

New York City Tenant Access Portal (NYCTAP)

Tenant Representative
First Time Applicant Walk-Through

ARE YOU ALREADY REGISTERED FOR NYC TAP?

If you have previously registered for NYC TAP, navigate to the “Initial Application” tab to view the applications you’ve submitted through NYC TAP. You can submit new initial applications by clicking on the “Initial Application” link. Skip down to the “Entering a New Initial Application” section for more information on completing an initial application.

The screenshot shows the 'Initial Application' section of the NYC TAP portal. At the top, there is a navigation bar with tabs for Home, Search, Account, Initial Application (highlighted), and Contact Us. Below the navigation bar, the page title 'Initial Application' is displayed. A sub-header reads 'Add New or Submit existing Initial Application(s)'. To the right of this sub-header is a button labeled 'Initial Application'. Below the sub-header, there are search filters: 'Benefit Type' (a dropdown menu with 'Choose ...' selected), 'First Name' (a text input field), and 'Last Name' (a text input field). To the right of these filters are 'Search' and 'Reset' buttons. Below the filters is a table with the following columns: Name, Benefit Type, Submitted Date, Status, Address, and Apartment Number. The table contains five rows of application data. At the bottom right of the table, there is a pagination control showing '1', '2', and a right arrow.

Name	Benefit Type	Submitted Date	Status	Address	Apartment Number
FIT SMITH	DRIE		Draft	59 MAIDEN LANE NEW YORK NY 10038	11
TONY TIGER	DRIE		Draft	88-34 148 STREET JAMAICA NY 11435	3F
STANLEY CRIE	SCRIE		Draft	123 SESAME STREET FLUSHING NY 11328	321
MORNING SUNSHINE	SCRIE		Draft	31 ABC BLVD NEW YORK NY 10038	2C
NACHO CHEESE	DRIE	02/03/2021	Filing Accepted	1600 PENNSYLVANIA AVENUE NEW YORK NY 10038	1D

IS THIS YOUR FIRST TIME REGISTERING FOR NYC TAP?

Identify your appropriate role from the drop-down menu, then select an action:

- Add docket(s) to your profile (only): allows you to add one or more dockets for Rent Freeze tenants that you represent. Adding dockets to your profile allows you to view benefit details for existing Rent Freeze participants. Use this option if you simply want to set up a profile but are not yet ready to enter an initial application.
- Complete initial application (only): takes you directly to the eligibility tool for completing an initial application.
- Add docket(s) and complete initial application: allows you to add one or more dockets for Rent Freeze tenants that you represent and allows you to enter a new initial application simultaneously.

Registration

If due to a disability you need an accommodation in order to apply for and receive a service, or to participate in a program offered by the Department of Finance, please contact the Disability Service Facilitator at nyc.gov/contactdofeeo or call 311. If you have general questions about the SCRIE/DRIE program and how to apply, please call 311 or send us a message at nyc.gov/contactscrie or nyc.gov/contactdrie.

* **Role:**

Tenant Representative

* **Please select:**

Add docket(s) to your profile (only)

Complete initial application (only)

Add docket(s) and complete initial application

* Required field(s)

ADDING DOCKET(S) TO YOUR PROFILE

- When completing your profile information, enter all required fields in the name, address, and phone section. Do not enter the information for the tenant that you represent. This section is for the tenant representative's information.
- If you represent one or more tenants who participate in the Rent Freeze Program, you can add them to your profile by clicking the "Add New" button in the "Dockets" section. Only add tenants who have named you as their representative. If you are not their designated representative, the docket will be denied.

*** Role:**
Tenant Representative

*** Please select:**
 Add docket(s) to your profile (only)
 Complete initial application (only)
 Add docket(s) and complete initial application

*** Name**
First Name
Last Name
Organization

*** Address**
Bldg No
Address Line 1 Apt #
Address Line 2
City
New York Zip Code
applicantn660@gmail.com

*** Phone**
Work Phone:
Number Extension

*** Dockets**
Item(s) 0 to 0 of 0 [Add New](#)
Docket Action

*** Required field(s)**

ENTERING A NEW INITIAL APPLICATION

Complete the eligibility tool by entering information about the applicant.

- If you made an error in answering one of the questions, you can click the “Start Over” button.
- If eligible, continue to the initial application by clicking “Apply for SCRIE” or “Apply for DRIE.” The eligibility tool will identify which benefit you should apply for.

Rent Freeze Eligibility Tool

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Answer the questions below to see if you can qualify for the NYC Rent Freeze program

What is your Date Of Birth ?

Are you receiving a Federally Qualifying Disability ? Yes No

You must have been awarded one of the following:

- o Federal Supplemental Security Income (SSI)
- o Federal Social Security Disability Insurance (SSDI)
- o U.S. Department of Veterans Affairs disability pension or disability compensation
- o U.S. Postal Service disability pension or disability compensation
- o Disability-related Medicaid if the applicant has received either SSI or SSDI in the past

Are you a tenant listed on the lease or rent order ? Yes No

Is your household income \$50,000 or less per year ? Yes No

Do you live in a rent regulated apartment ?
(e.g., Rent Stabilized, Rent Controlled, Rent Demand/SRO, Mitchell-Lama, or HDFC) Yes No

Are you a shareholder of a Mitchell-Lama/HDFC Coop/Limited Dividend/Section 213
Coop/Redevelopment ? Yes No

Do you spend more than one-third (1/3) of your monthly income on rent ? Yes No

CONGRATULATIONS!!

It looks like you may qualify for the NYC Rent Freeze Program.

- Complete the applicant information section. The required fields are indicated by a red asterisk (*)
- Click “Save” on each page move to the next tab across the top

Initial Application

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Applicant
Representative
Household
Worksheet
Apartment Type/Lease
Upload
Certification

Applicant Information

* Name

* Social Security Number

* Date of Birth

* Address

Phone

Cell Phone

Work Phone

Email

* Have you or your spouse applied for SCRIE in the past?

If you retired in the last year, please indicate Retirement Date:

Social Security Number

Date Of Birth

House Number

Address Line2

City

NY

Phone

Cell Phone

Email Address

Yes
 No

Retirement Date

Save

- To request that a copy of your Rent Freeze notices to be sent to someone else, enter that person’s name and address in the “Representative” tab. Adding a tenant representative is not required, but it is recommended if you think you might need assistance completing your application.
- Click “Save” when you are done and move to the next tab.

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Applicant **Representative** Household Worksheet Apartment Type/Lease Upload Certification

Tenant Representative

Name

Organization

Check if address is same as applicant

* Address

Phone

Email

Relationship To Applicant

Save

- In the “Household” tab, indicate whether the primary applicant received income for the last year. For example, if you are submitting the application in 2021, you will need to indicate whether the applicant received income in 2020.
- You can add additional household members by clicking on the “Add New Household Member” link.
- Save when you are finished entering household information and move to the next tab.

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Household Member(s) [Add New Household Member](#)

First Name	Last Name	Date Of Birth	Social Security Number	Relationship to Applicant	Did you receive income last year?	Action
STANLEY	CRIE	10/10/1958	***-**-3333	Primary Applicant	<input checked="" type="radio"/> YES <input type="radio"/> NO	

[Save](#)

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Add New Household Member

* Name

* Date Of Birth

* Relationship To Applicant

Social Security Number

* Did you receive income last year? YES NO

[Add To List](#)
[Cancel](#)

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Household Member(s) [Add New Household Member](#)

First Name	Last Name	Date Of Birth	Social Security Number	Relationship to Applicant	Did you receive income last year?	Action
STANLEY	CRIE	10/10/1958	***-**-3333	Primary Applicant	<input checked="" type="radio"/> YES <input type="radio"/> NO	
STELLA	CRIE	09/15/1952	***-**-8552	Spouse	Yes	Remove

[Save](#)

- On the “Worksheet” tab, select a household member from the drop-down menu and select the sources of income for each member of the household. Be sure to attach proof of income for each household member.
- Click “Save” and move to the next tab.

Initial Application - SCRIE

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Applicant Representative Household **Worksheet** Apartment Type/Lease Upload Certification

Worksheet Information

STANLEY CRIE
Select
STELLA CRIE
STANLEY CRIE

Social Security Administration (SSDI, SSI)

Veterans Benefits

Wages

Pension

IRA/Annuity Earnings

Other

Interest

Capital Gains

Public Assistance

Rent Paid to you by Boarder(s)

Business Income

Worker's Compensation

Save

- On the “Apartment Type/Lease” tab, select the apartment type from the drop-down menu.
- When you select an apartment type, additional information will be displayed.
- Click “Save” and move to the next tab.

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Apartment Type/Lease Information

* Apartment Type

Note: If your rent increased due to a major capital improvement (MCI), provide the Division of Housing and Community Renewal (DHCR) approval order.

[Save](#)

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Apartment Type/Lease Information

* Apartment Type

Please Submit:
-Current and prior leases signed by both you and your landlord

* Is this your first lease for this apartment? Yes No I don't Know

* Lease Start

* Lease End

Note: If your rent increased due to a major capital improvement (MCI), provide the Division of Housing and Community Renewal (DHCR) approval order.

[Save](#)

- In the “Upload” tab, you will add all required documentation. Note that documents must be in PDF format and no larger than 2 MB.
- Click the “Add New” link, select a document type, and click “Choose File” to find the file. You can select up to five files at a time.
- Click the “Upload” button to attach the files to your application.
- Click “Save” and move to the next tab.

NOTE: You will not have the option to upload documents if you haven’t saved your application in previous tabs.

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To be approved for the Rent Freeze Program, you must verify that you are eligible. Please upload the following with your completed application:

[Proof of Age](#)
[Proof of Income](#)
[Proof of Rent](#)
[Proof of Qualifying Disability \(Required for DRIE applicants\)](#)
[Power of Attorney \(If applicable\)](#)

Upload up to 5 file(s) at once. Each file must be 2MB or smaller in size. File types are limited to .pdf. Click Save in order to upload document(s). Click the Upload button when ready.

Document(s): [Add New](#) ¹

Type	File Name	Action
--Select-- ²	Choose File ³ No file chosen	Remove

• File(s) uploaded successfully

Upload up to 5 file(s) at once. Each file must be 2MB or smaller in size. File types are limited to .pdf. Click Save in order to upload document(s). Click the Upload button when ready.

Document(s): [Add New](#)

Type	File Name	Action
Proof of Age	Passport.pdf	
Proof of Rent	Prior Lease.pdf	
Proof of Rent	Current Lease.pdf	
Applicant - Proof of Income	Income Statement.pdf	
Other	Certification.pdf	

- In the “Certification” tab, click “Print” and the application details will open in a new window.
- Print/Save the application and obtain a signature from the primary applicant.
- Upload the signature page to the “Upload” tab using the “Other” document type.
- Navigate back to the “Certification” tab and click to confirm that all sections are correct and complete.
- Click “Submit” to submit the application.

Initial Application - SCRIE

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Applicant Representative Household Worksheet Apartment Type/Lease Upload Certification

Certification

Tenant representatives must print the certification, obtain the signature from the primary applicant, and upload the signed certification with the application.

1 Print

3 Click here to confirm that all sections are correct and complete.

4 Submit

- You will see a message that your initial application is submitted.
- You will receive an email acknowledgement.

Initial Application - DRIE

Thank you your application has been successfully submitted!

The New York City Department of Finance will process your application and notify you of its status within 7-10 business days

All communication regarding your application submittal will be sent to the email address you provided when you created your user account.

*** Our office is committed to protecting your privacy and security.

Application Status: Submitted

Please allow 10 to 14 business days for processing. You can check NYC TAP periodically for your application status.

Docket	Application	Benefit	Entry Date	Type	Status	Status Date	Name	Address	Apt.
S37083	1127166	SCRIE	02/16/21	Initial	Pending	02/16/21	TENANT, TAPPY	59 MAIDEN LANE NEW YORK NY 10038	2D

You can return to NYC TAP to check your application status and upload additional documentation if necessary. Status information can be viewed from the “Applications” tab and by clicking on the application link as shown in the example below.

Application 1127166 [Back To List](#)

Primary Applicant: TAPPY TENANT	Docket No.: S37083	Application Status: Pending
Benefit Type: SCRIE	Docket Year: 2021	Application Type: Initial
BBL: (Manhattan) 1-67-1	Apt #: 2D	Application ID: 1127166
Address: 59 MAIDEN LANE NEW YORK, NY 10038	Lease Start: 01/01/2021	Received Date: 02/16/2021
Apt Type: Rent Stabilized	Lease End: 12/31/2022	Exemption Effective Date:
	Lease Months: 24	
	Frozen Rent:	

[Applicant](#) | [Letter Status](#) | [Status Reason](#) | [Rent Calc](#) | [TAC Reports](#) | [Appeals](#) | [Uploads](#)

After you click on the application link, additional details regarding your application will be available.

- **Applicant tab:** Allows you to view contact information provided on the application.
- **Letter Status tab:** Indicates letters mailed in reference to the application.
- **Status Reason tab:** Displays current application status reason. Note that status reasons are only displayed if the application status is pending, denied, or revoked.
- **Rent Calc tab:** Displays tax abatement credit information for approved applications.
- **TAC Reports tab:** Allows you to download tax abatement credit reports for approved applications.
- **Appeals tab:** Allows you to view the status of appeal applications for denied or revoked applications.

Upload tab: Allows you to submit additional documentation for a currently approved or pending application. Your document must be a .pdf file and must be 2MB or less. To upload a document, (1) click on “Add New” (2) from the dropdown menu, select a document type* (3) click browse to select a PDF file from your files, and repeat steps 1-3 to add additional documents (4) click “Upload.” You will see the message “File(s) uploaded successfully” when completed.

*If your current application status is pending additional documentation or you do not see the document type you wish to submit listed in the dropdown menu, choose “Other.”

If you do not have a PDF file of your document or your file is over the 2MB limit and you cannot use the upload feature, you may submit your documents by mail. For pending documents, mail in a copy of your documents along with a copy of the “pending” notice you received in the mail. For adjustment requests, submit your documents, along with a TAC adjustment form, which can be downloaded from the Rent Freeze website, www.nyc.gov/rentfreeze, or can be obtained by calling 311.



Department of Finance

If due to a disability you need an accommodation in order to apply for and receive a service or participate in a program offered by the Department of Finance, please contact the Disability Service Facilitator at www.nyc.gov/contactdofeeo or by calling 311.