

Frequently Asked Questions

General Information

What is the New York City Housing Authority (NYCHA) eRent program?

NYCHA's eRent program streamlines the way residents and commercial tenants receive and pay their rent bills. Bills are available on-line via eBill and residents and tenants can pay their rent and other charges electronically through ePayment.

Why should I use the eRent program?

It is safe, convenient and you can now access your bills to make payment 24 hours a day, 7 days a week. You will be able to access your past bill history, determine when the payment has been recorded, and you can also set-up a recurring payment schedule such as weekly, twice a month or on a monthly basis. You may also schedule a payment for a future date.

Is there a cost to join the eRent program?

NYCHA's eRent program is absolutely **FREE** to those using **both** eBill and ePayment via an electronic check. If payment is made using a debit card, there is a transaction fee assessed by NYCHA's payment processor based on the amount of the payment.

How do I sign-up for NYCHA's eRent program?

Type the information below into your web browser or mobile phone and select "sign up". Then follow the steps to complete the process: <http://on.nyc.gov/payrent>

If you need assistance a tutorial (How to Sign-up for eRent) is provided on the web page noted above or is available within the property management office.

What information will I need to available to enroll in eRent?

For Residential Tenants you will need your 9 digit tenant ID and your 9 digit account number that can be found on the upper right hand corner of your monthly rent statement. For Commercial tenants you will need your customer and invoice numbers that can be found on the upper right hand corner of your monthly rent statement. (see samples below)

Residents



Commercial Tenants



TENANT ID 111-222-333	ACCOUNT NUMBER 111-222-333A	CUSTOMER NUMBER 000-001-234	INVOICE NUMBER 000-123-456
Due Date: 08/01/12		Due Date: 05/01/12	
Total Due: \$ 435.00		Total Due: \$ 1,125.00	
Minimum Due: \$ 435.00		Minimum Due: \$ 1,125.00	
Account Activity: 06/20/12 - 07/19/12 Payments received after 07/19/12 will be included in next month's statement.		Account Activity: 03/19/12 - 04/19/12 Payments received after 04/19/12 will be included in next month's statement.	

What if I don't want to use eBill feature within the eRent program and just want to use ePayment?

If you don't want to take advantage of the convenience that eBill offers, you can still make a one-time payment through the ePayment platform. For one-time payments however, there will be a charge of \$0.30 per transaction even for an electronic check. You also will not be able to set up recurring payments, view your statement on-line, or to view your payment history

What are the benefits of using eBill vs. just using ePayment?

eBill is free, convenient and will ensure that you receive your monthly rent statement on-line and on time instead of the mail. Also, when you enroll in eBill and pay your rent on-line by e-Check there is no fee. You have the option of scheduling your payments to be made weekly, every two weeks, or monthly. You also have access to 12 months of billing history in case you ever need to go back and access an older bill.

Are there other options for utilizing the eRent program if I don't have a computer or access to a computer?

Yes, in addition to computers, you can now access the eRent program to sign-up or to view and pay your rent bills through a smart phone or tablet. See "How do I use a mobile device?" below.

You also have the option to pay your rent via your regular phone line or through a standard cell phone. By calling NYCHA's Phone Payment System at **1-866-315-6355** and follow the prompts to make a one-time payment.

How do I use a mobile device to sign-up?

Just type <http://on.nyc.gov/payrent> into your mobile browser (e.g. Google app) and then follow the steps to enroll or reference the tutorial entitled "How to Sign-up for Mobile eRent" available on the web page noted above or available within the property management office. You will need to have your 9 digit tenant ID and your 9 digit account number available to enroll.

What information will I need to make an ePayment?

For NYCHA Residents: 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" and on the upper right hand corner of your rent statement. Contact your Management Office to obtain your Tenant ID and Account Number. If you are paying by e-Check you will need your bank routing number and your checking/savings account number. If you are paying by debit card you will need your Debit Card number and the expiration date of your card.

Do I have to enter my information each time I go on-line to make a payment?

No, you can save the information in the system so when you log in to make another payment, you will not have to re-enter all of your information.

What if I can't make my entire rent payment are there options to make partial payments?

One of the advantages of using both eBill and ePayment within the eRent program is that you can arrange to make rent payments weekly, twice a month or monthly. This option is not available with for one-time payments.

Is the eRent website secure?

This website has security measures in place to protect against loss, misuse or alteration of the information you provided. This website uses Secure Sockets Layer (SSL), a security protocol that provides data encryption, server authentication and message integrity for connection to the internet to ensure that account numbers and personal data that you provide via this website are

not transmitted over the internet unencrypted (viewed by unauthorized individuals). Due to the nature of the internet, no information transmitted via the internet is guaranteed to be completely secured.

How confidential is the information?

Your information remains strictly confidential and is protected by all access and confidentiality provisions of Federal, State and City of New York laws. The information is not shared with any third party unless required by law.

How will I know when my statement is ready?

Once enrolled, you will be notified via e-mail of the availability of your statement. You will have the ability to print your statement, and see any normal communications sent to the residents from NYCHA. In addition, you can view your e-payment history.

Do I need a User ID and password?

When making one-time payments, there is no need to create an account. However, to enroll in the eRent program to use eBill and ePayment, a user ID and password are needed.

What if I forget my User ID or Password?

You can click on the “Forgot my User ID” or “Forgot my Password” link found in the log-in screen and enter the required information. Then follow the steps to “reset” your information.

How can I view/get a copy of my past rent bills?

You can view your statement by signing on to the NYCHA eRent website. You will be able to view statements as far back as 12 months.

What browser is best for viewing my eBill?

You will need to use Internet Explorer 9.0 or higher. High Speed Internet is recommended for best performance

Will I still get my rent statement by mail if I enroll in eBill?

No, when you enroll in eBill you will not receive a statement by mail.

Do I have to make my rent payments on-line via ePayment when I am enrolled in eBill?

No, you can use any other payment options that are offered by NYCHA.

Are the eBill and ePayment options available to commercial tenants?

Yes, both options are available to commercial tenants. **For Commercial Tenants:** You will be required to enter your **Customer Number** and your **Invoice Number** which are printed on your "Remittance Slip" or "Bank Acceptance Slip" and on the upper right hand corner of your rent statement. Call your Management Office to obtain your Customer and Invoice number

What methods of payment will NYCHA accept on-line?

You will be able to pay via e-Check, which authorizes the amount that you select to be electronically transferred from your bank account to NYCHA or by using your Debit Cards with the Visa or MasterCard logo only.

Can I select a payment schedule?

You will have the option to make a one-time payment or schedule recurring payments

What is a recurring payment?

An automatic payment scheduled to be taken from your savings or checking account on a weekly, bi-weekly or monthly basis.

Can I schedule recurring payments through my debit card?

No, this is only an option to be used with a savings or checking accounts.

How do I schedule a recurring payment?

Select the "Profile" tab, click on "Add method of payments" and enter required information.

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. Please allow 3 to 5 business days for your bank account to reflect the payment

Do I have to provide my e-mail address?

Yes, so that we can send you an e-mail confirming your payment.

Can I edit or change my payment amount after I have submitted my payment via the ePayment system?

No, you will not be able to change your payment amount once it has been submitted.

Do I have to switch to eBill if I use my bank on-line system?

No, residents and commercial tenants have the ability to pay their rent by using their banks on-line banking system or on-line bill payer.

If I have a question, whom should I call?

You should call NYCHA Lockbox Unit Monday thru Friday between the hours of 8:00AM and 5:00 PM at (212) 306-4322 with the following issues:

- To deactivate your enrollment in e-Bill
- To change or cancel your recurring payment rule.

Any other questions regarding your rent or any other charges should be referred to your Management Office.

What if NYCHA does not accept my payment?

All e-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 not accepted by a Management Office, a refund check will be issued.

What if my payment is returned for non-sufficient funds?

If you do not have enough money in your bank for the amount that you selected to pay, you will be notified by e-mail if you have a payment returned for non-sufficient funds (NSF). Also, there will be a \$15.00 return check fee charged to your NYCHA rent account. Please be aware that you will not be able to make any further on-line payments if 3 or more payments are returned due to NSF.



New York City Housing Authority

Debit Card(s) Convenience Fee Schedule

Rent Payment Ranging		Convenience Fee
From	To	
\$0.01	\$50.00	\$0.75
50.01	100.00	1.25
100.01	200.00	2.00
200.01	300.00	2.50
300.01	500.00	3.50
500.01	700.00	5.00
700.01	900.00	6.00
900.01	1,000.00	8.00
1,000.01	1,500.00	10.00
1,500.01	2,000.00	15.00
2,000.01	2,500.00	20.00
2,500.01	3,000.00	25.00
3,000.01	4,000.00	30.00
4,000.01	5,000.00	40.00