

流程指南： 如何使用 NYCHA 网上自助服务系统完成 自选房屋租金补助券 (第 8 章) 计划年度租赁资格复核

使用此参考指南

欢迎使用 NYCHA 网上自助服务系统!

此参考指南将帮助您完成网上年度租赁资格复核。该流程将被分成多个部份，便于遵循相关要求。如果您在网上自助服务系统的任何一个部份中遇到问题，请联系我们的客户服务中心求助，电话: 718-707-7771。

复核程序完成后，请通过填写调查问卷分享您的体验!

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1. NYCHA 网上自助服务系统

NYCHA 网上自助服务系统的登陆地址: <https://selfserve.nycha.info>。 注册帐户后, 您可随时登录使用。

您可根据自己的需要和节奏随时使用网上自助服务系统完成您的年度租赁资格复核。



您在使用网上自助服务系统时需要翻译吗? 如答是:

点击页面上方的“Translate” (翻译)键选择英文以外的其它语言。您必须先阅读免责声明, 然后再次点击“Translate” (翻译)键。点击后才可以选择您所需的常用语言。

免责声明

纽约市房屋局 (NYCHA) 现正试用谷歌翻译 (Google Translate) 功能, 帮助您通过非英文的语言阅读部份信息。「谷歌翻译」不能翻译所有类型的文件且未必提供准确的翻译。任何通过「谷歌翻译」获取信息的人士要自承风险。

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2. 注册账户

在开始办理网上年度租赁资格复核之前，您必须注册您的账户*。在网上自助服务系统的主页面上点击“Register for Online Access” (注册网上服务)并完成以下步骤。



注册账户。

输入您的个人信息和现用的电邮地址。



确认您的帐户。

NYCHA 将向您发送一封附有确认账户链接的电邮。



登陆您的帐户。

在登陆页面输入 NYCHA 提供的用户名和密码。

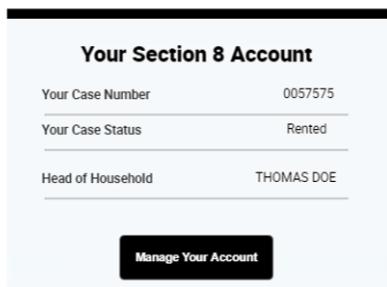
*如果 NYCHA 已向您提供用户名和密码，您可跳过注册和确认帐户的步骤。

3. 登陆账户

登录您的账户后，点击“Your Section 8 Account”(您的第 8 章帐户)栏下方的“Manage Your Account”(管理帐户)键。

Hi THOMAS DOE, welcome back.

Use this portal to manage your NYCHA account, request a transfer, or adjust your income.



点击页面上方的“Annual Recertification”(年度租赁资格复核)方框。

Your Case Information	
Section 8 Account	
Voucher/Case Number 0057575	Voucher Status Active
Voucher Issue Date	Section 8 Admission Date 8/1/1987
Voucher Unit Size 2	Head of Household Last Name DOE
Head of Household First Name THOMAS	Contract Rent \$ 2,121.35
NYCHA Share \$ 1,542.00	Tenant Share \$ 579.35
Last Annual Recertification Date 12/1/2020	Next Annual Recertification Date 12/1/2021
Last Inspection Date	Last Inspection Result

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[Portability Transfer](#)

[Inspection](#)

[Interim Change](#)

[Submit a Service Request](#)

[Property Management](#)

[File a Complaint](#)

[Report a Problem](#)

[Video Conference](#)

[Community Board](#)

阅读完成年度租赁资格复核的操作步骤。

如果您是残疾人士并需要协助，请致电: (718) 707-7771。接线员可协助您获取纸张版的年度租赁资格复核表格手册。

点击您要完成的年度租赁资格复核表格。
如果您仍未完成往年的复核表格，请务必尽快完成。

**Annual
Recertification**
1-58180080128

Status
Current

Recertification Period

CONTINUE

← GO BACK

Welcome back to your annual recertification

This process will help NYCHA calculate a fair rent for you and your household. The recertification process is made up of the five steps outlined below:



1. Introduction

Read the instructions and get started

2. Household Members

Verify information about your household members

3. Household Income

Enter any income, assets, and expenses for each member of your household

4. Acknowledgements

Answer additional annual questions from NYCHA

5. Summary

Review all information and submit to NYCHA for review and approval

Thank you from NYCHA

Help us improve the annual recertification process!

We have designed the annual recertification portal with you in mind, and we are committed to improving this process. After you submit your annual recertification, you will have an opportunity to complete an optional survey to share your experience.

4. 开始操作



Step 2: Household Information

In this section, we will ask you about the **people you live with**. Knowing who is in your household helps NYCHA ensure that we are setting your rent to the correct amount and providing your household the right assistance.

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CONTINUE →

查看“现居”家庭成员名单。

您可从本页面开始完成所有操作。

Nikita Johnson

Head of Household

Income Information
✓ Complete

Asset Information
❗ Not Yet Entered

Expense Information
❗ Not Yet Entered

＄ ENTER FINANCES

Ximena Johnson

Household Member

Income Information
✓ Complete

Asset Information
✓ Complete

Expense Information
❗ Not Yet Entered

＄ ENTER FINANCES

Manny Johnson

Household Member

Income Information
❗ Not Yet Entered

Asset Information
❗ Not Yet Entered

Expense Information
❗ Not Yet Entered

＄ ENTER FINANCES

在成员信息下方位置，您**必须**选择“Update”(更新)并回答所有问题。

你**可**按需要选择“Add”(增加)或“Remove”(删除)。

- 输入财务信息。您必须输入每位“现居”家庭成员的收入，资产和开支。

Let's verify who lives in your household.

If your household has changed since your last recertification, be sure to add or remove household members.

Nikita Johnson
Head of Household
Last Updated
! June 2019
NYCHA Status
✓ Approved
REMOVE

Ximena Johnson
Household Member
Last Updated
! June 2019
NYCHA Status
✓ Approved
REMOVE

Add New Member

← GO BACK THIS LOOKS GOOD →

- 增加。如要增加新的家庭成员，选择“Add”(增加)再按步骤输入其所有资料。

Important!

Are you sure you want to remove Ximena Johnson?

You won't be able to undo this. If you accidentally remove a member, you will have to enter all of their information again.

NO, TAKE ME BACK YES, REMOVE

- 注销。如要注销“现居”家庭成员户籍，选择“Remove”(注销)并输入注销家庭成员户籍的理由。

完成后，选择“This Looks Good”(信息正确)。

5. 家庭成员详细资料

您必须回答关于每位现居和新增家庭成员的问题，并输入下列相关信息：

- 基本数据
- 收入/资产相关资料
- 就学状况声明
- 其它资料
- 紧急联络人资料
- 第三方信息发放同意书
- 公民身份及公共房屋管理机构应收账款声明书

点击展开各栏回答问题。

完成后，点击 “This Looks Good” (信息正确) 或 “Ok, I Understand” (好的，我明白)。

Has anyone's situation changed recently?

For members that were in the household last year, make sure everyone's information is up-to-date.
Changes in **citizenship status**, **student status**, and **disability status** can affect how your rent is calculated.

Nikita Johnson Head of Household U.S. Citizen Uses a Cane or Walker Not Currently a Student	Ximena Johnson Household Member Permanent Resident None Part-Time Student	Manny Johnson Household Member Permanent Resident None Not Currently a Student
EDIT	EDIT	EDIT

[← GO BACK](#)

[THIS LOOKS GOOD →](#)

Adding a Member

You will be asked to provide background and income information for a new member. Such as:

Basic Information <ul style="list-style-type: none">Full legal nameBirthdate and birthplaceRace and ethnicitySocial Security or Alien ID NumberIncome information	Disability & Functional Needs <ul style="list-style-type: none">Disability statusEmergency care informationMedical equipment	Student Information <ul style="list-style-type: none">School name and locationEnrollment & graduation datesEnrollment Status letter (indicating full- or part-time)Bursar's Statement
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[OK, I UNDERSTAND](#)

如要增加/更新收入，资产和/或开支，在该家庭成员栏选择“Enter Finances”(输入财务资料)。

Select a member to update their income information.

You will have to submit finance information for each member, but you can do so in any order.



输入各项收入，资产和开支的来源/类型，名称，金额，开始日期以及周期。完成输入后，选择“Continue”(继续)。

系统将估算总收入金额。NYCHA将核实收入。

 RETURN TO HOUSEHOLD

Update Nikita's income information.

This list is based on what you claimed last year. Please verify, remove, or add income so it reflects an accurate picture of the money you plan to receive over next 12 months.

Wages from employment	\$00,000
Target Corporation	
Status	Documents
! Not Reviewed	! Not Uploaded
Payment Amount	Frequency
\$000.00	Bi-Weekly
REVIEW REMOVE	

Social Security	\$00,000
Yearly Total	
Status	Documents
! Not Reviewed	! Not Uploaded
Payment Amount	Frequency
\$000.00	Monthly
REVIEW REMOVE	

+ Add New Income

Nikita's total income	\$00,000
Estimate for December 2020 – December 2021	
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6. 租赁资格复核表预览和提交

查看您输入的所有信息。



Step 5: Summary

In this final section, we will ask you to review all information you added and confirm its accuracy. If we need you to follow up with any additional information, NYCHA will reach out directly.

← GO BACK

CONTINUE →

Review household information

Please read each section carefully and correct any mistakes before submitting.

Nikita Johnson

Head of Household

▼ EXPAND

NYCHA Status

● Active

Information

● Complete

Documents

● Complete

Ximena Johnson

Household Member

▼ EXPAND

NYCHA Status

● Active

Information

● Complete

Documents

● Incomplete

Manny Johnson

Household Member

▼ EXPAND

NYCHA Status

● Pending Addition

Information

● Complete

Documents

● Complete

PRINT THIS PAGE

← GO BACK

SAVE & CONTINUE →

复查确认家庭成员名字旁边没有出现“**x**”标志。如果出现“**x**”标志，您必须选择“Update”(更新)并回答有关此家庭成员的所有问题。

完成填写年度租赁资格复核表格后，您必须阅读并点击勾号(✓)标志，确认所填信息准确无误，然后点击“Submit”(提交)。



Step 4: Acknowledgements

In the next section, we will ask you a final set of questions. It is NYCHA policy that tenants answer these questions every year. The answers to these questions are not counted towards your household income.

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完成确认后，页面将显示您的年度租赁资格复核信息总览。



Step 5: Summary

In this final section, we will ask you to review all information you added and confirm its accuracy. If we need you to follow up with any additional information, NYCHA will reach out directly.

Review household information

Please read each section carefully and correct any mistakes before submitting.

Nikita Johnson Head of Household	EXPAND
NYCHA Status Active	Information Complete
Documents Complete	
Ximena Johnson Household Member	EXPAND
NYCHA Status Active	Information Complete
Documents Incomplete	
Manny Johnson Household Member	EXPAND
NYCHA Status Pending Addition	Information Complete
Documents Complete	

[PRINT THIS PAGE](#)

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[← GO BACK](#) [SAVE & CONTINUE →](#)

当您查看所输入资料后，选择“Go Back”(返回)进行修改或选择“Save & Continue”(保存并继续)提交年度租赁资格复核。



You are ready to submit your annual recertification!

Please select 'submit' to complete the annual recertification process or
you can go back to make changes.

SUBMIT

I NEED TO MAKE CHANGES

您的年度租赁资格复核未完成直至 NYCHA 收到所有所需证明文件之。



Upload and review proof of income.

This list is based on what you claimed last year. Please verify, remove, or add income so it reflects an accurate picture of the money you plan to receive over next 12 months.

Wages from employment

Target Corporation

Status	Documents
✓ Complete	✓ Uploaded
Payment Amount \$000.00	Frequency Bi-Weekly

Document Type
Letter from employer

Document(s) Uploaded
05.23.2020_Letter.pdf

\$00,000

Yearly Total

VIEW & EDIT

Social Security

Social Security Disability Insurance (SSDI)

\$00,000

Yearly Total

Status

✓ Complete

Documents

✓ Uploaded

Payment Amount

\$000.00

Frequency

Monthly

Document Type

Three (3) recent paystubs

Document(s) Uploaded

- 05.23.2020_Paystub.pdf
- 06.13.2020_Paystub.pdf
- 06.20.2020_Paystub.pdf

Wages from employment

NYC Department of Education

\$00,000

Yearly Total

Status

✓ Complete

Documents

Not Uploaded

Payment Amount

\$000.00

Frequency

Bi-Weekly

Document Type

Letter from employer

Document(s) Uploaded

None

UPLOAD

← GO BACK

CONTINUE →

点击 “Add Documents” (添加文件) , 向 NYCHA 提交年度复核所需的证明文件。

NYCHA 将提示您需要提交资料的栏目。

Additional Information Required

Your annual recertification was successfully submitted, but additional information is required. Please review below or contact NYCHA for further instruction.

Be sure to submit all documents by MM/DD/YYYY

Ximena Johnson
Household Member

Income

Social Security Social Security	Yearly Total \$000.00	Documents Not uploaded	ADD DOCUMENTS
Wages from employment Department of Education	Yearly Total \$000.00	Documents Not uploaded	ADD DOCUMENTS

Expenses

Personal Expense Prescription Medication(s)	Yearly Total \$000.00	Documents Not uploaded	ADD DOCUMENTS
Personal Expense Doctor/Specialist Visit(s)	Yearly Total \$000.00	Documents Not uploaded	ADD DOCUMENTS

Nikita Johnson
Head of Household

Manny Johnson
Household Member

Information Completed

Information Completed

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使用您的扫描仪，智能电话或平板电脑，通过扫描或拍照的方式取得任何待交文件的图像。点击每份待交文件旁边的“Add Documents”(添加文件)键。
提交年度租赁资格复核表后，NYCHA 将提示您下一步操作。



**You have successfully submitted
your annual recertification!**

Here is what will happen next

● **Under Review**

Once submitted, you will receive a confirmation number. NYCHA staff will review your household information to ensure the information you provide is complete, up-to-date, and accurate.

● **Additional Information Required**

If the information you provided is incomplete, your NYCHA will reach out to you directly to provide more information or request additional documentation.

● **Approval**

When the information you provided is complete, your NYCHA will calculate your rent based on your adjusted household income. A notice that includes your adjusted rent will be mailed to you, upon approval.

● **Avoid Termination**

In compliance with NYCHA policy, it is necessary to recertify your income at least once a year. If you fail to complete your annual recertification or do not provide additional documents as requested, before your due date, NYCHA may begin the termination process and prepare legal action.

[FINISH & EXIT](#)

感谢您完成网上年度租赁资格复核!

7. 提交文件

您必须提供有关您的收入，资产和开支数据的证明文件。请参考证明文件示例列表。

集齐所有文件后，您可通过以下方式提交：



1. 登陆 NYCHA 自助服务系统 (网址: <https://selfserve.nycha.info>)
2. 亲自前往邻近的客户服务中心 (地址如下)

Bronx Customer Contact Center
布朗克斯区客户服务中心
478 East Fordham Road, 22 Fl.
Bronx, NY 10458
地址: 纽约市布朗克斯区福特
汉姆东路 478 号 2 楼

Brooklyn Customer Contact Center
布鲁克林区客户服务中心
787 Atlantic Avenue, 22 Fl.
Brooklyn, NY 11238
地址: 纽约市布鲁克林区大西洋
大道 787 号 2 楼

3. 邮寄

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



上传至 NYCHA 网上自助服务系统方便又快捷!



您可使用扫描仪或 iPad 平版电脑或智能电话等其它设备，通过扫描或拍照的方式取得文件图像，将文件图像直接上传至您的账户。请参考第 11 页的操作说明。



文件上传完成后，点击“Close”(关闭)。



8. 年度租赁资格复核问卷

您现已提交您的年度租赁资格复核表格，请与我们分享您的体验。所收集的数据是用于改善您的上网体验并帮助我们提供完善的客户服务。



How was your submission experience?

The annual recertification portal is designed with you in mind and your feedback is important to us!

Please help us continue to improve this experience by taking a short satisfaction survey using the button below.

[SHARE YOUR FEEDBACK!](#)

[SKIP THE SURVEY](#)

您的意见十分宝贵。感谢您抽空完成调查问卷。



9. 完成提交后，我要如何跟进？

当您提交了年度租赁资格复核后，您可以定期登陆系统查看进度并核对，打印或上传文件。

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

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

Your Case Information	
Section 8 Account	
Voucher/Case Number 0057575	Voucher Status Active
Voucher Issue Date	Section 8 Admission Date 8/1/1987
Voucher Unit Size 2	Head of Household Last Name DOE
Head of Household First Name THOMAS	Contract Rent \$ 2,121.35
NYCHA Share \$ 1,542.00	Tenant Share \$ 579.35
Last Annual Recertification Date 12/1/2020	Next Annual Recertification Date 12/1/2021
Last Inspection Date 10/30/2018	Last Inspection Result Pass
Lease Start Date 12/1/2019	Lease End Date 11/30/2020

 Back to Home Page	 Annual Recertification	 Reasonable Accommodation	 Section 8 Transfer	 Rental/Transfer Voucher
 Portability Transfer	 Inspection	 Interim Change	 Submit a Service Request	 Property Management
 Lease Up Documents	 Opportunity Connect	 Briefing Video	 Available Sec 8 Apts	

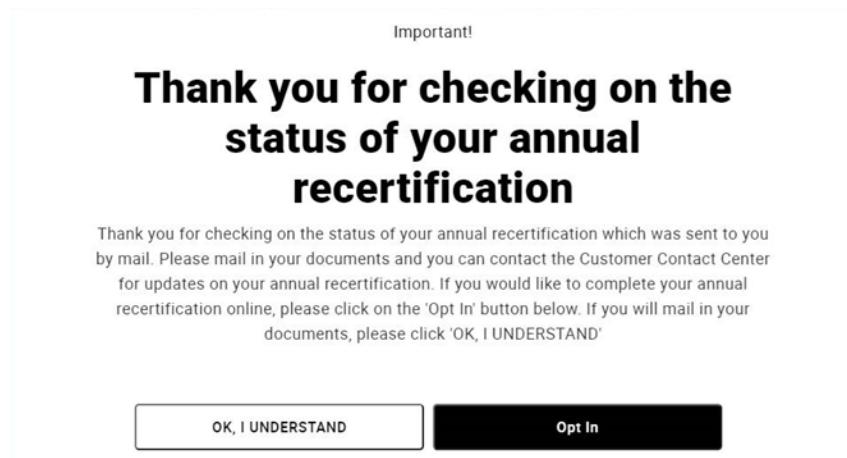


10. 如果我已将年度租赁资格复核表格手册寄回，我将在自助服务系统上看到哪些信息？

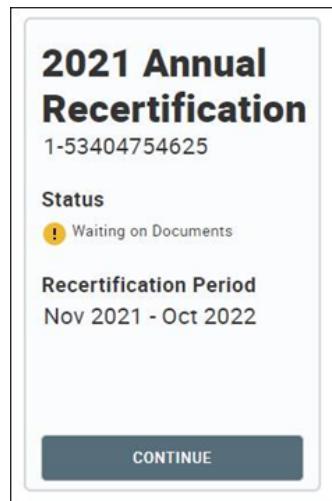
符合合理便利措施条件的通过邮寄方式完成其年度租赁资格复核的参加者将看到一则讯息，让他们选择通过自助服务系统或邮寄方式完成其年度租赁资格复核。

当用户选择“Opt In” (参加) 键，系统将进入自助服务网站的年度租赁资格复核程序页面。

当用户选择“OK I Understand” (好的，我明白) 键，自助服务系统将返回年度租赁资格复核程序主页。



当用户返回年度租赁资格复核程序页面，他们还将看到邮寄文件的状态：



附录: 证明文件示例列表

NEW YORK CITY HOUSING AUTHORITY LEASED HOUSING DEPARTMENT

Bronx Customer Contact Center Brooklyn Customer Contact Center
478 East Fordham Road, 2nd Fl. 787 Atlantic Avenue, 2nd Fl.
Bronx, NY 10458 Brooklyn, NY 11238

Customer Contact Center: (718) 707-7777

List of Sample Supporting Documents

For each member of your Section 8 household, you must provide the following **ORIGINAL** documentation:

- Birth Certificate **AND**;
- Social Security Card **AND**;
- Proof of Citizenship or Alien Registration Card **AND**;
- Marriage License (if applicable) or Domestic Partnership Certificate

If any household member has any income, asset, or expenses, you must provide **CURRENT** documentation as proof.

ACCEPTABLE DOCUMENTS FOR PROOF OF INCOME		ACCEPTABLE DOCUMENTS FOR PROOF OF ASSETS	
INCOME SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS	ASSET SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS
EMPLOYMENT	<ul style="list-style-type: none"> • Pay stubs (please provide at least two consecutive pay stubs) • W-2 • Verification of Employment from your Employer • Payroll History 	CHECKING ACCOUNT SAVINGS ACCOUNT	<ul style="list-style-type: none"> • Bank Statement(s) (All Pages) • 1099 Interest Statement(s)
SELF EMPLOYMENT	<ul style="list-style-type: none"> • Federal Tax Returns (1040 A-S, 1040EZ, 1040-L) • 1099 Statement(s) (1099-DIV, 1099-G, 1099-MISC, 1099-R) • Certificate of Net Worth • State Tax Returns (IT-150S, IT-201L, etc.) • Certified Transcript of Tax Return 	STOCKS/BONDS	<ul style="list-style-type: none"> • Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds • Stock Certificate(s) (copy) • 1099 Interest Statement(s)
SOCIAL SECURITY	<ul style="list-style-type: none"> • SSI Award Letter AND • SSP Letter (State Disability) • Social Security Benefits 	MONEY MARKET FUNDS/ MUTUAL FUNDS	<ul style="list-style-type: none"> • Bank Statement(s) (All Pages) • Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds • Stock Certificate(s) (copy) • 1099 Interest Statement(s)
PUBLIC ASSISTANCE	<ul style="list-style-type: none"> • Budget Letter 	RETIREMENT (401K/IRA/ROTH)	<ul style="list-style-type: none"> • 401K / IRA / ROTH Statement(s) • Bank Statements(s) (All Pages)
MILITARY PAY/ VETERANS BENEFITS	<ul style="list-style-type: none"> • Pension Award Letter • Military Pay Statement • Veteran's Pay Statement 	LIFE INSURANCE POLICY (Whole Life or Term Life)	<ul style="list-style-type: none"> • Life Insurance Policy Statement(s)
WORKERS COMPENSATION	<ul style="list-style-type: none"> • Workers Compensation Statement 	TRUST FUNDS	<ul style="list-style-type: none"> • Proof of Trust Funds which includes: <ul style="list-style-type: none"> • Trust Agreement(s) • Bank Statement(s) (All Pages)
CONTRIBUTIONS	<ul style="list-style-type: none"> • Contributor Statement 	REAL ESTATE	<ul style="list-style-type: none"> • Letter from Closing Attorney and Unrecorded Deed • Letter or Agreement from the Condominium/Co-Op • Testamentary Letters from the Estate • Proprietary Co-Op Letter • Co-op Shareholder Certificate • Recorded Deed • Federal Tax Return (Including Schedule E)
PENSION/ANNUITY	<ul style="list-style-type: none"> • Pension Award Letter • Annuity Documents 		
CHILD SUPPORT/ ALIMONY	<ul style="list-style-type: none"> • Alimony Documents • Statement from Child Support Provider • Court Order • Court Stipulations 		
ADOPTION/ FOSTER CARE	<ul style="list-style-type: none"> • Foster Care Letters • Guardianship Papers • Letters of Administration 		

ACCEPTABLE DOCUMENTS FOR PROOF OF EXPENSES	
EXPENSES SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS
CHILDCARE EXPENSES	<ul style="list-style-type: none"> • Childcare Affidavit
EDUCATION EXPENSES	<ul style="list-style-type: none"> • Full Time Student Verification Letter (18 years and older)
MEDICAL EXPENSES	<ul style="list-style-type: none"> • Medical Documents
DISABILITY EXPENSES	<ul style="list-style-type: none"> • Any unreimbursed Medical or Disability expenses such as Receipts for Prescription or Non Prescription Medicines, Receipts for Medical Supplies and Equipment, Medical Insurance Premiums, Receipts for Services of Doctors, Health Care Professionals, or Health Care Facilities, etc.



NYCHA 059.663 (11/17/16)v4 LIST OF SAMPLE SUPPORTING DOCUMENTS

