



PAY RENT BY PHONE

Frequently Asked Questions

General Information

What is the New York City Housing Authority Phone Payment System?

The Phone Payment System is a component of the ePayment platform within our eRent program. It enables you to pay your rent and other charges that are due to the New York City Housing Authority (NYCHA) by calling **1-866-315- 6355** and following the prompts to make a payment.

The Phone Payment System is available 24 hours a day, 7 days a week.



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How secure is this system?

The New York City Housing Authority is committed to protecting the privacy rights of its residents. These rights are ensured through the access and confidentiality provisions of Federal, State and City of New York laws. We will not collect personal information about you just because you use this payment method.

Will my personal information remain confidential?

Your information remains strictly confidential and is protected by all access and confidentiality provisions of Federal, State and City of New York laws. We do not share this information with any third party for any purpose unless required by law. Only those employees whose immediate job responsibilities necessitate having access to this information will be granted such access.

Who can I contact for more information?

If you have any questions about the Phone Payment System, call NYCHA at 212-306-4322.

Payment of Rent and Other Charges

What methods of payment will NYCHA accept by phone?

You will be able to pay by having the funds deducted from your checking/savings account through an electronic check or “eCheck” or by using your Debit Card with Visa or MasterCard logo.



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How is the payment amount determined?

Although residents are encouraged to pay the entire "amount due" that appears on the monthly rent bill, you can elect to pay more than or less than the amount due via the Phone Payment System.

What do I need to make a phone payment?

You will be required to enter your 9 digit Tenant ID and your 9 digit Account number which are printed on your "Remittance Slip" or "Bank Acceptance Slip". View the sample below, contact your Management Office or call 212-306-4322 to obtain your Tenant ID and Account Number.

TENANT ID	ACCOUNT NUMBER
111-222-333	111-222-333A
Due Date:	08/01/12
Total Due:	\$ 435.00
Minimum Due:	\$ 435.00
Account Activity:	06/20/12 - 07/19/12
Payments received after 07/19/12 will be included in next month's statement.	

Please use the corresponding numbers on your telephone keypad for the letters in your account number.

In addition, you will need your bank routing number and your checking or savings account number or your Visa or MasterCard Debit Card number and the expiration date of your card. See sample below: (You can also call your bank to obtain the routing number)



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Can I use my debit or credit card to make a payment by phone?

You can only use Debit Cards with Visa or MasterCard logos to make payment via the Phone Payment System. To make a payment you will need your Visa or MasterCard Debit Card number and the expiration date.

When will my payment be credited to my account?

Payments made BEFORE 3:00 PM EST will be credited the same day. Payments made AFTER 3:00 PM EST will be credited the next business day. Payments made on weekends and federal holidays, when banks are closed, will be credited on the next business day.

What if NYCHA does not accept my payment?

All phone payments are conditional until accepted and processed by your bank. Payments received by NYCHA are accepted "WITHOUT PREJUDICE." NYCHA reserves the right to reject any payment due to legal reasons. If your payment is rejected, you will receive a refund check, minus the processing fee, in the mail within two to four weeks from the date of your payment.



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Is there a fee for making payments via the Phone Payment System?

There is a \$0.30 processing fee for eCheck and a convenience fee (see [Fee Schedule](#)) for Visa or MasterCard Debit Cards. The fee is charged by our third party vendor and no portion of that fee is paid to NYCHA.

Can commercial tenants use the Phone Payment System to make payments?

No. The Phone Payment System is only available to NYCHA residents. However, there are additional rent payment options available to commercial tenants.