Rent Hardship:

A household may qualify for a rent reduction based on rent hardship if all the following conditions are met:

- There is at least a 5% reduction to gross income
- Current rent is more than 30% of the net household income
- Reduction in income has lasted at least two months

Residents can request a rent reduction through an Interim Recertification, which is a change in a household’s income that occurs between Annual Recertification periods.

Residents can initiate an Interim Recertification via the NYCHA Self-Service Portal or by requesting a paper form at their Management Office (which will be mailed to the resident’s home address).

The completed paper forms and copies of the required supporting documents should be mailed to:

New York City Housing Authority
P.O. Box 19202
Long Island City, NY 11101

Click below for a list of supporting documents that must be submitted with the Interim Recertification:

- English
- Spanish
- Russian
- Traditional Chinese
- Simplified Chinese

Zero Income Policy:

Households that experience a complete loss of income may qualify for NYCHA’s Zero Income Policy.

If a household reports zero income, they will participate in an interview with a NYCHA Housing Assistant and will complete a Zero Income Questionnaire. The interview can be held over the phone.

If you need further assistance, please call your property management office or Customer Contact Center at 718-707-7771.