New York City Tenant Access Portal (NYCTAP)

Tenant Representative
First Time Applicant Walk-Through

NYC®
Department of Finance

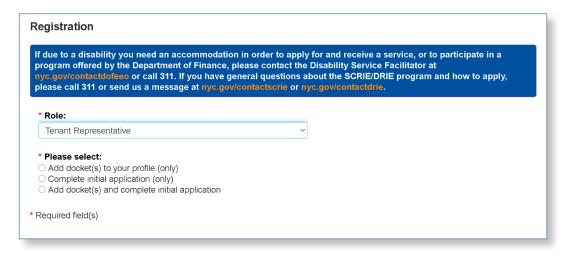## ARE YOU ALREADY REGISTERED FOR NYC TAP?

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.

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

New York City Tenant Access Portal (NYCTAP)

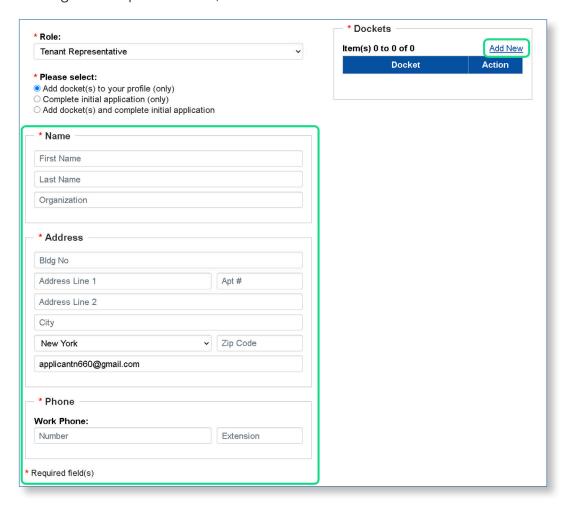## IS THIS YOUR FIRST TIME REGISTERING FOR NYC TAP?

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)
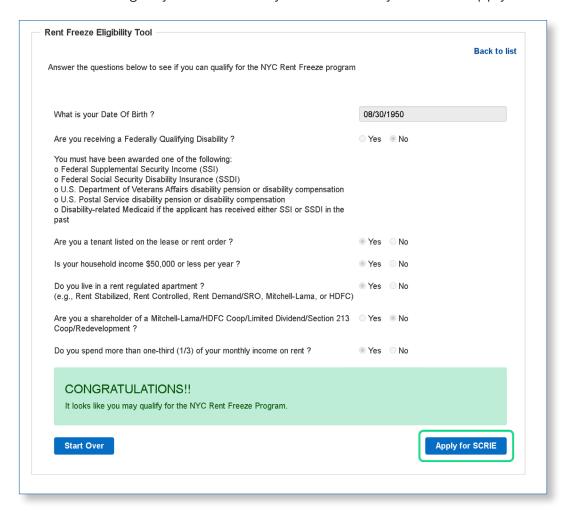
ADDING DOCKET(S) TO YOUR PROFILE

- 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.
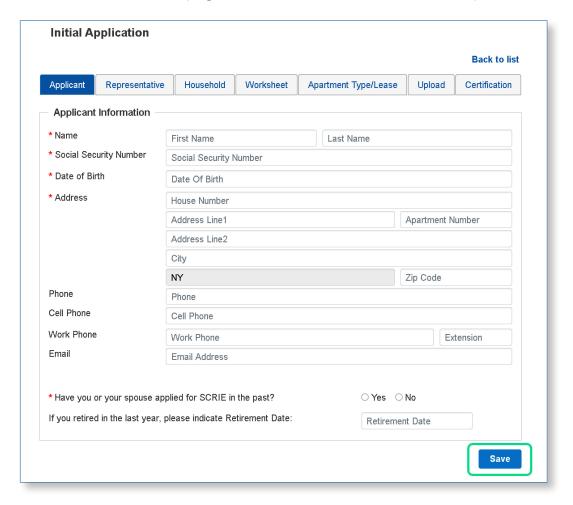
ENTERING A NEW INITIAL APPLICATION

Complete the eligibility tool by entering information about the applicant.
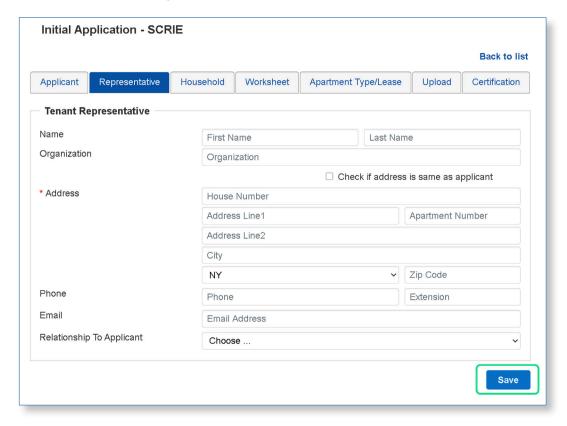
- If you made an error in answering one of the questions, you can click the "Start Over" button.
- If eligible, continue to the initial application by clicking "Apply for SCRIE" or "Apply for DRIE." The eligibilty tool will identify which benefit you should apply for.
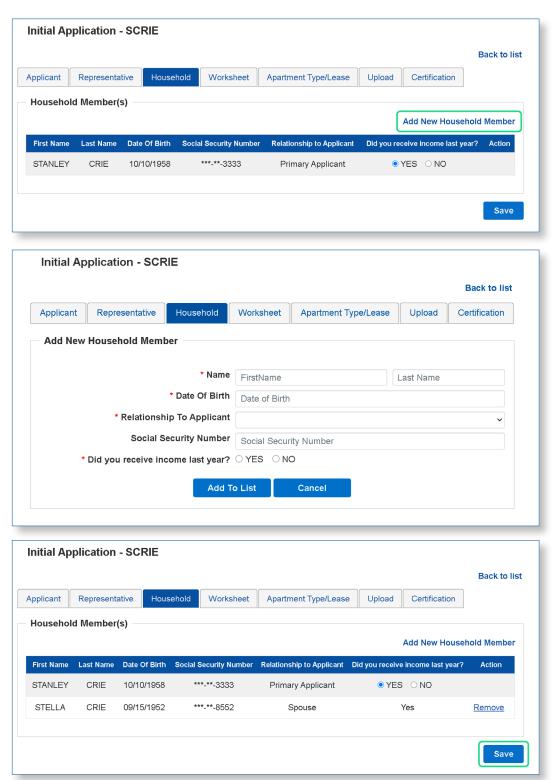
- Complete the applicant information section. The required fields are indicated by a red asterisk (*)
- Click "Save" on each page move to the next tab across the top

Initial Application

Back to list

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

Applicant Information

* Name — First Name | Last Name

* Social Security Number — Social Security Number

* Date of Birth — Date Of Birth

* Address — House Number

Address Line1 | Apartment Number

Address Line2

City

NY | Zip Code

Phone — Phone

Cell Phone — Cell Phone

Work Phone — Work Phone | Extension

Email — Email Address

* Have you or your spouse applied for SCRIE in the past?   ○ Yes   ○ No

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

Save

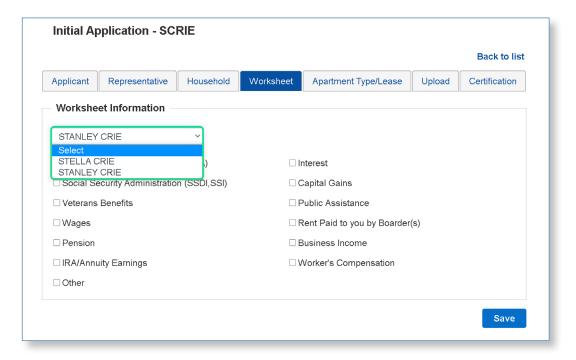**New York City Tenant Access Portal (NYCTAP)**

- 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.
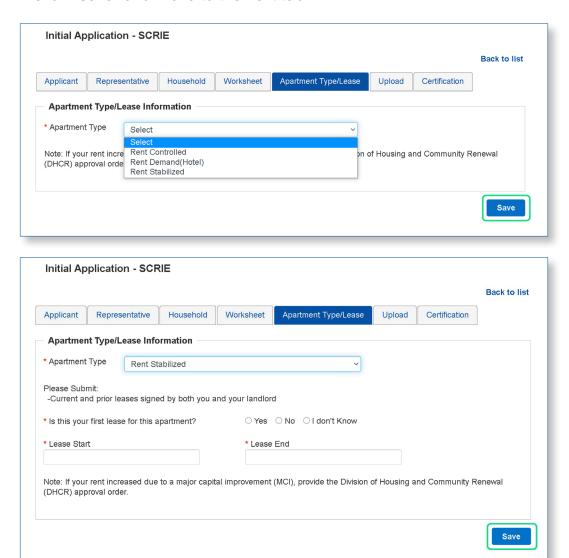- Click "Save" when you are done and move to the next tab.

- 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.

New York City Tenant Access Portal (NYCTAP)

- 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

| 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)
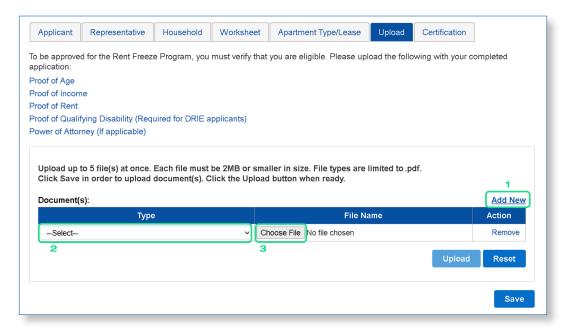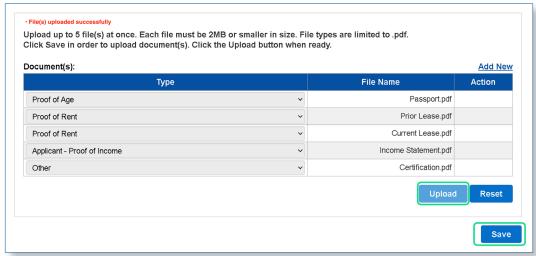- ☐ Business Income
- ☐ Worker's Compensation

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.

Initial Application - SCRIE

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

Apartment Type/Lease Information

* Apartment Type

Select

| Select |
| Rent Controlled |
| Rent Demand(Hotel) |
| Rent Stabilized |

Note: If your rent incre... ...on of Housing and Community Renewal (DHCR) approval orde...

Save

Initial Application - SCRIE

Back to list

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

Apartment Type/Lease Information

* Apartment Type   Rent Stabilized

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.
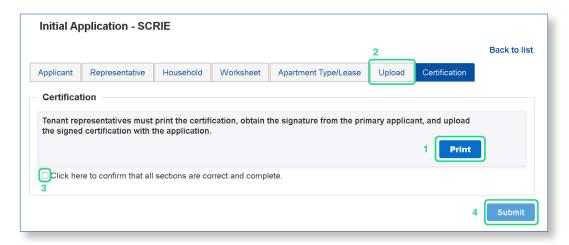
Save

- 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.

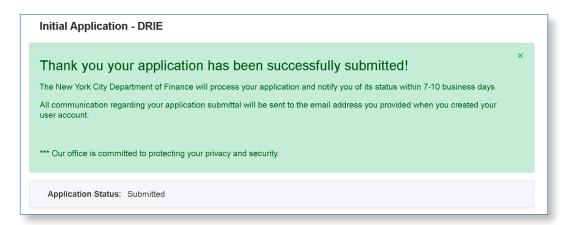NOTE: You will not have the option to upload documents if you haven't saved your application in previous tabs.
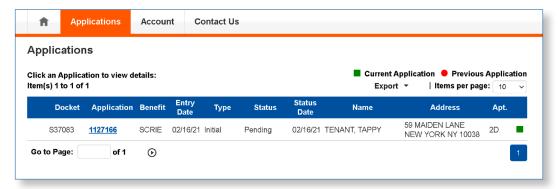
- In the "Certification" tab, click "Print" and the application details will open in a new window.
- Print/Save the application and obtain a signature from the primary applicant.
- Upload the signature page to the "Upload" tab using the "Other" document type.
- Navigate back to the "Certification" tab 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**

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

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.

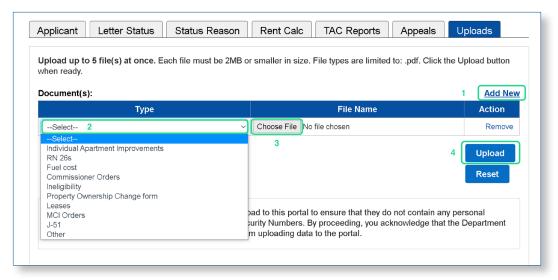**New York City Tenant Access Portal (NYCTAP)**

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.
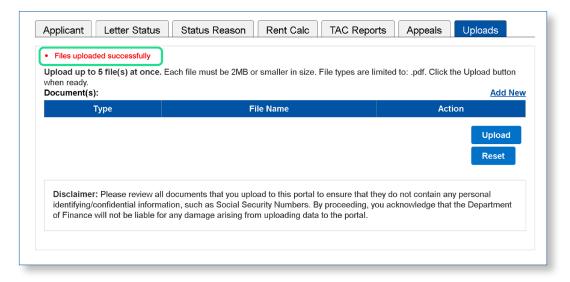

After you click on the application link, additional details regarding your application will be available.

- **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.

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