



How to Make a One Time Payment

Go to www.nyc.gov/nycha and under the Residents tab select “Pay Rent”. You will need your Account Information, so it may be helpful to have a recent rent bill and your payment information available prior to starting the process. Scroll down to the eRent section which outlines the options for making a payment and select “Make a one-time payment”:

There are two ways to pay rent online:

- 1) **Sign-up for eRent's FREE eBill and ePayment options.** Receive your rent bill electronically and pay via an eCheck. For even more convenience, ensure you're rent is **never** late by setting up weekly, bimonthly or monthly automatic payments. (See [How to Sign-up for eRent](#))
- 2) **Make a one-time payment.** Still not ready to give up the paper bill. Use the eRent program's “Pay Now” feature to make a quick and convenient one-time payment for monthly rent OR other charges. The charge for eChecks is only \$.30 – far less than the cost of mailing a check. Visa and Mastercard debit cards can also be used for a NYCHA negotiated debit card fee (see [Fee Schedule](#)). These fees are assessed and collected by the payment processor (not by NYCHA). (See [How to Make a One-Time Payment](#))

You will be redirected to NYCHA's eRent solution provider's site and asked to enter your Tenant ID/Customer Number:

NEW YORK CITY HOUSING AUTHORITY

Authenticate Enter Verify Confirm

Authenticate Account

Welcome to the New York City Housing Authority ePayment system. This website may only be used for authorized purposes. 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.

To make a payment please enter your Tenant ID/Customer Number and click Continue. The application will then ask you to enter your Account Number/Invoice Number. Your Tenant ID/Customer Number and Account/Invoice Number are located on your payment slip (see sample below).

You will be able to pay your monthly rent bills and other charges due to New York City Housing Authority (NYCHA) via eCheck for a fee of \$0.30 or via MasterCard Debit Cards or via VISA Debit Cards for a convenience fee (see attached [Fee Schedule](#)). This fee is collected by the payment processing vendor and is not assessed by the New York City Housing Authority.*

[Online Rent Payment Frequently Asked Questions](#)

NEW YORK CITY HOUSING AUTHORITY REMITTANCE SLIP

Tenant ID / Customer Number: 123 Main St, New York, NY 11111

Account Number / Invoice Number: 999-999-999

DO NOT SEND CASH. MAKE CHECKS PAYABLE TO: NYCHA. PLEASE SEE IMPORTANT INFORMATION ON BACK.

YOUR ACCOUNT NUMBER	DATE DUE	TOTAL DUE	MINIMUM DUE
999-999-999			

WRITE THIS NUMBER ON YOUR CHECK OR A/D

TO: NEW YORK CITY HOUSING AUTHORITY, LOCK BOX UNIT, PO BOX 220, NEW YORK, NY 10008-0220

INDICATE AMOUNT ENCLOSED

Account Information

Tenant ID/Customer number: *

Once the Tenant ID is entered select “Continue”. Upon selecting “Continue” another field will be presented to enter your “Account/Invoice Number”



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Account Information

Tenant ID/Customer Number: 111222333

Account/Invoice Number: *

Continue

Exit

Enter the Account/Invoice Number from your rent bill and select “Continue”

Upon selecting “Continue” you will be taken to the following screen, where Contact Information will be captured in order to provide notifications regarding your payment and Payment details will be entered.

Authenticate Enter Verify Confirm

Enter Payment Information

Please enter your payment information (as found on your statement) and click **Continue**.

Please Note - Debit Card payments can be between \$0.01 and \$5000.00. Bank Account Payments can be between \$1.00 and \$999,999.00.

The contact information is used for identification purposes only and will not be re-sold.

Account Information

Tenant ID/Customer number: 111222333

Contact Information

Phone number: *

Phone number extension:

E-mail address: *

If you have an e-mail address, please provide it so that we may send you a confirmation of payment or to notify you of any payment problems. Your e-mail address will not be used for any other purpose.

Re-type e-mail address: *

Payment Information

Payment amount: *

Payment Method: *

Bank account type: *

Account holder name: *

Routing number: *

Account number: *

[View authorization agreement for direct payment \(ACH debits\).](#)

No I agree to the authorization agreement for direct payment (ACH Debits).

Continue

Back

Exit



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Complete each section noting that the * means it's a required field. Select "Yes - I agree to the authorization agreement for direct payment" to authorize the withdrawal from your account by sliding the "No" bar to "Yes".

Once completed, the payment confirmation will be presented for final validation of payment.

Authenticate Enter Verify Confirm

Verify Payment Information

Please verify your information and review the Terms and Conditions. **Click once** on the **Submit** button to finalize your payment.

- Payments submitted after 3:00pm Eastern Standard Time will be processed the next business day.
- Please allow up to 3 - 5 business days for your payment to be reflected on your Bank account.

Account Information

Tenant ID/Customer number: 111222333

Contact Information

Phone number: (212) 689-7752
E-mail address: John.Public@gmail.com

Payment Information

Tenant ID/Customer number:	111222333	Payment method:	Bank Account
Customer type :	Residential	Bank account type:	Checking
Payment date:	05/19/2016	Account holder name:	JOHN Q. PUBLIC
Payment amount:	\$1,500.00	Routing number:	****0089
Convenience fee:	\$0.30	Account number:	****4682
Total payment amount:	\$1,500.30	Bank name:	CITIBANK NA

Terms and Conditions

[View the terms and conditions.](#)

No I agree to the terms and conditions.

Submit

Review the payment details to ensure they are accurate and within the last section on this page entitled Terms and Conditions, you will need to click on the gray box to change the "No" to "Yes" to denote agreement to the Terms and Conditions:

Terms and Conditions

[View eBill Terms and Conditions.](#)

No I agree to the eBill terms and conditions.

Note: By signing up for eBill, the account being enrolled will have its printed bills discontinued.

Submit

[FAQs](#) | [Contact Us](#)

[About Privacy](#) | [Security Policy](#) | [Terms & Conditions](#)

If you have completed acceptance of the Terms and Conditions appropriately, the screen should look like the below:



How to Make a One Time Payment

Terms and Conditions

[View the terms and conditions.](#)

Yes I agree to the terms and conditions.

At that point, you are ready to “Submit” your payment. Upon selecting “Submit”, you will be provided with a confirmation that your Payment Request was submitted. You have the option to “print this page” for your records if desired. From this page, you also have the option to streamline your rent payment experience further by signing up for eRent by selecting “Sign Up Now!”

Authenticate Enter Verify Confirm

Payment Request Submitted

Thank you for your payment.

The following payment request has been submitted.

Please [print this page](#) or please refer to the Reference ID when communicating with us regarding this transaction.

Payment Details

Reference ID:	1489910003
Date and time:	5/19/2016 21:05:01 (CDT)
Tenant ID/Customer number:	111222333
Customer name:	JOHN Q. PUBLIC
E-mail address:	Checking ****0089. ****4682
Payment method:	\$1,500.00
Payment amount:	\$.30
Convenience fee:	\$1,500.30
Total payment amount:	

Would you like to receive your Monthly Rent statement on-line (e-Bill)?

- Its convenient, free and environmentally friendly
- Receive bill notifications in your e-mail
- No convenience fee if you pay by e-check (ACH)
- Your payment information will be used to pre-fill your sign up

If you're not quite ready to fully engage in the eRent experience, but you do have another payment to make, you can also select “Make Another Payment”. If you have completed all actions for this visit, just select Exit and you will be logged out of the one-time payment site.