: _____ Voucher #: _____

PAYMENT METHOD (For New Enrollments Only)

The New York City Housing Authority ("NYCHA") makes all Housing Assistance Payments electronically. To enroll in direct deposit, please complete the authorization below. If you already have a vendor number, you can sign up for Direct Deposit online, via the Owner Extranet.

New Owners are required to complete this form. Failure to complete this form will result in a delay of your Housing Assistance Payment from NYCHA. You may fax only this page directly to (866) 794-0744 as soon as possible to prevent any gaps in your payment.

Authorization for Direct Deposit

I would like Housing Assistance Payments made to my checking account via Direct Deposit; and have completed the authorization below.

By checking this box, signing my initials, I hereby authorize the New York City Housing Authority to deposit Housing Assistance Payments directly into my checking or savings account. I hereby affirm to the accuracy of all the information stated on this form.

ACCOUNT HOLDER 1

ACCOUNT HOLDER 2 (OPTIONAL)

BANK NAME

ABA/ROUTING NUMBER

ACCOUNT NUMBER

BANK ACCOUNT TYPE SAVINGS CHECKING INITIALS _____

YOUR NAME 09-99 1026
 123 Your St. 99-9999 XX
 Your Town, CA. 12345 999

Pay to the Order of _____ \$ _____
 DOLLARS

YourBank

For _____

⑆ 123456789 ⑆ 123456789101 ⑆ 1026

ABA or Bank Routing Number Bank Account Number Check Number

NAME (Print) _____ TITLE _____

SIGNATURE _____ DATE _____

AGENT
 OWNER

NYCHA 059.122 (Rev. 5/4/16v9) V9_20160107 4 of 4

Disclosure of Information on Lead-Based Paint &/or Lead-Based Paint Hazards (Pg 1)

Reset

NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT

DISCLOSURE OF INFORMATION ON
LEAD-BASED PAINT AND /OR LEAD-BASED PAINT HAZARDS

A. Voucher #

B. Lead warning Statement
Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, lessors must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

C. Lessor's Disclosure
Presence of lead-based paint and/or lead-based paint hazards (check (1) or (2) below):

1. Known lead-based paint and/or lead-based paint hazards are present in the housing (explain).

2. Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

D. Records and reports available to the lessor (check (1) or (2) below):

1. Lessor has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead based paint hazards in the housing (list documents below).

2. Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.


E. Lessee's Acknowledgement (initial)

1. Lessee has received copies of all information listed above.

2. Lessee has received the pamphlet Protect Your Family from Lead in Your Home.

F. Agent's Acknowledgment (initial)

1. Agent has informed the lessor of the lessor's obligations under 42 U.S.C. 4852(d) and is aware of his/her responsibility to ensure compliance.


NYCHA 059 018 (Rev. 2/10) & Reverse DISCLOSURE OF INFORMATION ON LEAD-BASED PAINT AND/OR LEAD-BASED PAINT HAZARDS

Disclosure of Information on Lead-Based Paint &/or Lead-Based Paint Hazards (Pg 2)

G. Certification of Accuracy
The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they provided is true and accurate.

1. Lessor Name

2. Sign

3. Date
(mm/dd/yyyy)

4. Lessor Name

5. Sign

6. Date
(mm/dd/yyyy)

7. Lessee Name

a) Last b) First

8. Sign

9. Date
(mm/dd/yyyy)

10. Lessee Name

a) Last b) First

11. Sign

12. Date
(mm/dd/yyyy)

13. Agent Name


14. Sign

15. Date
(mm/dd/yyyy)

16. Agent Name

17. Sign

18. Date
(mm/dd/yyyy)


NYCHA 059.018 (Rev. 2/10) – Reverse DISCLOSURE OF INFORMATION ON LEAD-BASED PAINT AND/OR LEAD-BASED PAINT HAZARDS

Section 8 Property Owner Documents (1)

The applicant or tenant must log into the NYCHA Tenant Self-Service portal at <https://selfserve.nycha.info/> to view the property owner documents.

You must print these 4 documents for the owner and you to complete:

1. A Section 8 Property Owner Registration form.
2. A Request for Taxpayer ID Number and Certification for the owner.
3. A Request for Tenancy Approval. This form requires both tenant and owner signatures.
4. A Disclosure of Information on Lead-Based Paint &/or Lead-Based Paint Hazards, which require both tenant and owner signatures.

Section 8 Property Owner Documents (2)

In addition, the owner must submit the following documents:

- If your unit is Rent Stabilized, a copy of the Previous Lease or Division of Housing and Community Renewal form.
- If the unit was built after 1937, another required document is the Certificate of Occupancy, or C.O.
- If a Certificate of Occupancy is not available, a "Letter of No Objection" from the Department of Buildings must be submitted.
- In addition, a copy of the deed must be submitted. If the deed is unrecorded, the owner must also submit a letter from the closing attorney.

Certain exceptions apply. Please refer to the Rental Packet Checklist (NYCHA Form 059.132) in your briefing packet for a complete list of requirements.

Section 8 Tenant Documents

You must provide the following documents listed below if you would like to **add a member** to your household:

- Third Party Verification – Consent to Release Information (This form must be signed by all household members 18 years of age or older)
- Debts Owed & Terminations (This form must be signed by all household members 18 years of age or older)
- Declaration of Citizenship Status
- Copy of the Birth Certificate
- Copy of the Social Security Card or Alien Registration Card or I-94 Number
- Proof of Income, Assets, and Expenses

Returning the Rental Packet (1)

You or the property owner must return your Rental Packet, prior to the voucher expiration date, by email to: s8.rtu@nycha.nyc.gov

1. Access the voucher online and type your name on the signature line.
2. Email the voucher to the owner's email address and request that the voucher be included when they submit the Rental Packet.
3. Next, the owner must complete all required documents and submit them to NYCHA electronically via email to s8.rtu@nycha.nyc.gov

Returning the Rental Packet (2)

When returning your rental packet, keep the following tips in mind:

- Return the packet with all pages together.
- DO NOT use white out on the forms. If you need a new form, print out a new one.
- DO NOT cross out or draw lines on the documents.
- Only write in the boxes on the forms.

Submitting a Transfer Request Online (1)

- You may submit a request for transfer online using the Tenant Self-Service Portal after you have resided in the unit for a year.
- After submission of the transfer request, you will receive a Transfer Approval letter by email.
- Log back into the Tenant Self-Service Portal
 - Click on “Rental/Transfer Voucher Status” tab.
 - Click on “I Confirm” and type your name then click “Submit”
- The Voucher and the Pin letter will be available to print.

Submitting a Transfer Request Online (2)

- You will be able to view the rental documents in the Tenant Self-Service Portal.
 - Go to the “Lease Up Documents” tab to view rental documents.
- You must sign the voucher before you give it to the owner and submit a copy of the voucher with the Rental Packet.

Need Assistance? Contact NYCHA

We're Open 24/7 Online: Tenant Self-Service Portal (1)

- Section 8 tenants and applicants can access information about their case/application online via the **Tenant Self-Service Portal**.
- To use the portal, you must be listed as the Head of Household, having a valid email address is **highly** recommended but not required.
- New users will be prompted to create a unique username and password to log in.

We're Open 24/7 Online: Tenant Self-Service Portal (2)

Registered Section 8 voucher holders may use the portal to:

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

We're Open 24/7 Online: Tenant Self-Service Portal (3)

To access the Self-Service Portal

- If you are not registered in the Tenant Self-Service Portal, please follow the step-by-step instructions on the Voucher Pin letter
- If you are already registered go to NYCHA's Section 8 Tenant Self-Service Portal:
<https://selfserve.nycha.info/>

Contact Us By Email

Contact NYCHA by email at s8.info@nycha.nyc.gov to:

- Request a reasonable accommodation
- Update your personal information (e.g., email address, telephone number, mailing address, etc.)
- Have your owner schedule an inspection
- Communicate changes in your tenancy

Contact Us By Phone

Call the Customer Contact Center Monday through Friday between 8AM and 5PM at **(718) 707-7771 to:**

- Request a reasonable accommodation
- Update your personal information (e.g., email address, telephone number, mailing address, etc.)
- Have your owner schedule an inspection
- Communicate changes in your tenancy

Questions?

Email Section 8 Questions

Please email all questions to:

s8.info@nycha.nyc.gov

To access the portal

Go to NYCHA's Section 8 Tenant Self-Service

Portal: **<https://selfserve.nycha.info/>**