

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

Tenant

First Time Applicant Walk-Through

Visit [www.nyc.gov/nyctap](http://www.nyc.gov/nyctap).

**Log in** using an existing NYCID or create a new one.

**Register** by choosing your role related to the residence (tenant, tenant representative, etc.) from the drop-down menu and identify whether the primary applicant is a current Rent Freeze Program participant. Only applicants who are not currently participating in the program may submit a new initial application.

The screenshot shows the NYC Tenant Access Portal (TAP) registration page. The header includes the NYC logo, the text 'Tenant Access Portal (TAP)', and the Department of Finance logo. On the right side of the header, there is a user profile section with the email 'rentfreezetenant@gmail.com', a 'Text Size' selector, a 'Glossary' link, and 'Help-Tenant' and 'Help-Tenant Rep' links. The main content area is titled 'Registration' and contains a blue informational box with text about accommodations and contact information. Below this, there is a required field for 'Role' with a dropdown menu currently showing 'Tenant'. There is also a question 'Are you currently participating in Rent Freeze?' with radio buttons for 'YES' and 'NO'. A note at the bottom indicates that the 'Role' field is required.

**NYC** Tenant Access Portal (TAP) Profile | Log Out

**Tenant Access Portal (TAP)** **NYC**  
Department of Finance

rentfreezetenant@gmail.com  
Text Size: @ @  
Glossary  
Help-Tenant | Help-Tenant Rep

### 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](http://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](http://nyc.gov/contactscrie) or [nyc.gov/contactdrie](http://nyc.gov/contactdrie).

\* Role:

\* Are you currently participating in Rent Freeze?:  
 YES  NO

\* Required field(s)

**Complete the eligibility tool** to see if you may qualify for SCRIE or DRIE.

- If you make an error in answering any questions, click the “Start Over” button.
- If the eligibility tool determines that you are eligible, continue to the initial application by clicking “Apply for SCRIE” or “Apply for DRIE.” The answers to the eligibility tool will identify the program best suited to your qualifications.

**Rent Freeze Eligibility Tool** [Back to list](#)

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:  
 Federal Supplemental Security Income (SSI)  
 Federal Social Security Disability Insurance (SSDI)  
 U.S. Department of Veterans Affairs disability pension or disability compensation  
 U.S. Postal Service disability pension or disability compensation  
 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 to move to the next tab across the top of the screen.

### Initial Application - SCRIE

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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

- If you would like a copy of your Rent Freeze notices to be sent to someone else, enter their name and complete address in the “Representative” tab. If you will need assistance completing your application, please consider adding a tenant representative.
- Click “Save” when you are done and move to the next tab.

**Initial Application - SCRIE**

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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**

- On the “Household” tab, indicate if the primary applicant received income for the last year. For example, if you are submitting the application in 2021, did the applicant receive income for 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
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[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
JOHN	TENANT	08/30/1950	***-**-9876	Spouse	Yes	<a href="#">Remove</a>
JAMES	TENANT	10/31/1951	***-**-6874	Sibling	Yes	<a href="#">Remove</a>

[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**

JOHN TENANT  
Select  
JOHN TENANT  
JAMES TENANT

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, click “Select” to choose an apartment type from the drop-down menu.
- Choose an apartment type (“Rent-Controlled,” “Rent Demand (Hotel)” or “Rent-Stabilized”).
- 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, add all required documentation. Note that documents must be in PDF format and no larger than 2 MB.
- Follow the steps to upload your documents.
  1. Click the “Add New” link on the right side of the screen.
  2. Select a document type.
  3. Click “Choose File” to find the file you wish to upload. You can select up to five files at a time.
  4. Click the “Upload” button to attach the files to your application.
  5. 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.

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-- <span style="float: right;">2</span>	Choose File No file chosen <span style="float: right;">3</span>	Remove

Upload Reset

Save

• 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	

Upload Reset

Save

On the Certification page, read and click on the certification box and fill out the applicant information.

- Click “Save.”
- Click “Submit.”

Note: Tenant representatives must print the certification and obtain the signature of the primary applicant and upload the signed certification with the application.

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

**Certification**

Please read carefully and sign the certification below. Your application is not complete if you do not sign.

I hereby certify under penalties provided by law that I currently reside at the address shown in this application and that the information provided is true and complete.

I understand and agree that if I fail to disclose all income from household members, as well as rental payments made to me from boarders, I may held responsible to repay the City the full amount of any SCRIE benefits received improperly plus any interest charges.

I understand that my income is subject to income verification by the Department of Finance.

Signed By:

Date:

Submitted By:

Date:

If a Power Of Attorney/Court Appointed Guardian is signing on behalf of the primary applicant, the Power of Attorney or court documentation is required.

The Federal Privacy Act of 1974, as amended, requires agencies requesting Social Security Numbers to inform individuals from whom they seek this information as to whether compliance with the request is voluntary or mandatory, why the request is being made and how the information will be used. The disclosure of Social Security Numbers for applicants and income-earning occupants is mandatory and is required by section 11-102.1 of the Administrative Code of the City of New York. Social Security Numbers disclosed on any reports or returns are requested for tax administration purposes and will be used to facilitate the processing of reports and to establish and maintain a uniform system for identifying taxpayers who are or may be subject to taxes administered and collected by the Department of Finance. Social Security Numbers may also be disclosed as part of information contained in the taxpayer's return to another department, person, agency or entity as may be required by law, or if the applicant or income-earning occupants give written authorization to the Department of Finance.

**Save** **Submit**

**Initial Application - SCRIE**

Initial Application is saved! ×

**Application Status:** Submitted

- After you click “Submit,” your application status will say “Submitted.”
- You will also receive an email acknowledging that your initial application has been received.

Please allow 10 to 14 business days for processing. You can check back in NYCTAP periodically for the status of your application.

Docket	Application	Benefit	Entry Date	Type	Status	Status Date	Name	Address	Apt.
S37083	<a href="#">1127166</a>	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  
 Benefit Type: SCRIE  
 BBL: (Manhattan) 1-67-1  
 Address: 59 MAIDEN LANE  
 NEW YORK, NY 10038  
 Apt Type: Rent Stabilized

Docket No.: S37083  
 Docket Year: 2021  
 Lease Start: 01/01/2021  
 Lease End: 12/31/2022  
 Lease Months: 24  
 Frozen Rent:

Application Status: Pending  
 Application Type: Initial  
 Application ID: 1127166  
 Received Date: 02/16/2021  
 Exemption Effective Date:

[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:** 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.

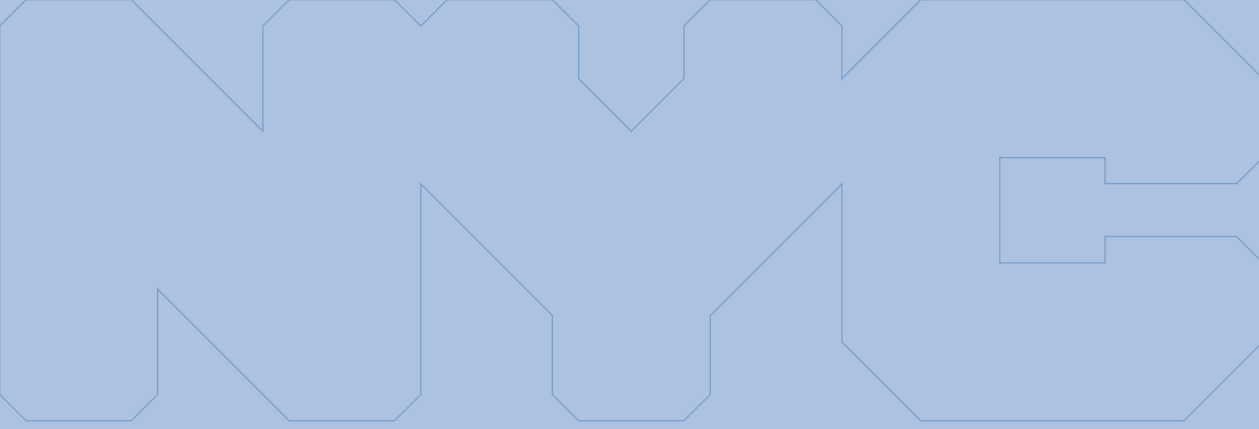
- Upload tab:** Allows you to submit additional documentation for a currently approved or pending application. Your document must be a .pdf file and must be 2MB or less.

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](http://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](http://www.nyc.gov/contactdofeeo) or by calling 311.