Department of Finance

New York City Tenant Access Portal (NYCTAP)

Tenant

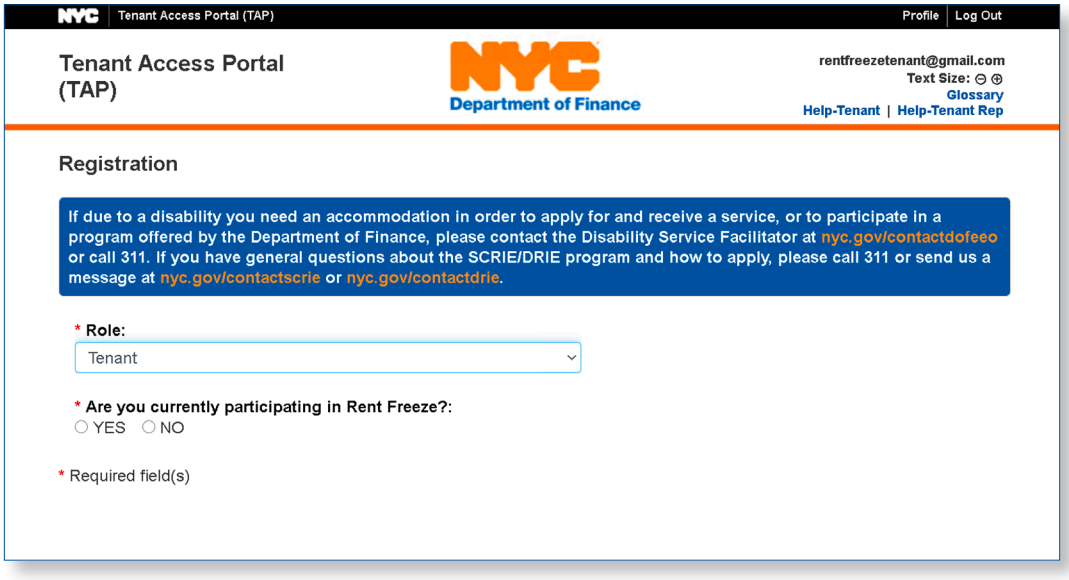
First Time Applicant Walk-Through

NYC Department of Finance

Visit www.nyc.gov/nyctap.

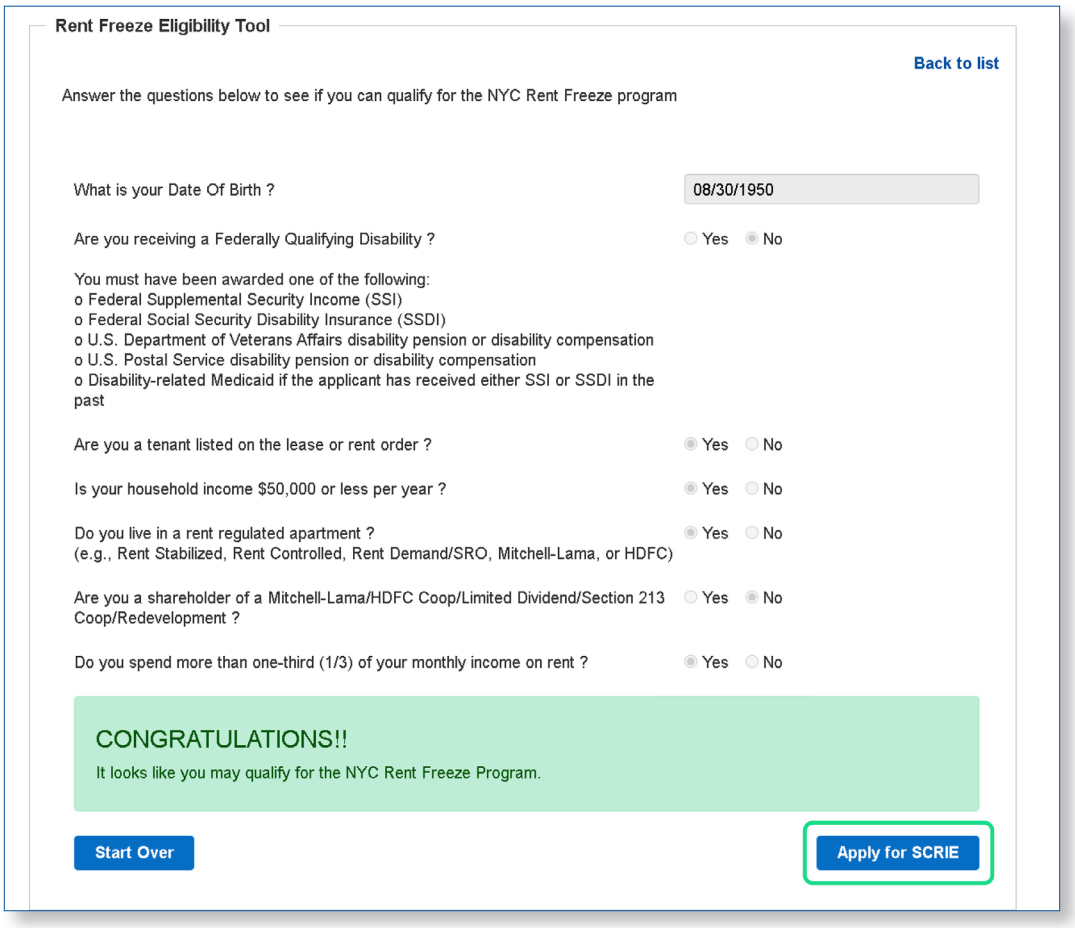
Log in using an existing NYCID or create a new one.

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.

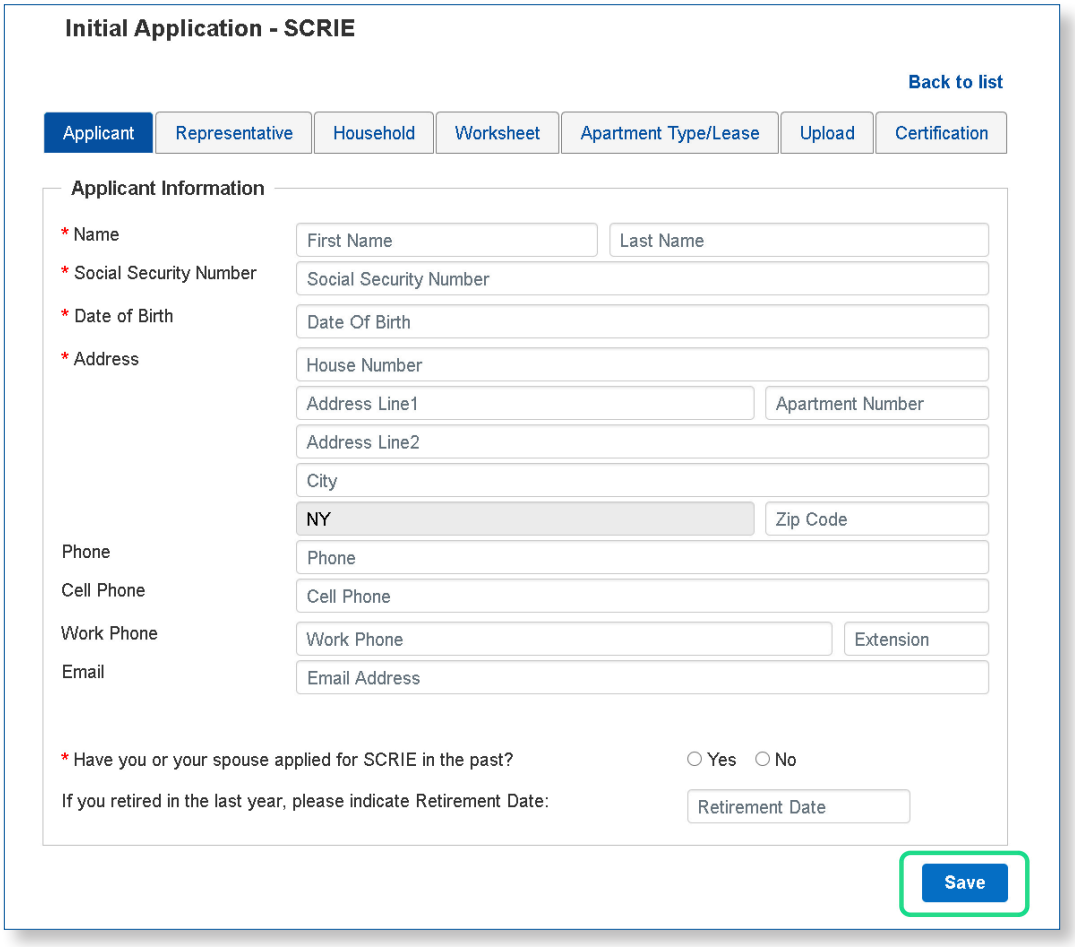


Complete the eligibility tool to see if you may qualify for SCRIE or DRIE.

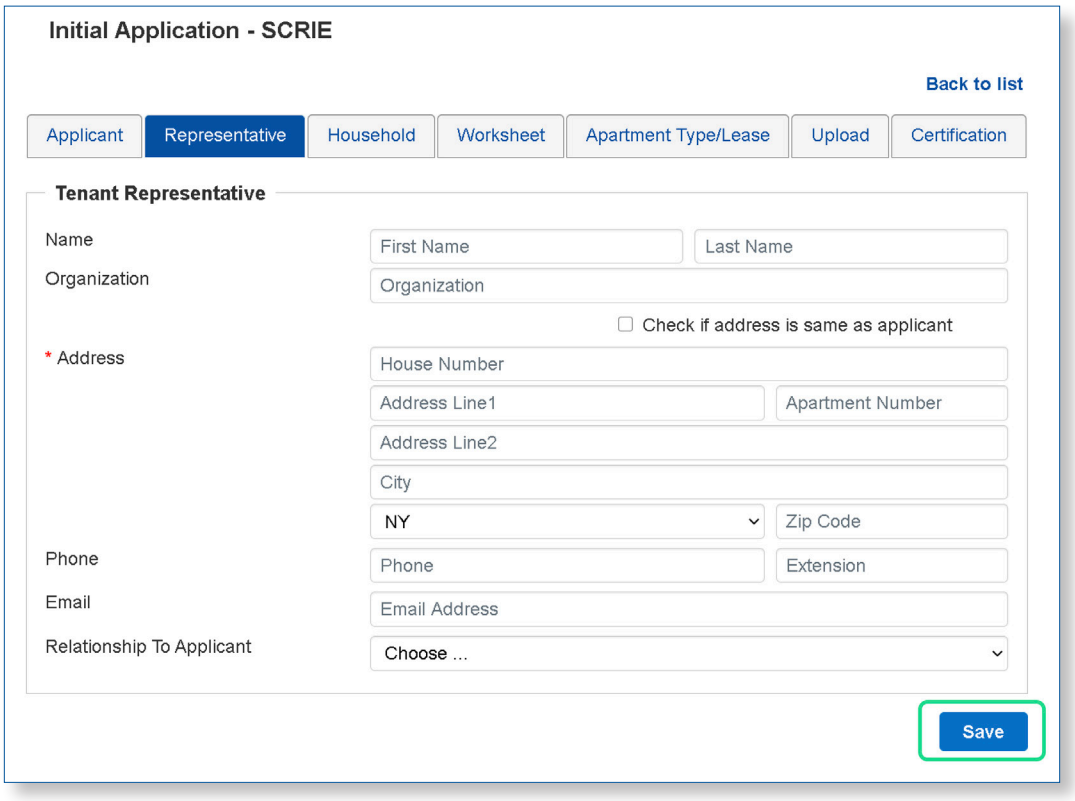
- If you make an error in answering any questions, click the “Start Over” button.
- If the eligibility tool determines that you are eligible, continue to the initial application by clicking “Apply for SCRIE” or “Apply for DRIE.” The answers to the eligibilty tool will identify the program best suited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



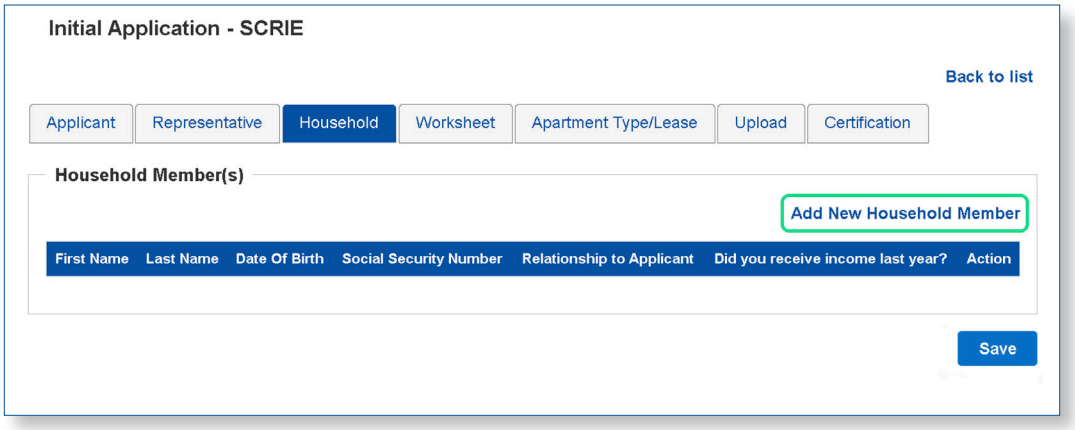
- Complete the applicant information section. The required fields are indicated by a red asterisk (*).
- Click “Save” on each page to move to the next tab across the top of the screen.

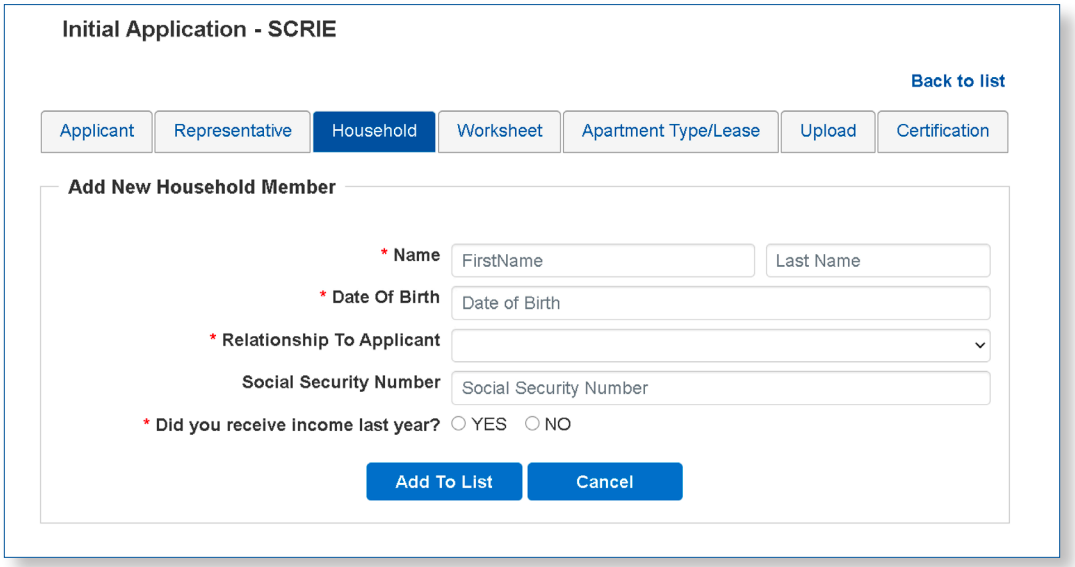


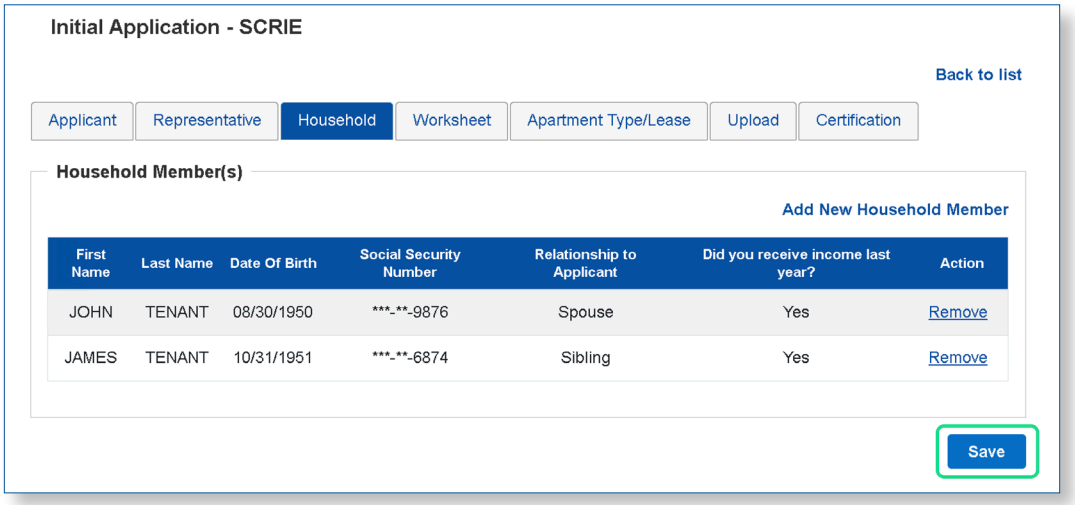
- If you would like a copy of your Rent Freeze notices to be sent to someone else, enter their name and complete address in the “Representative” tab. If you will need assistance completing your application, please consider adding a tenant representative.
- Click “Save” when you are done and move to the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



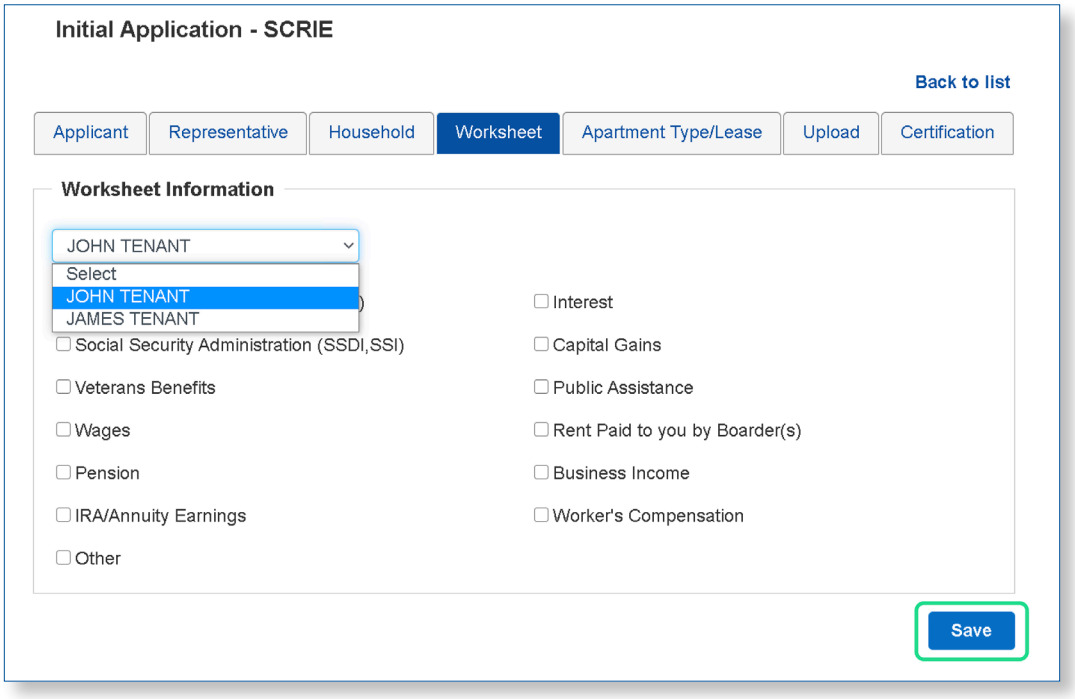
- On the “Household” tab, indicate if the primary applicant received income for the last year. For example, if you are submitting the application in 2021, did the applicant receive income for 2020?
- You can add additional household members by clicking on the “Add New Household Member” link.
- Save when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



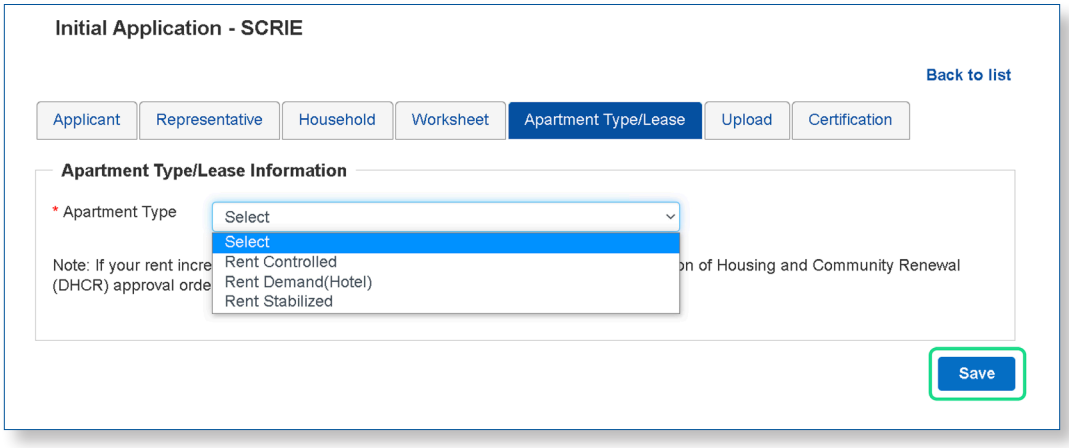


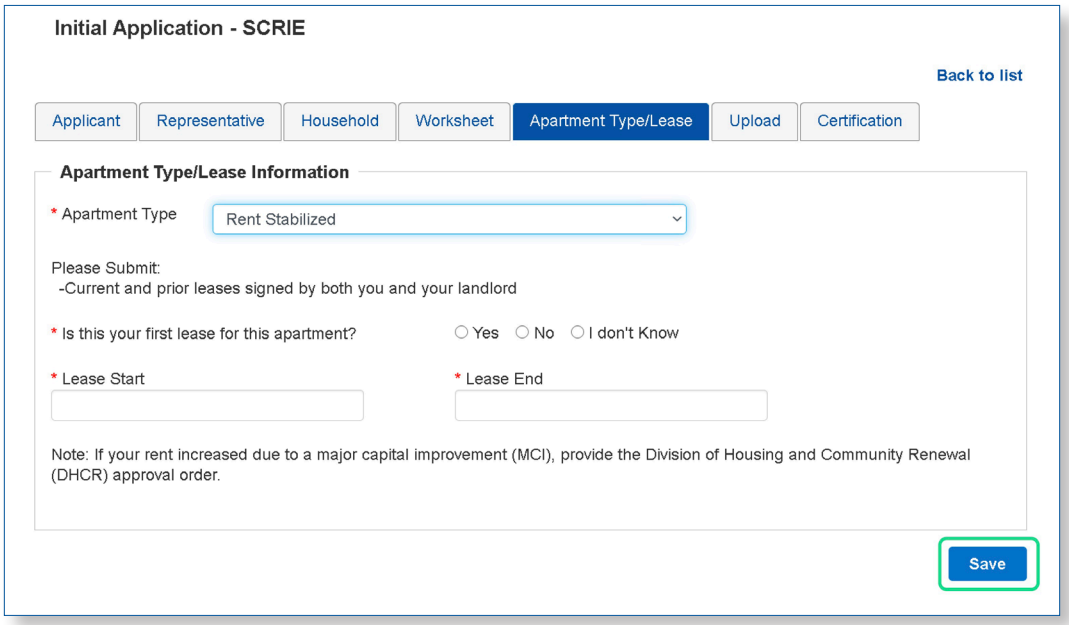


- On the “Worksheet” tab, select a household member from the drop-down menu and select the sources of income for each member of the household. Be sure to attach proof of income for each household member.
- Click “Save” and move to the next tab.



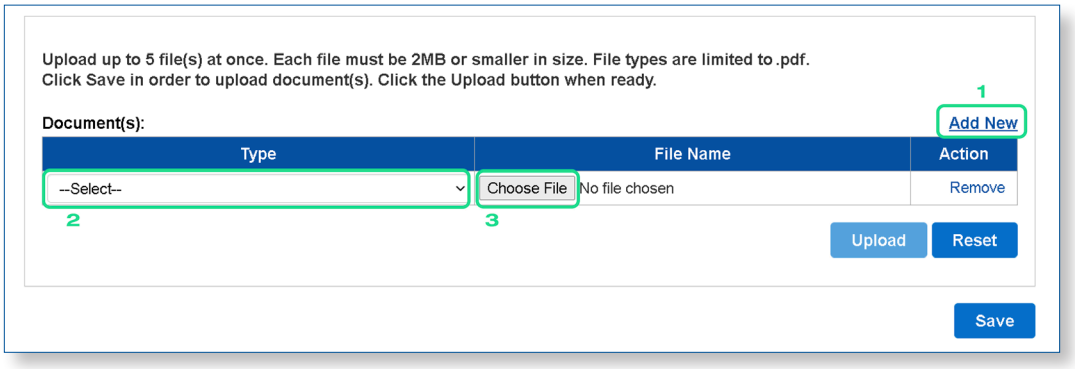
- On the “Apartment Type/Lease” tab, click “Select” to choose an apartment type from the drop-down menu.
- Choose an apartment type (“Rent-Controlled,” “Rent Demand (Hotel)” or “Rent-Stabilized”).
- Click “Save” and move to the next tab.

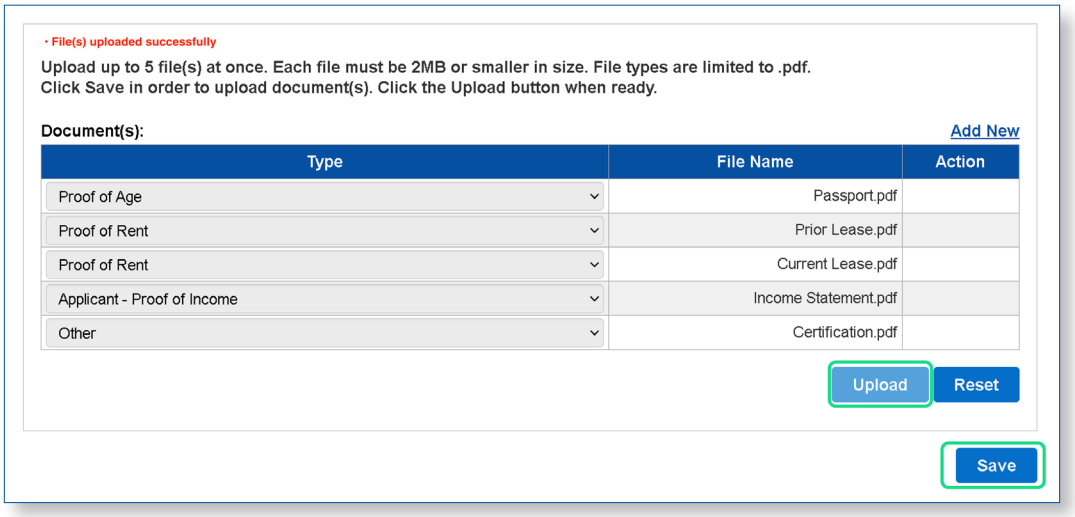




- In the “Upload” tab, add all required documentation. Note that documents must be in PDF format and no larger than 2 MB.
- Follow the steps to upload your documents.
  1. Click the “Add New” link on the right side of the screen.
  2. Select a document type.
  3. Click “Choose File” to find the file 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.

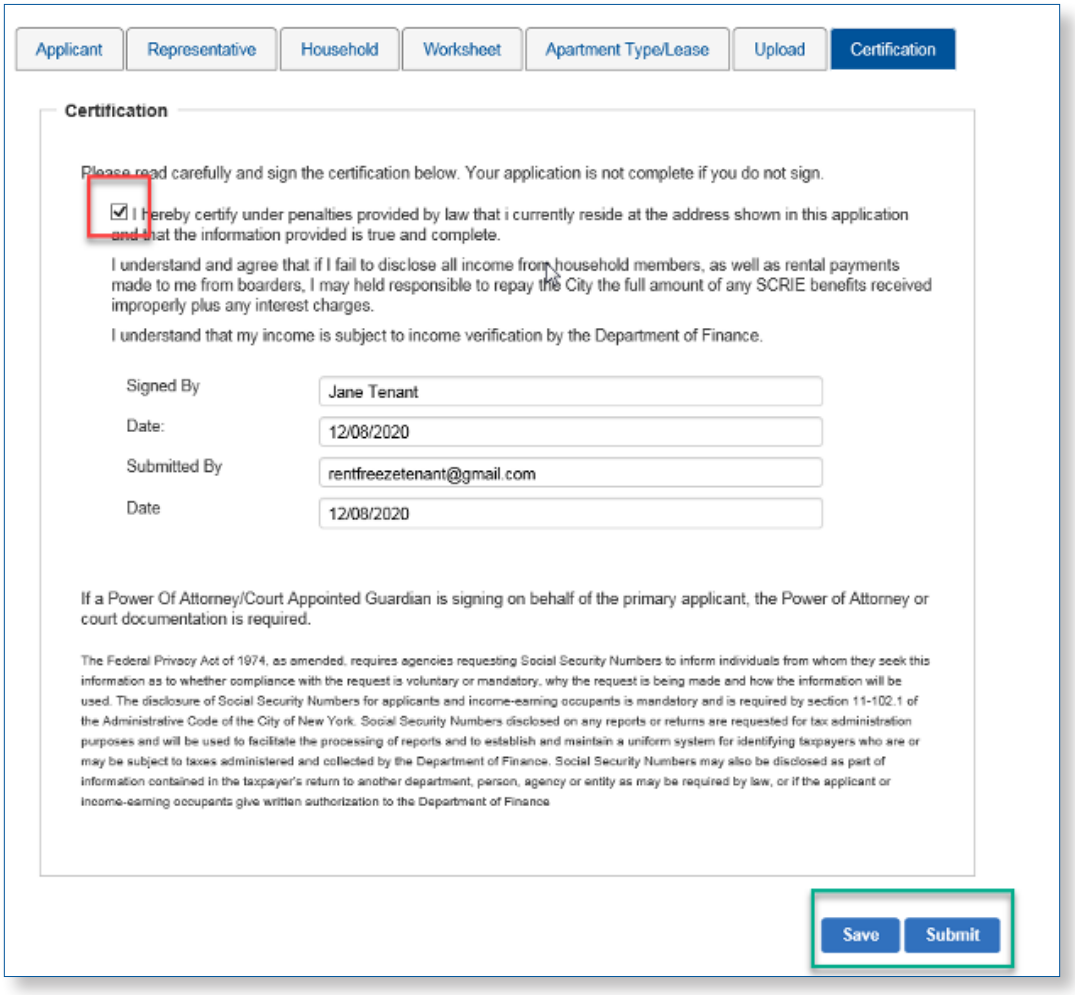


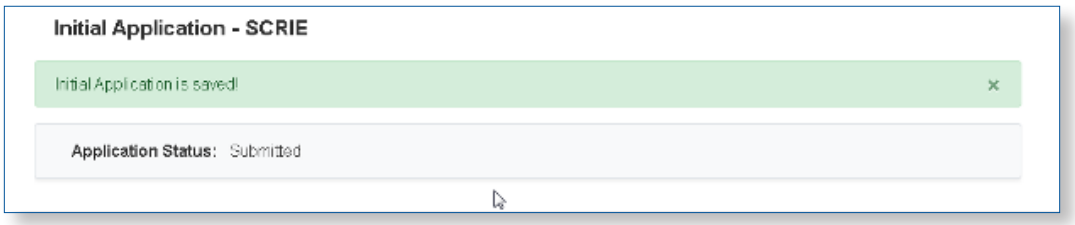


On the Certification page, read and click on the certification box and fill out the applicant information.

- Click “Save.”
- Click “Submit.”

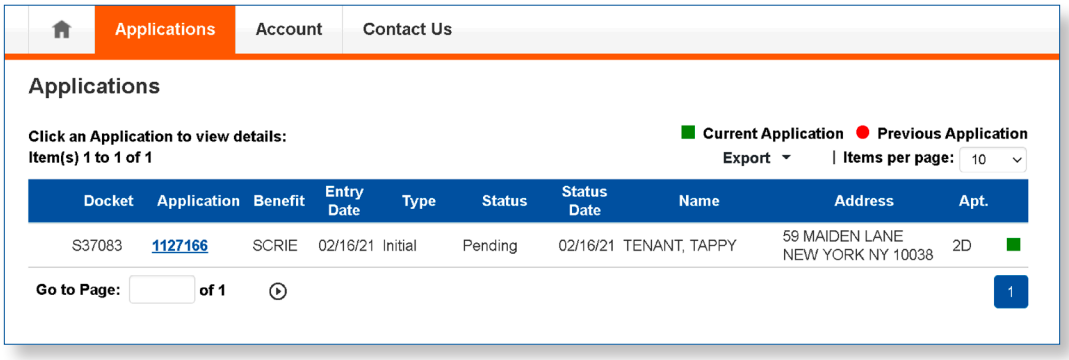
Note: Tenant representatives must print the certification and obtain the signature of the primary applicant and upload the signed certification with the application.





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

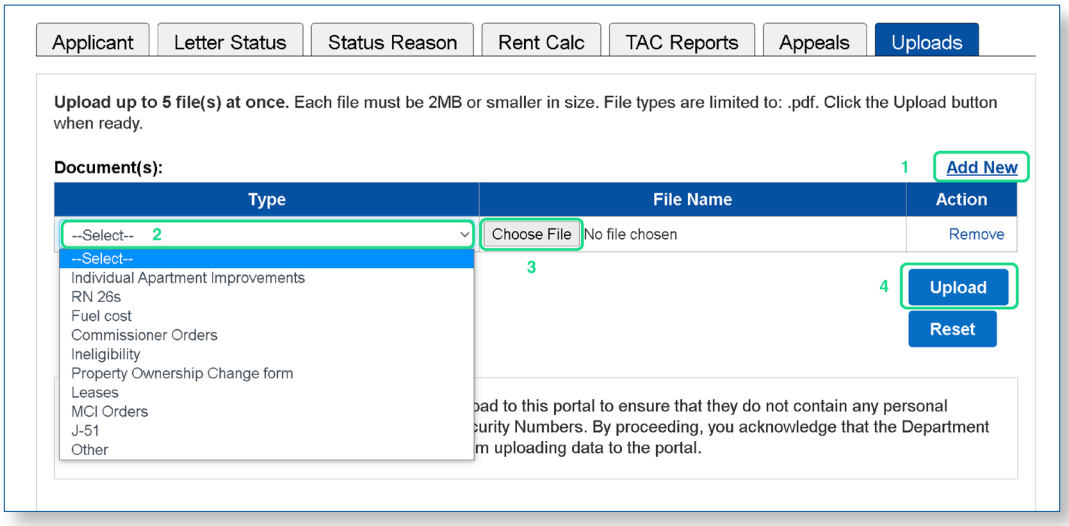
Please allow 10 to 14 business days for processing. You can check back in NYCTAP periodically for the status of your application.



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.

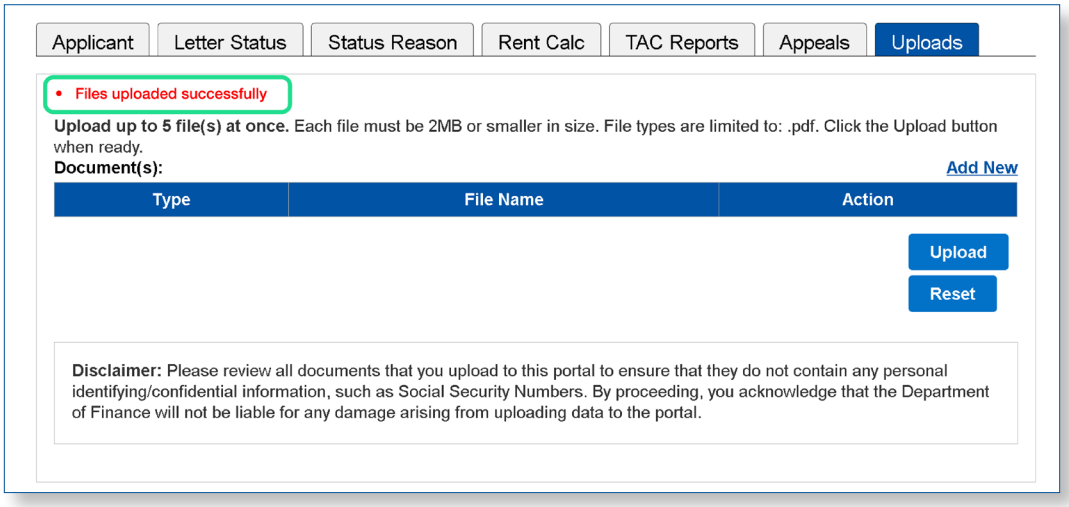
- **Applicant tab:** View contact information provided on the application.
- **Letter Status tab:** Indicates letters mailed in reference to the application.
- **Status Reason tab:** Displays current application status reason. Note that status reasons are only displayed if the application status is pending, 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.

NYC 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.

NYC® Department of Finance