



流程指南： 如何使用 NYCHA 網上自助服務系統完成 自選房屋租金補助券 (第 8 章) 計劃年度租賃資格覆核

使用此參考指南

歡迎使用 NYCHA 網上自助服務系統!

此參考指南將幫助您完成網上年度租賃資格覆核。該流程將被分成多個部份，便於遵循相關要求。如果您在網上自助服務系統的任何一個部份中遇到問題，請聯繫我們的客戶服務中心求助，電話: 718-707-7771。

覆核程序完成後，請通過填寫調查問卷分享您的體驗！

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1. NYCHA 網上自助服務系統

NYCHA 網上自助服務系統的登陸地址: <https://selfserve.nycha.info>。註冊帳戶後，您可隨時登入使用。

您可根據自己的需要和節奏隨時使用網上自助服務系統完成您的年度
租賃資格覆核。



您在使用網上自助服務系統時需要翻譯嗎？如答是：

點擊頁面上方的“Translate”(翻譯)鍵選擇英文以外的其它語言。您必須先閱讀免責聲明，然後再次點擊“Translate”(翻譯)鍵。點擊後才可以選擇您所需的常用語言。

免責聲明

紐約市房屋局 (NYCHA) 現正試用「谷歌翻譯」 (Google Translate) 功能，幫助您通過非英文的語言閱讀部份信息。「谷歌翻譯」 不能翻譯所有類型的文件且未必提供準確的翻譯。任何通過「谷歌翻譯」 獲取信息的人士要自承風險。

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2. 註冊帳戶

在開始辦理網上年度租賃資格覆核之前，您必須註冊您的帳戶*。在網上自助服務系統的主頁面上點擊“Register for Online Access”(註冊網上服務)並完成以下步驟。



註冊帳戶。

輸入您的個人信息和現用的電郵地址。



確認您的帳戶。

NYCHA 將向您發送一封附有確認帳戶鏈結的電郵。



登陸您的帳戶。

在登陸頁面輸入 NYCHA 提供的用戶名和密碼。

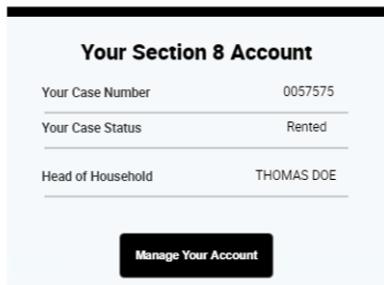
*如果 NYCHA 已向您提供用戶名和密碼，您可跳過註冊和確認帳戶的步驟。

3. 登陸帳戶

登入您的帳戶後，點擊“Your Section 8 Account”(您的第 8 章帳戶)欄下方的“Manage Your Account”(管理帳戶)鍵。

Hi THOMAS DOE, welcome back.

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



點擊頁面上方的“Annual Recertification”(年度租賃資格覆核)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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[Annual Recertification](#)

[Reasonable Accommodation](#)

[Section 8 Transfer](#)

[Rental/Transfer Voucher](#)

[Portability Transfer](#)

[Inspection](#)

[Interim Change](#)

[Submit a Service Request](#)

[Property Management](#)

閱讀完成年度租賃資格覆核的操作步驟。

如果您是殘疾人士並需要協助，請致電: (718) 707-7771。接線員可協助您獲取紙張版的年度租賃資格覆核表格手冊。

點擊您要完成的年度租賃資格覆核表格。
如果您仍未完成往年的覆核表格，請務必儘快完成。

**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. 開始操作



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“現居”家庭成員名單。

您可從本頁面開始完成所有操作。

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

在成員信息下方位置，您**必須**選擇“Update”(更新)並回答所有問題。

你**可**按需要選擇“Add”(增加)或“Remove”(刪除)。

- 輸入財務信息。您必須輸入每位“現居”家庭成員的收入，資產和開支。

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.

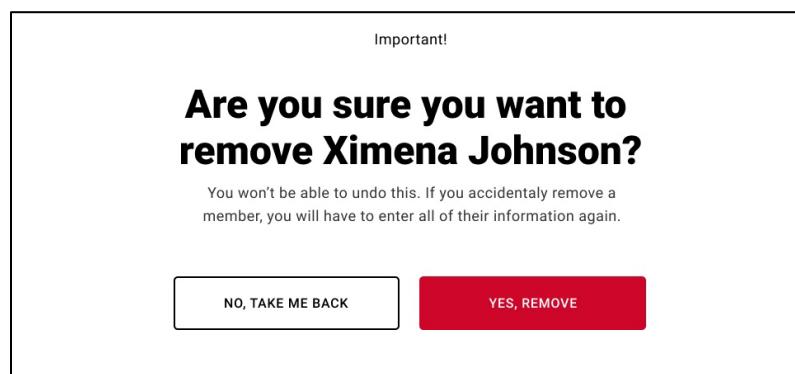
Nikita Johnson
Head of Household
Last Updated
! June 2019
NYCHA Status
✓ Approved
REMOVE

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員，選擇“Add”(增加)再按步驟輸入其所有資料。



- 註銷。如要註銷“現居”家庭成員戶籍，選擇“Remove”(註銷)並輸入註銷家庭成員戶籍的理由。

完成後，選擇“This Looks Good”(信息正確)。

5. 家庭成員詳細資料

您必須回答關於每位現居和新增家庭成員的問題，並輸入下列相關信息：

- 基本資料
- 收入/資產相關資料
- 就學狀況聲明
- 其它資料
- 緊急聯絡人資料
- 第三方信息發放同意書
- 公民身份及公共房屋管理機構應收賬款聲明書

點擊展開各欄回答問題。

完成後，點擊 “This Looks Good” (信息正確) 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 • Citizenship Status U.S. Citizen ♂ Disability Status Uses a Cane or Walker ✉ Student Status Not Currently a Student EDIT	Ximena Johnson Household Member • Citizenship Status Permanent Resident ♂ Disability Status None ✉ Student Status Part-Time Student EDIT	Manny Johnson Household Member • Citizenship Status Permanent Resident ♂ Disability Status None ✉ Student Status Not Currently a Student EDIT
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← GO BACK

THIS LOOKS GOOD →

✖
EXIT

Adding a Member

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

ⓘ Basic Information

- Full legal name
- Birthdate and birthplace
- Race and ethnicity
- Social Security or Alien ID Number
- Income information

ⓘ Disability & Functional Needs

- Disability status
- Emergency care information
- Medical equipment

ⓘ Student Information

- School name and location
- Enrollment & graduation dates
- Enrollment Status letter (indicating full- or part-time)
- Bursar's Statement

OK, I UNDERSTAND

如要增加/更新收入，資產和/或開支，在該家庭成員欄選擇“Enter Finances”(輸入財務資料)。

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.



輸入各項收入，資產和開支的來源/類型，名稱，金額，開始日期以及週期。完成輸入後，選擇“Continue”(繼續)。

系統將估算總收入金額。NYCHA 將核實收入。

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.

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

6. 租賃資格覆核表預覽和提交

查看您輸入的所有信息。



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.

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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

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SAVE & CONTINUE →

複查確認家庭成員名字旁邊沒有出現 “x” 標誌。如果出現 “x” 標誌，您必須選擇 “Update” (更新) 並回答有關此家庭成員的所有問題。

完成填寫年度租賃資格覆核表格後，您必須閱讀並點擊勾號(✓)標誌，確認所填信息準確無誤，然後點擊“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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完成確認後，頁面將顯示您的年度租賃資格覆核信息總覽。



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](#)

[← GO BACK](#) [CONTINUE →](#) [SAVE & CONTINUE →](#)

當您查看所輸入資料後，選擇“Go Back”(返回)進行修改或選擇“Save & Continue”(保存並繼續)提交年度租賃資格覆核。



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

您的年度租賃資格覆核未完成直至 NYCHA 收到所有所需證明文件之。



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	Documents
✓ Complete	✓ 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	Documents
✓ Complete	Not Uploaded

Payment Amount
\$000.00

Frequency
Bi-Weekly

Document Type
Letter from employer

Document(s) Uploaded

None

\$00,000

Yearly Total

UPLOAD

← GO BACK

CONTINUE →

點擊 “Add Documents” (添加文件)， 向 NYCHA 提交年度覆核所需的證明文件。

NYCHA 將提示您需要提交資料的欄目。

!

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 <small>Household Member</small>			
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
<small>Information Completed ✓</small>			
Nikita Johnson <small>Head of Household</small>			
<small>Information Completed ✓</small>			
Manny Johnson <small>Household Member</small>			

[← GO BACK](#)

使用您的掃描儀，智能電話或平版電腦，通過掃描或拍照的方式取得任何待交文件的圖像。點擊每份待交文件旁邊的“Add Documents”(添加文件)鍵。
提交年度租賃資格覆核表後，NYCHA 將提示您下一步操作。



**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](#)

感謝您完成網上年度租賃資格覆核！

7. 提交文件

您必須提供有關您的收入，資產和開支資料的證明文件。請參考證明文件範例列表。集齊所有文件後，您可通過以下方式提交：

-  1. 登陸 NYCHA 自助服務系統 (網址: <https://selfserve.nycha.info>)
- 2. 親自前往鄰近的客戶服務中心 (地址如下)

Bronx Customer Contact Center

布朗克斯區客戶服務中心

478 East Fordham Road, 22 Fl.
Bronx, NY 10458

地址: 紐約市布朗克斯區福特
漢姆東路 478 號 2 樓

Brooklyn Customer Contact Center

布魯克林區客戶服務中心

787 Atlantic Avenue, 22 Fl.
Brooklyn, NY 11238

地址: 紐約市布魯克林區大西洋
大道 787 號 2 樓

3. 郵寄

New York City Housing Authority

Leased Housing Department

PO Box 19201
Long Island City, NY 11101

 上傳至 NYCHA 網上自助服務系統方便又快捷! 

您可使用掃描儀或 iPad 平版電腦或智能電話等其它設備，通過掃描或拍照的方式取得文件圖像，將文件圖像直接上傳至您的帳戶。請參考第 11 頁的操作說明。



文件上傳完成後，點擊 “Close”(關閉)。

8. 年度租賃資格覆核問卷

您現已提交您的年度租賃資格覆核表格，請與我們分享您的體驗。所收集的資料是用於改善您的上網體驗並幫助我們提供完善的客戶服務。



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](#)

您的意見十分寶貴。感謝您抽空完成調查問卷。



9. 完成提交後，我要如何跟進？

當您提交了年度租賃資格覆核後，您可以定期登陸系統查看進度並核對，打印或上傳文件。

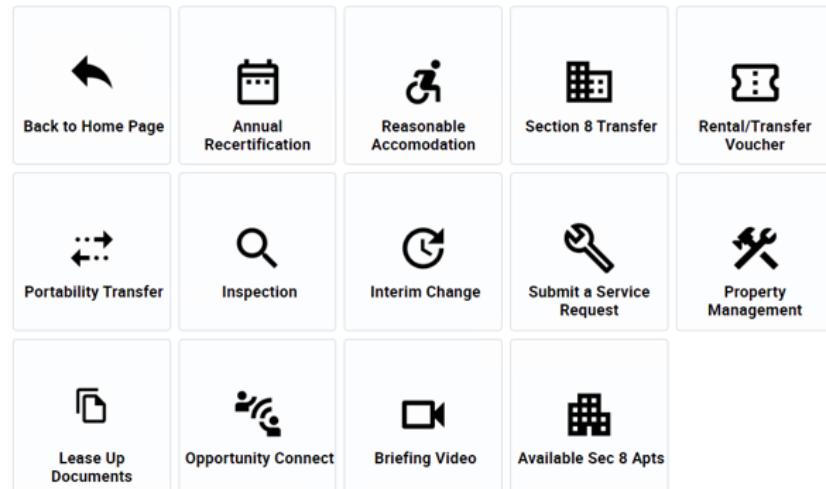
Hi THOMAS, welcome back. What would you like to do with your NYCHA account today?

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

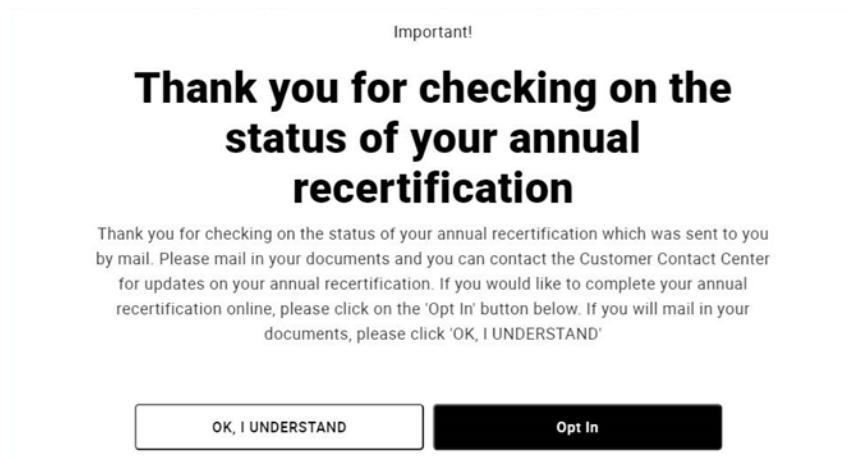


10. 如果我已將年度租賃資格覆核表格手冊寄回，我將在自助服務系統上看到哪些信息？

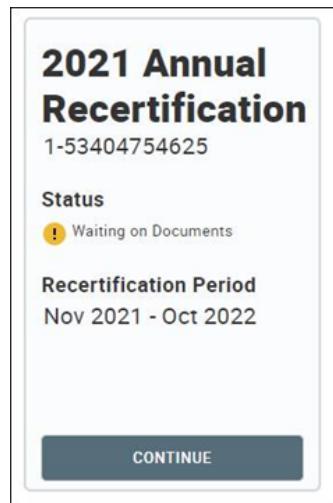
符合合理便利措施條件的通過郵寄方式完成其年度租賃資格覆核的參加者將看到一則訊息，讓他們選擇通過自助服務系統或郵寄方式完成其年度租賃資格覆核。

當用戶選擇“Opt In”(參加)鍵，系統將進入自助服務網站的年度租賃資格覆核程序頁面。

當用戶選擇“OK I Understand”(好的，我明白)鍵，自助服務系統將返回年度租賃資格覆核程序主頁。



當用戶返回年度租賃資格覆核程序頁面，他們還將看到郵寄文件的狀態：



附錄: 證明文件範例列表

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

