

NYCHA Self-Service Portal



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NYCHA Self-Service Program & Initiatives

 Public Housing If you are a NYCHA tenant or if you wish to apply for public housing, here is everything you need to know. LEARN MORE	 Section 8 This program provides assistance to eligible low-and moderate-income families to rent housing in the private market. LEARN MORE	 Agency NYCHA partners with external agencies to provide decent and affordable housing in a safe, secure environment. LEARN MORE	 Opportunity Connect If you are a NYCHA Resident or Member and want to learn more about employment assistance, job training and other opportunities provided through REES, click here. LEARN MORE	 Applicants This online application will walk you through the information NYCHA needs to place you on the waiting list. LEARN MORE
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申請程序指南：如何使用紐約市房屋局
住戶自助服務系統完成中期租賃資格審
核/中期資料更改申請

使用此參考指南

歡迎使用紐約市房屋局自助服務系統！

本參考指南將幫助您完整填寫網上中期資料更改申請表格

填寫流程根據下列內容劃分，幫助申請人按規定步驟完整填寫表格。

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1. NYCHA 住戶自助服務系統

紐約市房屋局住戶自助服務系統網址：<https://selfserve.nycha.info>。

註冊帳戶後，您可每天 **24** 小時登陸您的帳戶。



使用網上自助服務時，您需要翻譯嗎？如答「是」：

點擊網頁上方的“**Translate**” (翻譯) 鍵選擇除英文外您所需的語言。您必須首先閱讀關於谷歌翻譯的免責聲明，然後再點擊“**Translate**” (翻譯) 鍵。您必須完成所述操作才可選擇您需要的語言。

2. 註冊帳戶

開始填寫網上中期租賃資格審核表前，您必須先註冊帳戶*。在自助網頁的主頁面點擊“Register for Online Access” (註冊網上帳戶) 並根據下列步驟完成註冊。



註冊。

輸入您的個人資料和目前使用的電子郵件地址



確認帳戶。

紐約市房屋局將用於確認您的帳戶的鏈結發送到您所提供的電郵地址。



登陸帳戶。

在帳戶登陸頁面輸入房屋局提供的用戶名和密碼。

*如果房屋局已經向您提供了用戶名和密碼，您可跳過註冊和確認帳戶的步驟。

3. 登陸帳戶

登陸帳戶後，在 “My Section 8 Case(s)” (我的第八章計劃個案) 項中點擊 “View Details” (查看詳情) 鍵。



4. 開始填表: 中期租賃資格審核

點擊頁面左欄的“Interim Recertification”(中期租賃資格審核)。

The screenshot shows the NYC Housing Authority website. The left sidebar menu has 'Interim Recertification' highlighted with a red box. The main content area is titled 'Case Information' and contains a form with the following fields:

Field	Value
Voucher/Case Number	[Redacted]
Section 8 Admission Date	[Redacted]
Head of Household First Name	[Redacted]
Tenant Share \$	[Redacted]
Last Inspection Date	11/20/2019
Lease End Date	[Redacted]
Voucher Status	[Dropdown]
Voucher Unit Size	2
Contract Rent \$	[Redacted]
Last Annual Recertification Date	[Redacted]
Last Inspection Result	Fail
Voucher Issue Date	3/18/2020
Head of Household Last Name	[Redacted]
NYCHA Share \$	[Redacted]
Next Annual Recertification Date	4/10/2018
Lease Start Date	[Redacted]

然後點擊“Start/Finish my Interim Recertification”(開始/結束中期租賃資格審核)。

The screenshot shows the NYC Housing Authority website. The left sidebar menu has 'Interim Recertification' highlighted. The main content area is titled 'What would you like to do?' and contains the following links:

- [Start/Finish my Interim Recertification](#)

Below the links, there is a section titled 'Existing Interim Requests' with a table showing the status of requests.

SR Number	Type	Sub Type	Status	Sub-Status	Resolution	Effective Date

閱讀完成中期租賃資格審核所需的步驟。

NYC

NYC Housing Authority

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Complete your Interim Recertification in just five easy steps!

Step 1: Report a Change:

Verify your family composition. Please review the names and details of all active members in your household. You may also use this page to indicate if you would like to remove a member or request the addition of a new member to the household.

Step 2: Member Detail Information:

This page allows you to update information pertaining to active family members and individuals you would like to add members or remove members, and enter the details related to the amount, source, frequency, and other information for these individuals. If you your family members do not have income, please indicate in this section.

Step 3: Interim Recertification Summary:

Review all information you provided for the head of household, each family member, and for any new family member(s) you have requested to add to the household. Please review the terms and conditions and check the 'Acknowledgement' box. This agreement is legally binding between you and NYCHA.

Step 4: Document Summary:

Based on the information you provided, you may be required to provide supplemental documents such as pay stubs, bank statements, employment letters, etc. to verify reported income. This page will provide you with a summary of the documents needed to process your interim recertification.

Step 5: Upload Documents

You may upload all supplemental documents required to process your interim recertification on this page.

NOTE:

If you would like to go for reasonable accommodation to meet the needs of persons with disabilities, please contact customer contact centre at 718-707-7771 and a reasonable accommodation form will be mailed to you.

GET STARTED

查看 “Active” (現居)家庭成員的列表。

資料正確嗎？

如有需要，您可選擇 “Add” (增加)或 “Remove” (刪減)家庭成員。

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Case Number: 1700894

Head of Household: Dummy1 Dummy2

BR Number: 1-65461065241

Member Information 1 - 2 of 2

Update	Select	First Name	Last Name	Relationship	Status
N		Dummy1	Dummy1	Child	Active
N		Dummy2	Dummy2	Head	Active

Pending Member Information 1 - 1 of 1

First Name	Last Name	Relationship	Status
TEST	DUMMY2	Live-in Aide	Pending Deletion

Note: Please select below options to proceed:

A request to Remove Head of Household: [Dropdown]

A request to Add New Head of Household: [Dropdown]

A request to remove Family Member(s): [Dropdown]

Do you want to update any profile information?: [Dropdown]

Select New Head Of Household: [Dropdown]

A request to add Family Member(s): [Dropdown]

Change Of Income Request: [Dropdown]

BACK

SAVE & CONTINUE

- 增加家庭成員。若要增加家庭成員，選擇 “A request to Add Family Member(s)” (申請增加家庭成員) 並根據提示輸入家庭成員的個人資料。
- 刪減家庭成員。若要刪減 “Active” (現居)家庭成員，選擇 “A request to remove Family Member (s)” (申請刪減家庭成員) 並提供刪減家庭成員的資料和理由。

5. 申報家庭收入變化

- 申報家庭收入變化。在每個附帶 “*” 號的欄目旁的下拉菜單選擇適用的選項。
- 在 “Change Of Income Request” (申報收入變化)欄旁邊的下拉菜單中選擇 “Yes” (是)並根據提示輸入所需資料。

Case Number: 1700084 Head of Household: Dummy2 Dummy2 SR Number: 1-55451095341

Member Information 1 - 2 of 2

Update	Select	First Name	Last Name	Relationship	Status
	☒	Dummy3	Dummy3	Child	Active
	☐	Dummy2	Dummy2	Head	Active

Pending Member Information 1 - 1 of 1

First Name	Last Name	Relationship	Status
TEST	DUMMY2	Live-in Aide	Pending Deletion

Note : Please select below options to proceed.

A request to Remove Head of Household:

A request to Add New Head of Household:

A request to remove Family Member(s):

Do you want to update any profile information?:

Select New Head Of Household:

A request to add Family Member(s):

Change Of Income Request:

BACK SAVE & CONTINUE

- 完整填寫每個家庭成員的收入資料。
- 然後選擇 “REMOVE INCOME” (刪除收入)或 “ADD INCOME” (增加收入)。

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Case Number: 1700094 Head of Household: Dummy2 Dummy2 SR Number: 1-55451095341

Instructions
Please enter the Income information for the household member whose name appears below. You may add multiple sources of Income however, the information must pertain to the household member specified below.

Contact Information for - DUMMY3 DUMMY3

\$ My Income Information [REDACTED] No Records
REMOVE INCOME + ADD INCOME(4)

Income Source	Total Income	Frequency	Start Date	Edit Income

I Confirm ☒ Signed By: DUMMY3 DUMMY3 Signed Date: [REDACTED]

BACK CONTINUE

完成後點擊 “I Confirm” (本人確認)並 點擊 “CONTINUE” (繼續)。

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Case Number: 1700094 Head of Household: Dummy2 Dummy2 SR Number: 1-55451095341

✓ You have successfully Completed your Income. Please click on Continue to proceed.

BACK CONTINUE

6. 審核表預覽和提交

查看您所填寫的資料總覽。確保每個家庭成員姓名的旁邊沒出現“x”號。如果有“x”號出現，您必須點擊“Update”(更新)補充回答相關家庭成員的所有問題。

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Interim Recertification Summary

Case Number: 1700094 Head of Household: Dummy2 Dummy2 SR Number: 1-55451095341

My Family Composition

1 - 2 of 2

First Name	Last Name	Relationship	Status	Information Complete
Dummy3	Dummy3	Child	Active	✓
Dummy2	Dummy2	Head	Active	✓

1 2 3 4

\$ My Income Information

1 - 1 of 1

First Name	Last Name	Income Source	Total Income	Frequency	Start Date
Dummy3	Dummy3	Child Support/Alimony	\$500.00	Monthly	3/15/2020 12:00:00 AM

1 2 3 4

鍵

確認您已閱讀關於「第三方認證：個人資料發放同意書」的條款和細則。 勾選 “I confirm” (本人確認)下的空框兩次再點擊 “SUBMIT” (提交)。

Completion Details

Where did you complete this form?:
At NYCHA Office
City: new York
State: NY
Did anyone help you complete this form?:
N
Last Name
First Name
Telephone Number
Relationship

Third Party Verification: Consent to Release Information

Please ensure that you have read the Third Party Verification: Consent to Release Information Terms and Conditions. Please note that all authorized family members 18 years of age and older must sign a consent form failure to sign this consent form may result in denial of eligibility and/or termination of subsidy.

To view the Third Party Terms & Conditions, please [Click Here](#)

I Confirm
★ ACKNOWLEDGEMENT
I Confirm

Signed By: Dummy2 Dummy2
Signed Date: 4/2/2020

Signed By: Dummy2 Dummy2
Signed Date: 4/2/2020

BACK SUBMIT

祝賀您，您已成功完成網上中期租賃資格審核表！

點擊 “Continue to Document Upload(s)” (前往文件上傳頁面)鍵了解紐約市房屋局用於完成審核所需的證明文件。

NYC Housing Authority

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Case Number: 1750094 Head of Household: Dummy2 Dummy2 SR Number: 1-55451095341

You have successfully Submitted Your Interim Recertification
1-55451095341

This is to confirm the submission of your Interim Recertification for this year. Please use above number as reference.
You may need to submit supporting documentation in order to complete the Interim Recertification process. Please click on the Next button to see the list of documents requested.
You may go online at any time to check the status of your Interim Recertification, or to upload supporting documentation.
If you have any questions regarding your Interim Recertification, please call NYCHA's Customer Contact Center, Monday through Friday, 8:00 a.m. to 5:00 p.m., at (718) 707-7771.

CONTINUE TO DOCUMENT UPLOAD(S)

7. 文件提交

您必須提供您的中期租賃資格審核/中期資料更改申請所需的證明文件。 您所交的證明文件必須顯示收入減少(如工作單位出具的離職證明)或收入增加 (如連續兩期的工資單據)。查看*所需證明文件範例列表*。收集所有證明文件後，您可通過下列方式提交：



1. 上載至紐約市房屋局網上自助服務系統 (網址：
<https://selfserve.nycha.info>)
2. 郵寄至：

NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT
Box 19201
Long Island City, NY 11101



上載文件至紐約市房屋局網上自助服務系統最快捷方便。



您可通過掃描儀，iPad 或智能手機等設備掃描或拍照將文件直接上載至您的檔案中。



使用掃描儀，智能手機或平板電腦等設備保存您需要上載的文件的圖片。
 點擊您所需要上載的文件旁的 “Upload Document” (上載文件) 鍵。

3. Once you have selected the document you would like to upload, click on the Submit button

4. Please note that the document you uploaded will appear in the Documents Received section at the bottom of the page. To ensure that the document has uploaded correctly, click on the View/Print document link of the corresponding document.

5. For FAQs related to uploading documents, please [Click Here](#), or to watch the 'How to Upload Documents' video, please [Click Here](#)

6. If you would like to provide NYCHA with additional documents that are not listed here, please click on the Add Additional Documents button, and follow steps 1-3 as mentioned above.

7. If you have difficulties uploading your documents, please see your property management officer.

Pending documents No Records Refresh Add File

Document Name	Status	Requested For?	Expected Date	Acceptable Doci	Upload Document
Affidavit of Income - Main Online	Pending Review	[Redacted]			View Document
Affidavit of Income for Active Family Members...	Pending Review	[Redacted]			View Document
Third Party Verification Consent to Release On...	Pending Review	[Redacted]	11/5/2016		View Document
Debts Owed to Public Housing Agencies and T...	Pending Review	[Redacted]			View Document

Documents Received by NYCHA 1 - 4 of 4

Document Name	Status	Requested For?	Expected Date	View/Print Document
Affidavit of Income - Main Online	Pending Review	[Redacted]		View Document
Affidavit of Income for Active Family Members...	Pending Review	[Redacted]		View Document
Third Party Verification Consent to Release On...	Pending Review	[Redacted]	11/5/2016	View Document
Debts Owed to Public Housing Agencies and T...	Pending Review	[Redacted]		View Document

Back Continue

從下拉菜單中選擇 “Document Name” (文件名稱) 並點擊 “Browse” (搜索) 鍵查找您已存入電子設備中的文件圖片。找到您所保存的圖片後，點擊 “okay” 鍵並再點擊 “Upload Document”(上載文件) 鍵。



Upload Document

Vendor/Case#:

Service Request#:

1-99998888877

HOH Name:

Requested For:

Document Category:

收入證明

Document SubCategory:

工作

Document Name:

Contact Remarks:

File to upload:

Browse...

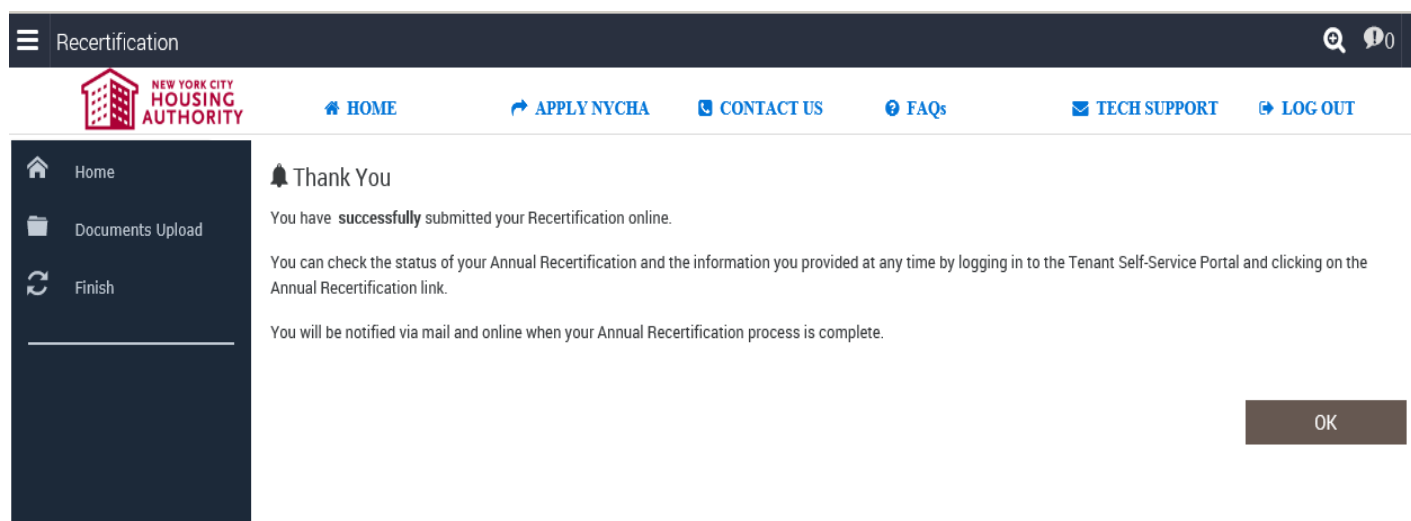
Upload Document

Close

完成上載了所有證明文件後，點擊 “Close” (關閉)鍵。

8. 提交表格後我如何跟進

提交了中期租賃資格審核表後：



The screenshot shows the 'Recertification' page of the New York City Housing Authority (NYCHA) portal. The header includes the NYCHA logo and navigation links: HOME, APPLY NYCHA, CONTACT US, FAQs, TECH SUPPORT, and LOG OUT. A left sidebar contains links for Home, Documents Upload, and Finish. The main content area displays a 'Thank You' message with a bell icon, stating: 'You have **successfully** submitted your Recertification online. You can check the status of your Annual Recertification and the information you provided at any time by logging in to the Tenant Self-Service Portal and clicking on the Annual Recertification link. You will be notified via mail and online when your Annual Recertification process is complete.' An 'OK' button is located at the bottom right of the message.

您可定期登入帳戶查看申請進度並預覽，打印或上載其它證明文件。

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	• Pay stubs (please provide at least two consecutive pay stubs) • W-2 • Verification of Employment from your Employer • Payroll History	CHECKING ACCOUNT SAVINGS ACCOUNT	• Bank Statement(s) (All Pages) • 1099 Interest Statement(s)
SELF-EMPLOYMENT	• Federal Tax Returns (1040 A-S, 1040EZ, 1040-L) • 1099 Statement(s) (1099-DIV, 1099-B, 1099-MISC, 1099-R) • Certificate of Net Worth • State Tax Returns (IT-150S, IT-201L, etc.) • Certified Transcript of Tax Return	STOCKS/BONDS	• Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds • Stock Certificate(s) (copy) • 1099 Interest Statement(s)
SOCIAL SECURITY	• SSI Award Letter AND SSP Letter (State Disability) • Social Security Benefits	MONEY MARKET FUNDS/ MUTUAL FUNDS	• 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	• Budget Letter	RETIREMENT (401K/IRA/ROTH)	• 401K / IRA / ROTH Statement(s) • Bank Statements(s) (All Pages)
MILITARY PAY/ VETERANS BENEFITS	• Pension Award Letter • Military Pay Statement • Veteran's Pay Statement	LIFE INSURANCE POLICY (Whole Life or Term Life)	• Life Insurance Policy Statement(s)
WORKERS COMPENSATION	• Workers Compensation Statement	TRUST FUNDS	• Proof of Trust Funds which includes: • Trust Agreement(s) • Bank Statement(s) (All Pages)
CONTRIBUTIONS	• Contributor Statement	REAL ESTATE	• 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	• Pension Award Letter • Annuity Documents		
CHILD SUPPORT/ ALIMONY	• Alimony Documents • Statement from Child Support Provider • Court Order • Court Stipulations		
ADOPTION/ FOSTER CARE	• Foster Care Letters • Guardianship Papers • Letters of Administration		
ACCEPTABLE DOCUMENTS FOR PROOF OF EXPENSES			
EXPENSES SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS		
CHILDCARE EXPENSES	• Childcare Affidavit		
EDUCATION EXPENSES	• Full Time Student Verification Letter (18 years and older)		
MEDICAL EXPENSES	• Medical Documents		
DISABILITY EXPENSES	• 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.		