

申請程序指南：如何使用紐約市房屋局
住戶自助服務系統完成
自選房屋租金補助 (第八章房屋租
金補助計劃，又稱 “Section 8”)
年度租賃資格審核

使用此參考指南

歡迎使用紐約市房屋局自助服務系統！

本參考指南將幫助您填寫網上年度租賃資格審核。填寫流程根據下列內容劃分，幫助申請人按規定步驟完整填寫表格。如果您在使用自助服務系統過程中遇到任何問題，請致電客戶服務中心求助，電話：718-707-7771。

完成表格後，請記得填寫問卷調查與我們分享您的經驗。

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2. 註冊帳戶

開始填寫網上中期租賃資格審核表前，您必須先註冊帳戶*。在自助網頁的主頁面點擊“Register for Online Access”（註冊網上帳戶）並根據下列步驟完成註冊。



註冊。

輸入您的個人資料和目前使用的電郵地址。



確認帳戶。

紐約市房屋局將用於確認您的帳戶的鏈結發送到您所提供的電郵地址。



登陸帳戶。

在帳戶登陸頁面輸入房屋局提供的用戶名和密碼。

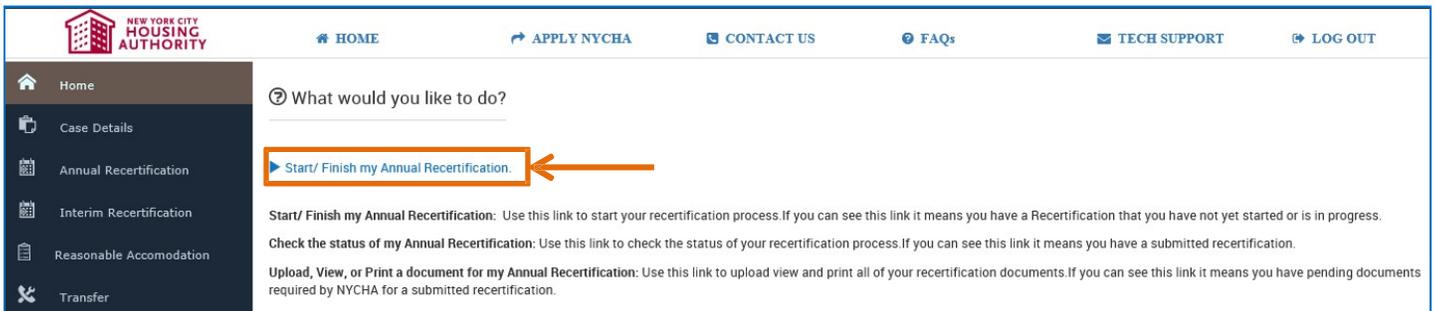
*如果房屋局已經向您提供了用戶名和密碼，您可跳過註冊和確認帳戶的步驟。

3. 登陸您的帳戶

登陸帳戶後，在 “My Section 8 Case(s)” (我的第八章計劃個案) 項中點擊 “View Details” (查看詳情) 鍵。



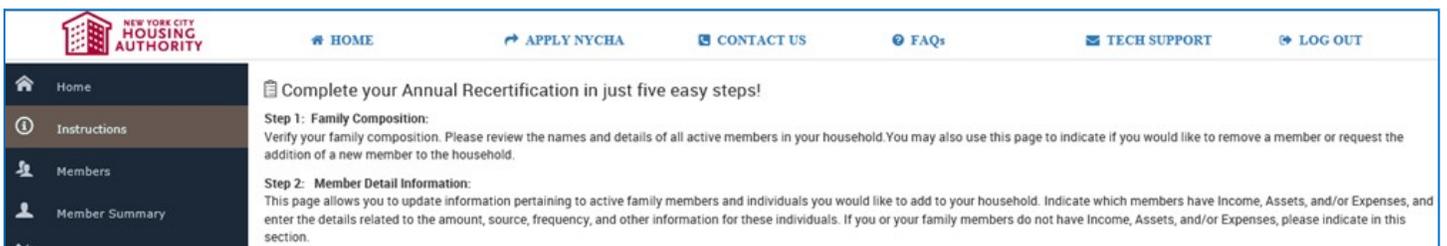
點擊頁面左欄的 “Annual Recertification” (年度租賃資格審核)。然後點擊 “Start/Finish my Annual Recertification” (開始/結束年度租賃資格審核)。



閱讀完成年度租賃資格審核所需的步驟。

如果您是殘疾人士並需要協助，請致電(718)-707-7771 查詢。客戶服務部接線員可幫助您獲取一份紙張版的年度租賃資格審核表。

如果您要繼續，點擊 “Get Started” (開始) 鍵。



4. 開始填表

查看” Active “(現居)家庭成員的列表。

資料正確嗎？您需要選擇 “Add” (增加)或 “Remove” (刪減)家庭成員。

您可使用本頁完成增加或刪減家庭成員。

在家庭成員資料頁面，您必須點擊 “Update” (更新)鍵並回答所有相關問題。

您可選擇 “Add” (增加)或 “Remove” (刪減)家庭成員。

- 更新家庭成員資料。您必須輸入每位 “Active” (現居)家庭成員的收入，資產和支出等資料。
- 增加家庭成員。若要增加家庭成員，選擇 “A request to Add Family Member(s)” (申請增加家庭成員) 並根據提示輸入要增加的家庭成員的個人資料。
- 刪減家庭成員。若要刪減 “Active” (現居)家庭成員，選擇 “Remove” (刪減) 並提供被刪減家庭成員的資料和理由。

完成後，點擊 “Save & Continue” (保存並繼續)鍵。

5. 家庭成員詳細資料

您必須回答所有問題並輸入每位現居和新加入家庭成員的關於以下方面的資料：

- 基本資料
- 收入/資產相關資料
- 學生狀況證明信
- 補充資料
- 緊急聯繫人資料
- 第三方證明 - 個人資料發放同意書
- 公民身份證明和拖欠房屋管理局的債務

展開每個部份回答問題。完成後，點擊“Save & Continue”（保存並繼續）鍵。

The screenshot shows a web form titled "Head Of Household Information". The form is divided into several sections, each with a plus sign icon and a progress indicator (a circle with a number). The sections are:

- Basic Details (Progress: 0)
- Earnings/Asset Related Information (Progress: 0)
- Affidavit of Student Status (Progress: 0)
- Additional Information (Progress: 0)
- Emergency Contact Information (Progress: 0)
- Third Party Verification: Consent to Release Information (Progress: 0)
- Declaration of Citizenship (Progress: 0)
- Debts Owed to PHA (Progress: 0)

At the bottom of the form, there are two buttons: "Back" and "Save & Continue". The "Save & Continue" button is highlighted with an orange border.

若要增加收入，資產和/或支出等資料，點擊各欄的“+Add” (增加)鍵。資料輸入後，
點擊“Save & Continue” (保存並繼續)鍵。

如果家庭成員沒有上述資料，點擊“Skip & Continue” (跳過並繼續)鍵。

Contact Information for - Nyia

Heads up! Please note that if you receive any income you must report it to NYCHA. Income sources can be Self-Employment, Social Security/SSI, Public Assistance, Military Pay/Veteran's Benefit, Unemployment Insurance, Worker's Compensation, Child Support/Alimony, Pension/Annuity, Adoption/Foster Care, Contributions etc. If you wish to report an Income.

\$ My Income Information

No Records

Remove Income → **+ Add Income(s)**

Income Source	Total Income	Start Date	Edit Income
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My Asset Information

No Records

Remove Asset → **+ Add Asset(s) / Report Sale(s)**

Asset Type	Current Balance/Value	Interest Rate	Account Number	Edit Asset
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My Expense Information

No Records

Remove Expense → **+ Add Expense(s)**

Expense Type	Total Expenses	Frequency for Expenses	Total Reimbursement	Frequency for Reimbursement	Edit Expense
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Back Skip & Continue Save & Continue

輸入收入，資產和支出的來源/類別，名稱，地址，數量，開始日期和週期。資料
輸入後，點擊“Save & Continue” (保存並繼續)鍵。

Contact Information for - Nyia Cha

\$ Income Information

Income Detail Information Source Name and Address Information

Income Details
Note: Please enter your income details in this section. Some examples of valid income sources are: Wages, Commission, Tips etc.

Income Source*

Total Income*

Start Date*

8/16/2017 12:24:05 PM

Frequency

Income Source & Income Information
Note: Please enter your Income Source and address information in this section. Where you are getting your income, the address of your work location - stuff like that.

Source Name

Source Phone #

Source Address

Back **Save & Continue**

6. 審核表格預覽和提交

查看您所填寫的資料總覽。確保每個家庭成員姓名的旁邊沒出現 “x” 號。如果有 “x” 號出現，您必須點擊 “Update” (更新) 補充回答相關家庭成員的所有問題。

My Family Composition						1 - 1 of 1
Update	First Name	Last Name	Relationship	Status	Information Complete	
Update	N	Cha	Head	Active	<input type="checkbox"/>	

\$ My Income Information						1 - 1 of 1
First Name	Last Name	Income Source	Total Income	Frequency	Start Date	
Nyia	Cha	Social Sec Survivor's Benefits	\$797.00	Monthly	7/15/2017	

My Asset Information						No Records
First Name	Last Name	Asset Type	Current Balance/Value	Interest Rate	Account Number	

My Expense Information					No Records
First Name	Last Name	Expense Type	Total Expenses	Frequency for Expenses	

要完成年度租賃資格審核表，您必須閱讀並在空框內 (□) 打勾，確認所提供的信息真實無誤然後點擊 “Submit” (提交) 鍵。

★ ACKNOWLEDGEMENT

I declare that the statements contained in this application are true and correct and that I have not knowingly or willingly made a false statement, given false information or omitted information in connection with this application.

Warning: Willful false statements are a basis for rejection of your application and area criminal offense under Section 1001 of Title 18 of the U.S. Code for federally aided developments.

[Back](#) [Submit](#)

祝賀您，您已成功完成網上年年度租賃資格審核表！

點擊 “Continue to Document Upload(s)” (前往文件上傳頁面) 鍵了解紐約市房屋局用於完成審核所需的證明文件。

🔔 You have successfully Submitted Your Annual Recertification

1-9998888877

This is to confirm the submission of your Recertification for this year. Please use above number as reference.

You may need to submit supporting documentation in order to complete the Recertification process. Please click on the Next button to see the list of documents requested.

You may go online at any time to check the status of your Recertification, or to upload supporting documentation.

If you have any questions regarding your Recertification, please call NYCHA's Customer Contact Center, Monday through Friday, 8:00 a.m. to 5:00 p.m., at (718) 707-7771.

[Continue to Document Upload\(s\)](#)

7. 文件提交

您必須提供收入，資產和支出的證明文件和資料。查看所需證明文件範例列表。收集所有證明文件後，您可通過下列方式提交：



1. 上載至紐約市房屋局網上自助服務系統 (網址：<https://selfserve.nycha.info>)。
2. 親自前往附近的客戶服務中心 (地址如下)

Bronx Customer Contact Center
布朗克斯客戶服務中心
478 East Fordham Road, 2nd Floor
Bronx, NY 10458

Brooklyn Customer Contact Center
布魯克林區客戶服務中心
787 Atlantic Avenue, 2nd Fl.
Brooklyn, NY 11238

3. 郵寄至：

**NEW YORK CITY HOUSING
AUTHORITY LEASED HOUSING
DEPARTMENT**
PO Box 19201
Long Island City, NY 11101



上載文件至紐約市房屋局網上自助服務系統最快捷方便！



您可通過掃描儀，iPad 或智能手機等設備掃描或拍照等方法將文件直接上載至您的檔案中。查看第 11 頁了解更多指南。



待交證明文件欄將列舉紐約市房屋用於辦理您的年度審核手續所需的證明文件。

使用掃描儀，智能手機或平板電腦等設備保存您需要上載的文件的圖片。
點擊您所需要上載的文件旁的“Upload Document”（上載文件）鍵。

Document Name	Status	Requested For?	Expected Date	Acceptable Documents	Upload Document
Proof Of Income-Employment	Requested	Nyia Cha		Acceptable Documents	Upload Document
Proof Of Income-Employment	Requested	Nyia Cha		Acceptable Documents	Upload Document
Proof Of Income-Child Support/Alimony	Requested	Nyia Cha		Acceptable Documents	Upload Document

從下拉菜單中選擇“Document Name”（文件名稱）並點擊“Browse”（搜索）鍵查找您已存入電子設備中的文件圖片。找到您所保存的圖片後，點擊“okay”鍵並再點擊“Upload Document”（上載文件）鍵。

NEW YORK CITY HOUSING AUTHORITY

Upload Document

Vendor/Case#: 7779999

Service Request#: 1-99998888877

HOH Name: Nyia Cha

Requested For: Nyia Cha

Document Category: 收入證明

Document SubCategory: 工作

Document Name: [Dropdown]

Contact Remarks:

File to upload: [Text] Browse...

Upload Document

Close

完成上載了所有證明文件後，點擊“Close”（關閉）鍵。

8. 年度租賃資格審核問卷調查

您已提交年度租賃資格審核表，請告訴我們您的填表體驗。您所提供的信息有助於提高您的上網經驗，並幫助我們提供更優質的客戶服務。

謝謝您抽空填寫問卷調查表！

 Thank You

You have **successfully** submitted your Recertification online.

You can check the status of your Annual Recertification and the information you provided at any time by logging in to the Tenant Self-Service Portal and clicking on the Annual Recertification link.

You will be notified via mail and online when your Annual Recertification process is complete.

Your opinion matters! Would you help us improve the website by completing a short survey?



9. 提交表格後我如何跟進

提交了中期租賃資格審核表後，您可定期登入帳戶查看進度並預覽，打印或上載其它證明文件。

The screenshot shows the NYCHA website dashboard. On the left is a dark sidebar with navigation links: Home, Case Details, Annual Recertification, Interim Recertification, Reasonable Accommodation, Transfer, Portability Out, and Inspection. The main content area has a header with navigation links: HOME, APPLY NYCHA, CONTACT US, FAQs, TECH SUPPORT, and LOG OUT. Below the header is a search bar with the text "What would you like to do?". Two orange boxes with arrows point to the following links: "Check the status of my Annual Recertification." and "Upload, View, or Print a document for my Annual Recertification.". Below these links are three paragraphs of explanatory text:

- Start/ Finish my Annual Recertification:** Use this link to start your recertification process. If you can see this link it means you have a Recertification that you have not yet started or is in progress.
- Check the status of my Annual Recertification:** Use this link to check the status of your recertification process. If you can see this link it means you have a submitted recertification.
- Upload, View, or Print a document for my Annual Recertification:** Use this link to upload view and print all of your recertification documents. If you can see this link it means you have pending documents required by NYCHA for a submitted recertification.

The screenshot shows the NYCHA website dashboard with a Service Request Summary. The top navigation bar includes HOME, APPLY NYCHA, CONTACT US, FAQs, TECH SUPPORT, and LOG OUT. The main content area is divided into two sections:

Voucher/Case Information:

Voucher/Case Number	7779999	Voucher Status	Active	Voucher Issue Date	
Section 8 Admission Date	10/01/2010	Head of Household Last Name	Cha	Head of Household First Name	Nyia
Contract Rent \$	\$1,222.0	NYCHA Share \$	\$987.0	Tenant Share \$	\$235.0
Last Annual Recertification Date	10/01/201	Next Annual Recertification Date	10/01/2017	Lease Start Date	10/01/201
Lease End Date	10/01/201				

Service Request Summary:

SR Number	1-99998888877	Effective Date	10/01/2017	Type	Recertification
Sub-Type	Annual	Status	Open	Sub-Status	Additional Info Required

What does my Recertification status mean?

Recertification Status: Additional Information Required. This status means NYCHA is awaiting required supporting documents to process your Annual Recertification.

附錄：所需證明文件範例列表

NEW YORK CITY HOUSING AUTHORITY LEASED HOUSING DEPARTMENT

111 West 42nd Street, Room 478
East 42nd Street, 2nd Floor
Bronx, NY 10458

111 West 42nd Street, Room 478
East 42nd Street, 2nd Floor
Bronx, NY 10458

Customer Contact Center: (718) 707-7771

List of Sample Supporting Documents

For each member of your Section 8 household, you must provide the following ORIGINAL documentation:	
<ul style="list-style-type: none"> Birth Certificate AND; Social Security Card AND; 	<ul style="list-style-type: none"> Proof of Citizenship or Alien Registration Card AND; Marriage License (if applicable) or Domestic Partnership Certificate

If any household member has any income, asset, or expenses, you must provide **CURRENT** documentation as proof

ACCEPTABLE DOCUMENTS FOR PROOF OF INCOME		ACCEPTABLE DOCUMENTS FOR PROOF OF ASSETS	
INCOME SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS	ASSET SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS
EMPLOYMENT	<ul style="list-style-type: none"> Pay stubs (please provide at least two consecutive pay stubs) W-2 Verification of Employment from your Employer Payroll History 	CHECKING ACCOUNT SAVINGS ACCOUNT	<ul style="list-style-type: none"> Bank Statement(s) (All Pages) 1099 Interest Statement(s)
SELF EMPLOYMENT	<ul style="list-style-type: none"> Federal Tax Returns (1040 A-S, 1040EZ, 1040, 1099 Statement(s) (1099-DIV, 1099-G, 1099-MISC, 1099-FL)) Certificate of Net Worth State Tax Returns (IT-150S, IT-201L, etc.) 	STOCKS/BONDS	<ul style="list-style-type: none"> Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds Stock Certificate(s) (copy) 1099 Interest Statement(s)
SOCIAL SECURITY	<ul style="list-style-type: none"> SSI Award Letter AND SSP Letter (State Disability) Social Security Benefits 	MONEY MARKET FUNDS	<ul style="list-style-type: none"> Bank Statement(s) (All Pages) Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds Stock Certificate(s) (copy)
PUBLIC ASSISTANCE	<ul style="list-style-type: none"> Budget Letter 	RETIREMENT (401K/IRA/ROTH)	<ul style="list-style-type: none"> 401K / IRA / ROTH Statement(s) Bank Statement(s) (All Pages)
MILITARY PAY/BENEFITS	<ul style="list-style-type: none"> Pension Award Letter Military Pay Statement Veterans Pay Statement 	LIFE INSURANCE POLICY	<ul style="list-style-type: none"> Life Insurance Policy Statement(s)
WORKERS COMPENSATION	<ul style="list-style-type: none"> Workers Compensation Statement 	TRUST FUNDS	Proof of Trust Funds which includes: <ul style="list-style-type: none"> Trust Agreement(s) Bank Statement(s) (All Pages)
CONTRIBUTOR STATEMENTS	<ul style="list-style-type: none"> Contributor Statement 	REAL ESTATE	<ul style="list-style-type: none"> Letter from Closing Attorney and Unrecorded Deed Letter or Agreement from the Condominium Co-Op Tenancy Agreement from the Estate Proprietary Co-Op Letter Co-op Shareholder Certificate Recorded Deed Federal Tax Return (including Schedule
PENSION/ANNUITY	<ul style="list-style-type: none"> Pension Award Letter Annuity Documents 		
CHILD SUPPORT/ ALIMONY	<ul style="list-style-type: none"> Alimony Documents Statement from Child Support Provider Court Order Court Stipulations 		
ADOPTION/ FOSTER CARE	<ul style="list-style-type: none"> Foster Care Letters Guardianship Papers Letters of Authorization 		
ACCEPTABLE DOCUMENTS FOR PROOF OF EXPENSES			
EXPENSES	EXAMPLES OF ACCEPTABLE DOCUMENTS		
CHILD CARE EXPENSES	<ul style="list-style-type: none"> Childcare Affidavit 		
EDUCATION EXPENSES	<ul style="list-style-type: none"> Full Time Student Verification Letter (18 years and older) 		
MEDICAL EXPENSES	<ul style="list-style-type: none"> Medical Documents 		
DISABILITY EXPENSES	<ul style="list-style-type: none"> Any unreimbursed medical or disability expenses such as receipts for Prescription or Non Prescription Medicines, Receipts for Medical Supplies and Equipment, Medical Insurance Premiums, Receipts for Services of Doctors, Health Care Professionals, or Health Care Facilities, etc. 		