



Section 8 Owners Frequently Asked Questions



What are some of the benefits of participating in our Section 8 Program?

- Guaranteed rental subsidy payments every month from the government.
- Rental inspection appointments scheduled within five business days.
- List your available apartments on the NYCHA Owner Extranet free of charge.
- Electronic payments to your bank account the first of every month.
- Fast execution of your HAP contracts on the 1st or 15th of the month.
- Submit renewal rent increase requests online for faster processing.
- Free online property management tools via the Owner Extranet Portal to help you manage your entire Section 8 portfolio— Track your monthly Section 8 payments, upload requests for renewal rent increases, download yearly 1099's for income tax filing, submit self-certification of completed repairs, list your vacant units, view tenant profiles and photos of HQS violations.
- Reduced risk of default in tenant rent payments because the tenant's portion is generally always based on 30% of adjusted gross household income.

How do I become a Section 8 property owner?

You can become a Section 8 property owner once you successfully rent to one of our voucher holders. The voucher holder will contact you to view your available apartment(s) and will give you forms that must be completed and returned to NYCHA to begin the rental process. Your requested rent must be approved, and the apartment must be inspected by a NYCHA Section 8 inspector.

For additional information, you may contact the Customer Contact Center at 718-707-7771, Monday - Friday, between the hours of 8am - 5pm.

Am I required to have a Certificate of Occupancy to rent my unit(s) to Section 8 tenants?

Buildings built after 1938 must have a Certificate of Occupancy. NYCHA will accept a "Letter of No Objection" from the Department of Buildings if no Certificate of Occupancy is available on record.



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How do I list my available unit for rent?

If you are an existing NYCHA Section 8 owner, you can list your available apartments free of charge on the [Owner Extranet](#).

Change of Ownership Information

May I sell my property currently occupied by a Section 8 tenant?

Yes. You may sell your property currently occupied by a Section 8 tenant but you will need to notify your tenant in advance.

The new property owner must initiate the ownership change process (see “What do I need for a change of ownership?”).

What do I need for a change of ownership?

If you are the new owner of a property with Section 8 tenants, you must submit:

- Completed, signed, and dated NYCHA Form 059.122 Section 8 Property Owner Registration Form
- A copy of the recorded deed showing the change of ownership deed (or a copy of the unrecorded deed with an original attorney's letter)
- Signed W-9 form.

If there are more than two owners, you must also submit a completed NYCHA Form 059.517 Owner Payment Affidavit form. Contact the Customer Contact Center at 718-707-7771, Monday - Friday from 8am - 5pm, to request a form by mail.

How do I report a change of address or other contact information?

You can change your contact information on the [Owner Extranet](#). Under the Service Request menu tab, in the New Service Request drop down, select Mailing Address Change.

You may also contact the Customer Contact Center at 718-707-7771, Monday - Friday from 8am - 5pm, to request NYCHA Form 059.082A Owner Change of Address Form by mail.



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How do I report a change of managing agent?

If the new managing agent is also the payee for the Housing Assistance Payments, submit NYCHA Form 059.122 Section 8 Property Owner Registration Form.

If the managing agent is NOT the payee, submit NYCHA Form 059.082A Owner Change of Address Form.

Contact the Customer Contact Center at 718-707-7771, Monday - Friday from 8am - 5pm, to request a form by mail.

Collecting Rent & Payment Information

How much may I charge a Section 8 tenant for rent?

The contract rent must be deemed reasonable, as determined by NYCHA pursuant to federal regulations, and must not exceed rents charged for comparable, unsubsidized units in the area. The rent must also comply with rent control limits under applicable state or local law.

Can I collect a security deposit from my Section 8 tenant?

Yes. You have the right to collect a security deposit from a Section 8 tenant. However, you must not collect a higher security deposit than is charged to tenants who are not participants in the Section 8 program.

Who makes the rental payment, and when may I expect to receive the payment?

Both the Section 8 tenant and NYCHA make payments to you. The tenant will pay his/her portion of the rent, as determined by NYCHA, directly to you. NYCHA will pay the rent subsidy to you, as set forth in the Housing Assistance Payment (HAP) contract between you and NYCHA.

The first payment for a new tenant may take approximately 4 weeks to process after the package is submitted, depending on the date NYCHA receives all required documentation from the tenant and the date the unit passes inspection.



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I did not receive my Section 8 payment. Who should I contact?

You may check the status of your HAP on the [Owner Extranet](#). You may also contact the Customer Contact Center at 718-707-7771, Monday - Friday, between the hours of 8am - 5pm.

Court/Eviction Information

When can I start court eviction proceedings against my Section 8 tenant?

You may decide to commence eviction proceedings against your Section 8 tenant for serious or repeated violation of the lease, violation of law that imposes obligations on the tenant in connection with the occupancy or use of the unit or the premises, certain criminal activity and alcohol abuse, or other good cause. You may not initiate a proceeding against a tenant for NYCHA's share of the rent.

Before you commence a court proceeding against the tenant, you must submit NYCHA Form 059.518 Certification of Basis for Eviction to NYCHA (along with proof you also mailed this form to the tenant) if the reasons for the eviction are either:

- (1) nonpayment of the tenant portion of the rent; or
- (2) termination or suspension of subsidy resulting in a contemplated holdover action by the owner.

You can submit or obtain the required eviction certification on the [Owner Extranet](#). If NYCHA objects to the proceeding, you may continue in Housing Court but must also name NYCHA as a co-defendant.

Who is responsible for any unpaid tenant share of the rent and tenant-caused damage?

The tenant is responsible for any unpaid tenant share of the rent and for tenant-caused damages. In order to remain a participant in the Section 8 program, the family must meet its responsibilities and obligations. If the tenant does not pay their portion of the rent and/or repair any tenant-caused damages in the unit, you can proceed with legal action against the family and NYCHA may terminate the



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tenant's participation in the Section 8 program.

What should I do if my tenant vacated the unit but left their possessions?

You should seek legal advice on how to properly gain possession of your apartment if items are left behind by the tenant without returning the keys.

Housing Quality Standards (HQS) Inspection Information

What are Housing Quality Standards (HQS)?

Housing Quality Standards are minimum standards established by the U.S. Department of Housing and Urban Development for all units receiving assistance under the Housing Choice Voucher Program.

What are the HQS inspections criteria?

The HQS inspection criteria are listed on the NYCHA website. Click [here](#) to access this information.

How often are units inspected?

NYCHA is required to conduct an HQS inspection prior to the execution of a Section 8 rental. NYCHA also inspects units periodically during tenancy. NYCHA may also conduct a quality control inspection at any time to ensure HQS compliance.

I own a two-family building; am I required to provide mailboxes for my tenants?

Yes. When the U.S. Postal Service approves door delivery of residential mail, you must provide the tenant a mail receptacle, such as a door slot or a wall-mounted box.

Who is responsible for repairing damage caused by the Section 8 tenant in their unit?

Damages to the unit not related to normal wear and tear are generally considered tenant-caused damages. The tenant must correct tenant-caused damage within 30 calendar days (or within any NYCHA-approved extension). If you believe one of your tenants caused damage to the unit, contact the Customer Contact Center at



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718-707-7771, Monday - Friday, between the hours of 8am - 5pm, to register a complaint. NYCHA staff will follow up with the tenant and may commence termination action if the tenant does not make or pay for the repairs.

What should I do if my tenant does not allow me access into the unit to repair HQS deficiencies?

You are strongly encouraged to send appointment letters via Certified Mail to tenants to gain access to the unit. Copies of these letters should be forwarded to the Leased Housing Department, P.O. Box 19197, Long Island City, NY 11101. If the tenant refuses access to make the repairs, NYCHA may commence termination action against the tenant.

Will NYCHA reimburse me for the repairs I made to the unit, building, and/or house?

No. NYCHA does not reimburse you for any repairs. It is your responsibility to maintain the unit, building, and/or house in accordance with HQS, including performance of ordinary and extraordinary maintenance.

Are carbon monoxide detectors required in all units?

Yes. You are required to install at least one carbon monoxide detector in all units within 15 feet of all bedrooms. You are also required to replace any defective detectors to ensure safety for the family.

What are the requirements for window guards?

For buildings with three or more units, you are required to properly install and maintain window guards in the apartment (and public spaces), where a child 10 years of age or younger resides.

Lease Renewal Information

How can I request a rent increase upon renewal of the lease?

You may request a rent increase not less than 60 days prior to the effective date of the lease agreement. NYCHA will conduct a rent reasonableness evaluation on all rent increases to determine if the increase can be approved. You can submit



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contract rent increase requests online via [the Owner Extranet](#).

Will the current contract rent remain the same if a newly executed lease is not submitted to NYCHA at least 60 days before the expiration date of the old lease?

Yes. The contract rent will remain the same until NYCHA receives the newly executed lease and approves the increase.

Why did NYCHA deny my request for a rent increase?

Before NYCHA may approve any rent increase, NYCHA determines whether the proposed rent is reasonable compared to the rent for similar unsubsidized units in the area. By accepting HAP from NYCHA, you certify the rent is not more than the rent you charge for comparable unassisted units in the premises.

NYCHA also will not approve a rent that does not comply with rent control limits under applicable state or local law.

Rent Reasonableness

What is rent reasonableness?

The U.S. Department of Housing and Urban Development (HUD) requires public housing authorities, like NYCHA, to ensure rents charged for Section 8 units are reasonable in comparison to rents for other comparable unassisted units in the area. To determine rent reasonableness, public housing authorities compare the rent of the Section 8 unit to rents for comparable unassisted units in the area.

When does NYCHA conduct a rent reasonableness evaluation?

NYCHA is required to conduct a rent reasonableness evaluation for all new rentals, transfers, lease renewals, and contract rent changes or as directed by HUD.

How does NYCHA determine rent reasonableness?

NYCHA uses a third-party vendor, GoSection8, for determining rent reasonableness. GoSection8 compiles data from real-time open market rental listings of more than 300 rental listing sources and identifies the nearest, most similar, and credible comparables, considering critical market factors that impact rent such as location,



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condition of the property, size, unit type, and date of construction, as well as amenities, housing services, maintenance and utilities to be provided by the owner in accordance with the lease.

Once GoSection8 selects the best three comparable units within the closest proximity to the subject unit, it adjusts their rents to reflect certain differences between them and the Section 8 unit. For example, if a comparable unit has a significant feature affecting rent that the Section 8 unit does not have, like owner-paid utilities, the rental price of the comparable unit is adjusted to reflect that difference.

How can I support a request for a rent increase?

If NYCHA determines that the contract rent is unreasonable, you will be given an opportunity to upload rent comparables directly to GoSection8. NYCHA will notify you of an unreasonable rent determination and that you can upload comparables online directly to GoSection8 (www.gosection8.com) OR implement a preferential rent, which will require an amended lease with the tenant's initials. You must advise NYCHA of the option you will choose by emailing LRInfo@nycha.nyc.gov. If no response is received within 30 days, NYCHA will cancel the original request.

Please note that the submission of new rent comparables does not guarantee that NYCHA will find the contract rent reasonable. GoSection8 determines rent reasonableness using the most comparable units to the contract unit. If you opt to submit rent comparables, NYCHA will conduct another rent reasonableness evaluation and will notify you of the outcome.