Cooperative / Condominium Abatement Portal (CCAP) User Guide
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ELIGIBILITY REQUIREMENTS FOR THE COOPERATIVE/CONDOMINIUM PROPERTY TAX ABATEMENT

New owners of cooperative units and condominiums may be eligible for the cooperative/condominium property tax abatement if they have filed a Real Property Transfer Tax (RPTT) form or deed with the Division of Land Records using the Automated City Register Information System [www.nyc.gov/acris](https://www1.nyc.gov/site/finance/benefits/landlords-coop-condo.page) for more information.

**Additional Requirements:**

- The property must be the owner’s primary residence as of January 5.
- The property must be classified as a tax class 2 property.
- Coop or condo owners cannot own more than three residential units in a development and one of the units must be the owner’s primary residence.
- Units owned by a trust are eligible only if the unit is the primary residence of the trustee or all beneficiaries of the trust.
- Updated information must have been submitted to the Department of Finance by the managing agent or a duly authorized representative by the submission deadline of February 15 in order to qualify for the abatement for the upcoming tax year.

The following properties are NOT eligible for the cooperative/condominium property tax abatement:

Co-op or condo developments receiving any of the following exemptions:
- J-51 exemption
- 421A, 420C, 421B, and 421G exemptions
- Housing Development Fund Corporation (HDFC)
- Limited Divided Housing Companies
- Redevelopment Company
- Mitchell-Lama Building
- Division of Alternative Management Programs (DAMP)
- Urban Development Action Area Program (UDAAP)

Units owned by the following entities are *ineligible* for the coop/condo abatement:
- Limited Liability companies (LLC’s)
- Limited Partnerships
- Sponsor units (owned by the development)

Units used primarily for the following purposes are *ineligible* for the coop/condo abatement:
- Commercial units
- Parking units
- Storage / Bin units
ACCESSING THE PORTAL

In order to begin your filing you must first create an account by visiting the Cooperative/Condominium Tax Abatement Portal (CCAP).

- If you do not have an account and you are a NEW MANAGING AGENT COMPANY that has NOT used the CCAP (formerly referred to as the Electronic Change Form (ECF) Portal) previously, you will need to register by following the steps below, under Portal Registration.
- If your management company already has approved developments, BUT you are a new agent with the company – please contact your Company Administrator to obtain your user ID and password.
- If you already have a user ID and password proceed to login.
- If you cannot remember your user ID or password click the Forgot User ID or Password link.
- If you experience any login or technical issues, please contact ccainforeq@finance.nyc.gov for assistance.
- If DOF does not have a Managing Agreement/Contract on record, you must submit one. The system will not allow you to enter developments unless you are the managing company registered with DOF. You can submit the Managing Agreement/Contract using the online system.

Portal Registration:

New Management Companies

1. Click Create NEW Account.

IMPORTANT: For a new account, select NEW. You will need to add your first development and submit the necessary documentation. Once you add the development and upload the documentation, your information will appear on the DOF Employee Portal for verification and approval. You will receive an email notification advising you that access has been approved or denied. If approved, you will be designated as the Company Administrator and will have access to the Company Manager Portal.
You will be directed to the following screen:
1. Create a unique user ID.
2. Enter your name and the name of the management company.
3. If you are a self-reporting entity, please enter your address in the ‘Management Company’ box.
4. Enter a valid email address to receive confirmation of your submission.
5. Create and confirm your password. Be sure to save your user ID and password for future access.
6. Then click NEXT.

Once you have created your account, you will be returned to the log in screen (below). Please log in using your newly created credentials.
After you have logged in you will see the following screen. Click on Application for a First Time/Initial COOP/Condo Abatement:

Click the Add Development button.

Select the development type from the dropdown list (Coop or Condo) and the borough. Then enter the development number.

If you do not know the development number you can look it up using DOF's Property Tax Web Access Portal at: https://a836-pts-access.nyc.gov/care/forms/htmlframe.aspx?mode=content/home.htm.
If you are still unable to locate the development number, please email ccainforeq@finance.nyc.gov for assistance.

On the screen below you will upload a copy of your current management agreement (showing the stated contract period, not a month-to-month extension contract clause) for the development referenced above. The contract will serve to verify your authorization to request changes for this development. It must be properly signed, dated, and clearly indicate the development name, managing agent company, and start date. All pages must be uploaded.

Click on Choose Files to upload the development's managing agent contract.

Note: If you are representing a self-managed development, please upload a copy of the HPD registration, Board meeting minutes, or other documentation that indicates that you are authorized to transact business on behalf of the development.
Once you have completed uploading your documentation, you will note the uploaded file in the Files Selected section. Enter any comments you may have, confirm that your email is correct, then click Submit.

You will see the submission confirmation shown below. Click Close this Window to return to the portal.

Once the development request has been reviewed, you will receive an email notifying you whether your access has been approved or denied. Upon approval, you will be designated as the Company Administrator and will have access to the Company Manager Portal.

**Returning Users**

1. Visit the Coop Condo Abatement Portal (https://webapps.nyc.gov/CICS/fin1/abcg001i) to file an Initial COOP/Condo Abatement application or a submit Renewals/Changes:
2. Log in using your current user ID and password.
IMPORTANT – For a new account, select NEW. You will need to add your first development and submit the necessary documentation. Once you add the development and upload the documentation, your information will appear on the DOF Employee Portal for verification and approval. Once the development requests have been reviewed, you will receive an email notification advising you that access has been approved or denied. At this point, you will be designated as the Company Administrator and will have access to the Company Manager Portal.

Managing agents must have developments assigned to them by the Company Administrator in order to access any transactions in the CCAP Portal.
COMPANY MANAGER PORTAL

Welcome to the new Company Manager Portal. This is where company administrators can add/remove managing agents, assign developments to users, and request access to developments for the company portfolio. In order to access the Company Manager Portal, you must be the Company Administrator. If you are unsure who your Company Administrator is, please contact DOF at ccainforeq@finance.nyc.gov.

To get started, click on Company Manager Portal:

A screen will appear showing all users. If a new user needs access to the portal and you do not see them on the dropdown list click Add New User.

Adding a New User
When adding a new user, the Company Administrator will enter all information on the New Account Entry Form, then click NEXT to create the profile.

After you have successfully entered the data and clicked NEXT, you will receive a message at the top of the Manager Portal page that says, “Account has been created.” You will also see that the new user has been added.

Once the newly added Managing Agent logs in, they should go to their profile and update their password.
Deleting a User

If you would like to delete a user, choose Click here to Delete under the Delete User column on the far right of the screen.

Adding or Removing Developments for Users

If you would like to add or remove a development for one of the users, click Add/Remove Coop/Condo next to the user ID, in the Manage Coop/Condo column.
On the following screen, you will see a list of all the coops and condos approved for your company. To add a development for a user, click Add Coop/Condo next to the development you would like the user to have access to.

![Coop/Condo list](image)

You will see the development move from the Coop/Condos to add column to the Coop/Condos to remove column, which means that the user now has access to the development.

![Coop/Condo list with removed development](image)
If you would like to remove the user's access to a development, click Remove Coop/Condo next to the development number. The coop or condo will be removed and appear under the Coop/Condos to add list.

**Requesting Access to a Development**

If you would like to see all the developments currently listed under your account, click Add/Remove Coop/Condo next to your user ID.

The Manage Coop/Condo column, will have a list of all of the developments assigned to your profile **BUT** you will not have full access to the development(s) until you click the Add/Remove a Coop/Condo button.
Once you click the option next to each development to be added to your profile, the developments will move over to the right side, underneath the **Coop/Condo’s to remove** column.

<table>
<thead>
<tr>
<th>Coop/Condo’s to add</th>
<th>Add</th>
<th>Coop/Condo’s to remove</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO-1</td>
<td></td>
<td>CO-1</td>
<td>Remove Coop/Condo</td>
</tr>
<tr>
<td>CO-1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CO-1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CD-1-</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you do not see the development you are looking for on this list, you will need to request access. To do that, click Go Back to get back to the previous screen.

<table>
<thead>
<tr>
<th>Coop/Condo’s to add</th>
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<td></td>
</tr>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CD-1-</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Go Back] [Logoff]
Click Add Development.

On this screen you will enter the borough number (1-Manhattan, 2-Bronx, 3-Brooklyn, 4-Queens, 5-Staten Island) and the Coop or Condo Number. Then click Search Development Name.
The development name should populate once you click Search Development Name and you should see the following message under the title of the screen: Development record found. Please enter Management company info and Submit.*

If the development name does not populate after clicking Search Development Name, leave that field blank and continue to fill out the rest of the required fields.

Once you have entered the information for all required fields, click Submit at the bottom of the page.
A message will then appear at the top of the screen: **Development has been created. Please submit agent contract.** You must then submit the management agreement.

Click **Submit Managing Agent Contract** at the bottom of the screen.
If you encounter a security screen, click Continue to this website (not recommended).

Select coop or condo from the dropdown, choose the borough and enter the coop/condo number. You will then click browse and attach your management agreement.

Once the contract/agreement is attached, click Upload Documents.
An additional section will appear, showing the file(s) you selected. Enter your email address and click Submit.

You will receive a message saying that your documents have been sent and you should also receive an email to confirm your submission. Click Close this Window.
A pop-up message will ask if you want to close the tab, click Yes. You will then be returned to the Main Menu.

Your request will be sent to the Department of Finance and will be processed. Once it is either approved or denied, you will receive another email letting you know the status.

- If your access to the development is approved, the coop or condo should appear on your list.
- If access is denied you will receive a separate email advising you of the issue.
FIRST TIME/INITIAL APPLICATION

Welcome to the new First Time/Initial Application section! This is the section you should complete if you are applying for coop or condo abatement for the first time for a development. This includes developments that are coming off a commercial exemption, which are now eligible for the abatement.

Click on Application for a First Time/Initial COOP/Condo Abatement:

Select the type of property you are filing for, COOPERATIVE or CONDOMINIUM:
Enter the borough and select the Coop or Condo Number from the dropdown. Then click NEXT.

*If you do not see your Coop/Condo ID Number in the dropdown, that means you have not been granted access to the development. In order to get access, your company administrator must assign the development to you. If you are the company administrator, go to the Company Manager Portal section of this guide where you will find information on how to gain access to a development.

Enter all information in the required fields, then click NEXT.
HELPFUL TIP FOR CO-OPS WITH SPONSORED UNITS: If there are sponsored units within the development, enter the sponsored units and shares separately from the residential units and shares. Both should be included in the total units and shares. Example: A development has 10 residential units with 1,000 shares. Of those units, 2 are sponsored with a total of 100 shares. When entering on this screen, the Residential Units will be 8, the Residential Units owned by sponsor will be 2. Residential shares will be 900 shares and Residential Shares owned by sponsor will be 100 shares. The total units will be 10 and the total number of shares will be 1,000 shares.

<table>
<thead>
<tr>
<th>Total Number of Buildings*</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Units</td>
<td>8</td>
</tr>
<tr>
<td>Residential Shares(for coops only)*</td>
<td>900</td>
</tr>
<tr>
<td>Residential Units owned by sponsor*</td>
<td>2</td>
</tr>
<tr>
<td>Residential Shares owned by sponsor(for coops only)*</td>
<td>100</td>
</tr>
<tr>
<td>Commercial Units*</td>
<td>00000</td>
</tr>
<tr>
<td>Commercial Shares(for coops only)*</td>
<td>00000</td>
</tr>
<tr>
<td>Total Units*</td>
<td>10</td>
</tr>
<tr>
<td>Total Shares(for coops only)*</td>
<td>1000</td>
</tr>
</tbody>
</table>

After entering all information and clicking Next, the next screen will be the Unit Information Update page (below). To input the units for the development, you must use the coop/condo template which will be in the form of an Excel spreadsheet. Click Get the Coop/Condo Unit Template.

If you are using Internet Explorer and a security warning pops up, click Continue to this website (not recommended).
If you are using Chrome, click Advanced, then click Proceed.

Click Proceed to msswva-dofrie01.ecm.csstg.cs.nycnet (unsafe).
This template will appear after you click the link:

Fill in all columns. ALL UNITS in the development should be listed here. This includes parking spaces, storage and commercial units and units that may be owned by a business or sponsor. Once complete, save the template to your computer.
Click to Go back to the Unit Information Update units page and click Upload Completed Unit Template.

Click Choose File and attach your saved template.

Once attached, click Upload Unit Info.
A message will appear on the screen that says, Spreadsheet is ready to upload. It should also confirm the number of units you entered on the template. If it is correct, click Submit.

Once submitted, you will be returned to the Unit Information Update units page. All of the units from the template should have been added to the page.

![Image of Unit Information Update form]

Note: For security reasons, in the image above, the Block, Lot, Owner Name and SSN are not shown.

If you are finished, click Preview and Submit. If you need to make corrections, you must make the changes to the template, and reupload it. You cannot edit any rows on this screen.

A preview of the units will appear. Here you can double check that everything is correct. If something is not correct, click Back. If everything is correct and you would like to keep a copy, click Print. For the final step, click Sign and Submit.

![Image of Condo Property Tax Abatement Application Form]

There will be two prompts: The first asks if you need to submit any additional documentation. Click Cancel if you need to submit supporting documents. Otherwise, click Ok; the second prompt asks you to certify that all of the information provided is correct. Click Ok.
You will be returned to the main menu. There will be a message that says, *Thank You. Submission Completed. You will get email confirmation of your submission.*
**RENEWALS – NO CHANGES IN DEVELOPMENT INFORMATION**

From the main menu click the Renewal button.

Select the development type. The system will default to the current tax filing period.
Enter the development ID number.

Select the red checkbox indicating NO – you are not reporting any changes or updates for the development.
Please note: If our records indicate that there may have been a unit sale with new owners, you will see a notification in red identifying the units. Please verify any recent sale status for those units and report primary residency accordingly by selecting Yes-I am reporting changes/updates.

If there are no changes and there is no new ownership alert message, continue with the submission by clicking No-I am not reporting any changes or updates.

You will be asked to confirm your selection. If your selection is correct, click OK. If it is incorrect click Cancel.
The Unit Information Update unit screen will appear. You may review the BBL and development information. If everything is correct, select Preview and Submit.

The next screen will confirm that there are no unit changes being reported. Click Sign and Submit.

A confirmation message will pop up to confirm submission. Click OK.
A certification message will pop up. Read the entire message. If you agree and confirm, Click OK.

You will then be taken to the submission confirmation page, confirming your submission. You will also receive an email.
REPORTING CHANGES
From the main menu select Renewal.

Select the development type. The system will default to the current tax filing period.
Enter the borough and coop or condo ID number. If you do not see your development, check with your Company Administrator to verify that your company has access to the development. Then click Next.

Select the green checkbox indicating YES – I am reporting changes/updates.
If our records indicate that there may have been a unit sale with new owners, you will see a notification in red identifying the units in question. Please verify any recent sale status for those units and report primary residency accordingly.

Complete Section B: ATTESTATION. Be sure to enter all information, including your email address. Then click Next.
Complete Section C: UNIT INFORMATION UPDATES

It is usually beneficial to have the latest Benefit Breakdown Report with you or to refer to the online Benefit Breakdown Report when entering data into Section C. Report all updates to units as of January 5.

Beginning with the first row, enter the applicable unit number and the associated changes. Be sure to complete each field; all fields are required to complete the row and move to the next one.

You must enter the correct building and suffix numbers associated with the unit. These fields will be pre-populated with the information we have in our system. (See the sample of a Benefit Breakdown Report in the Appendix to locate the building and suffix numbers).

- For coops, after entering the unit number, hit enter or tab – the rest of the fields will pre-populate with the information we have in our system.
- For condos, after entering the individual Lot and Unit numbers, hit enter or tab – the rest of the fields will pre-populate with the information we have in our system.

The following is required for each row.

1. Building Number
2. Suffix Number
3. Unit/Apt Number
4. Unit Type — If you are changing the unit type to Residential, you must upload documentation.
5. Sponsor Owned — Yes / No
6. Owner Name
7. Type of Tax ID (SSN or EIN)
8. Full Tax ID# (SSN or EIN) **Entering incorrect or “dummy” SSNs will cause the unit to fail processing.**
9. Primary Residence Status
10. Shares
11. Sale Date
12. Change Type
   a. NEW OWNERS: If you see information already transferred for new Owners – select CHANGE PRIMARY as the Change Type. **DO NOT** skip this step as the abatement will not continue for the upcoming tax year and will be recorded as non-reported. Irrespective of what you see for the Primary Residency field before you updated your changes, that is the residual from the previous owner for the duration of the current tax year. If you do not report the status of the new owner they will not receive the abatement for the upcoming tax year.
   b. If you are combining units you must upload a real property transfer tax (RPTT) form, deed or completion document from the Department of Buildings. If you are completing this for a cooperative, you must submit a stock certificate showing the new shares amount, new unit number, issue date, and signatures.
c. You cannot report name changes for condos using this portal. For any owner name changes (additions/removals), owners must file an updated deed directly with the Division of Land Records at www.nyc.gov/acris

13. Trust – Yes/No  If YES you must upload a copy of the trust document.

After all unit information is entered, you must click the Add Row button in order for the entered information to be saved.

If there are multiple owners for one unit enter each owner on a separate line. If the unit is owned by a trust, list the beneficiary living in the unit first and then the trust information as the second owner.

- To ‘Add’ a row click Add Row. The next row will be added below the previous row.
- To ‘Delete’ a row, click the check box on the far left under Delete; the selected row will be marked for deletion.
- To ‘Update’ a row, enter the Bldg. # and Apt # of a row already added and re-enter all the required data. The information will be updated.

New condominium owners must have filed a RPTT form or a deed with the Division of Land Records at www.nyc.gov/acris. We will not be able to process your submission unless a deed or real property transfer tax form has been filed. Once you have recorded your document(s) with the City Register, please re-submit any changes to primary residency online.

Change Types:
Please see the Change Type definitions below. Be sure to identify your change accurately so that your form is processed successfully.

**Change Existing Prim Res / Change Primary Residency:**
- Use this when the owner of the property has not changed, but his or her residency status has. For example, if the owner has retired and now claims primary residence in Florida, you will change the “Yes” under Primary Residency to “No.”

**New Owner (New Sale New Owner):**
- Use this when the unit has been sold or transferred to a new owner. You must have the new owner’s Social Security number or Employer Identification Number (EIN). If the sales transaction is not recorded in the ACRIS system, you will need to provide proof of ownership.

**Add New 2nd + Owner**
Use this when the unit has been sold to more than one new owner. You must have the new owner’s Social Security number or EIN.

**Combine Units:**
Use this when two or more units in the building have been combined. You must submit a stock certificate or other form of documentation, and the stock certificate must be typed, not handwritten.

**Change Shares #:**

Use this to update the number of shares recorded for an owner. You must submit a stock certificate or other form of documentation, and the stock certificate must be typed, not handwritten.

**Name Change:**

Use this only for **COOPS** when the owner’s name is not correct in our system or has changed due to marriage or another circumstance. You must have the owner’s correct Social Security number or EIN. **Name changes are not allowed for CONDO owners in the portal. To change the name of a condo owner, the owner must contact the Department of Finance’s Division of Land Records at www.nyc.gov/acris and file an updated RPTT.**

For COOPS: If the units have been combined, if the unit is not listed on the Benefit Breakdown Report, or the unit shares need to be updated, please submit a copy of the stock certificate showing the owner(s), unit number(s), and total shares.

**Submitting Attachments/Trust Documents and Stock Certificates**

Click Attachments/Stock Certificates – a new window will open for you to upload your attachments. Click Browse, then choose the attachment to be uploaded. Click Upload Documents and then Submit.

If you indicate a sale date after the January 5 taxable status date you will see the messages in red below advising you that this change will be for the next tax year. If the date is correct, click Add/Save Row, or correct the date.

You will be prompted to upload documents. Click the Attachments/Stock Certificates link. **If you indicate a trust is the owner, you must upload a copy of the entire trust document.**
You will see a message below advising you to return to the Unit Information Updates screen to preview and submit your updates once you have uploaded the required documents. Click OK to acknowledge.

You will be returned to the Unit Information Updates screen.
VIEWING BREAKDOWN REPORTS
To view the Development Roster as of the prior Friday’s date, from the main menu click Breakdown.

On the next screen select COOPERATIVE or CONDOMINIUM.

Then select the:
- Tax Year
- Borough where the development is located.
- Development ID Number

Then click NEXT.
You will see the Current Development Roster report on the next screen. If you would like to export it to an Excel file click the export to .xls.

Your file will download.

If you would like to download the Excel Version Cooperative/Condominium Breakdown Report as of last Statement of Account (SOA) click the link at the bottom of the screen.

You will be asked to confirm your intent to download the file. Click OK
If you see the following message, make the appropriate selection or the file may download automatically.
MANAGING AGENT PROFILE

From the main menu select Profile.

Update any changes in your email address and select Update Profile.
FREQUENTLY ASKED QUESTIONS (FAQs)

Are there types of properties that are not eligible for the cooperative/condominium property tax abatement?

Yes. The following properties are ineligible: Urban Development Action Area Program (UDAAP), Housing Development Fund Corporation (HDFC), Limited Dividend Housing Company, Mitchell-Lama, Division of Alternative Management Program (DAMP), LLC-owned properties, properties held by sponsors. Please visit the Online Change Form Guide available on our Cooperative and Condominium Property Tax Forms webpage for more information and additional exclusions.

If the development is receiving a J-51, 420c, 421a, 421b, or 421g exemption is it eligible for an additional Department of Finance cooperative/condominium property tax abatement?

No, receiving any of those exemptions would make the unit(s) ineligible for the cooperative/condominium property tax abatement.

What is the application deadline for filing a Cooperative/Condominium Property Tax Abatement form?

The deadline is February 15. Forms for the upcoming tax year will be available soon on our Property Tax Exemptions for Homeowners webpage. Please note that forms can only be submitted by a managing agent or a duly authorized representative for the entire development. The Department of Finance will not accept forms from individual owners.

If I filed for the abatement online do I need to mail in a paper form or copies of the confirmations as well?

No, once you have filed online you will receive a confirmation. You do not need to send in a paper form nor the confirmation printout/email. Online transmissions are processed electronically.

When will changes be reflected on the development roster?

All processed changes will be updated on the Development Roster by close of business on Fridays. You will be able to see updated information as of the following Monday in the CCAP.

What is the difference between the Development Roster and the Breakdown Report as of Last Statement of Account (SOA)?

The Development Roster shows all recent changes as of the close of business on the previous Friday. It is not an official report. The Breakdown Report as of Last Statement of Account (SOA) is the official report in an Excel version of the mailed paper quarterly reports. This Excel version is available online approximately one to two weeks after the paper reports have been mailed.