



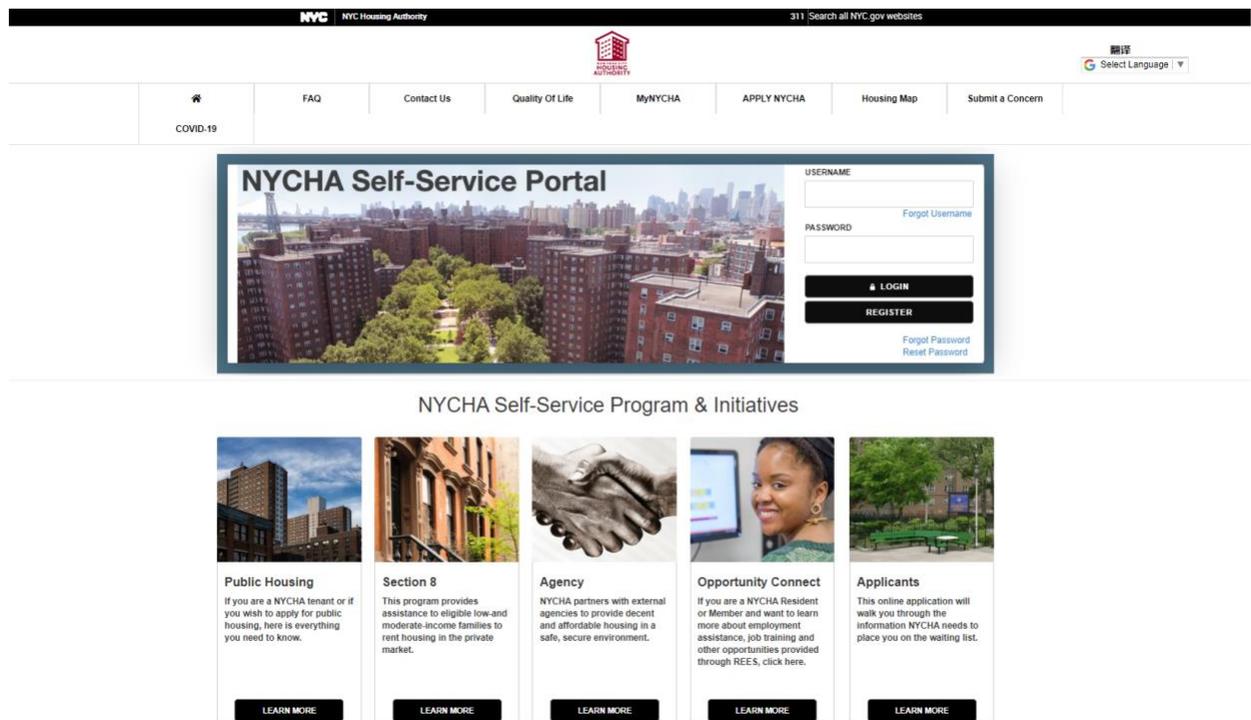
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# Simplified Interim Recertification for Rent Hardship Reference Guide

# HOW TO COMPLETE THE SIMPLIFIED INTERIM RECERTIFICATION ONLINE

## Log in to the Self-Service Portal:

The Self-Service Portal link can be accessed from the NYCHA website ([www.nyc.gov/nycha](http://www.nyc.gov/nycha)) or by visiting <https://selfserve.nycha.info/>. The main page of the Self-Service Portal looks like this:



**Enter Your Credentials:** You must be the head of household and have a valid **username** and **password** to use the Self-Service Portal.

Enter your username and password. For example:

- **USERNAME:** JOHNDOE123
- **PASSWORD:** \*\*\*\*\*



- COVID-19
- FAQ
- Contact Us
- Quality Of Life
- MyNYCHA
- Apply NYCHA
- Housing Map
- Submit a Concern

Welcome Back Jane Doe. Today is, Wed May 13 2020

Click on the 'View Details' button below to continue.

**Public Housing**

Case Status: **Rented**

Case Number: **297**

**VIEW DETAILS**

You will be taken to the portal's Home page, which displays your basic information. Click on the View Details button.

- COVID-19
- FAQ
- Contact Us
- Quality Of Life
- MyNYCHA
- Apply NYCHA
- Housing Map
- Submit a Concern

- Home
- Annual Review
- Interim Recertification
- Transfer
- Opportunity Connect
- Pay Rent/Auto Enroll
- Lead-Based Paint Document
- Reasonable Accommodation
- Completed Service Request
- Report Quality Of Life Violation

**Case Information**

<p><b>Case Number</b></p> <input type="text" value="1700101"/>	<p><b>Head of Household First Name</b></p> <input type="text" value="Jane"/>	<p><b>Head of Household Last Name</b></p> <input type="text" value="Doe"/>
<p><b>Borough</b></p> <input type="text" value="Queens"/>	<p><b>Development Name</b></p> <input type="text" value="Ingersoll Senior Residence"/>	<p><b>Account</b></p> <input type="text" value=""/>
<p><b>Program Type</b></p> <input type="text" value="Public Housing"/>	<p><b>Stage</b></p> <input type="text" value="Tenancy"/>	<p><b>Status</b></p> <input type="text" value="Active"/>
<p><b>Apt Move In Date</b></p> <input type="text" value="8/26/2010"/>	<p><b>Family Size</b></p> <input type="text" value="3"/>	<p><b>Gross Family Income</b></p> <input type="text" value="9,910"/>
<p><b>Room Size</b></p> <input type="text" value="4"/>	<p><b>Lease Effective Date</b></p> <input type="text" value="8/1/2019"/>	<p><b>Transfer Request status</b></p> <input type="text" value="I"/>
<p><b>Transfer Request Sub Status</b></p> <input type="text" value=""/>	<p><b>Transfer Request status Description</b></p> <input type="text" value=""/>	<p><b>Transfer Status Date</b></p> <input type="text" value="6/4/2019"/>

This will take you to a page that displays more detailed information. Click the Interim Recertification Tab on the left pane (see above).

You will now see the option to submit an Interim Recertification request for a loss or reduction of income due to COVID-19. Click on the “Click Here” button to begin the Recertification process.

The screenshot shows the NYC Housing Authority website interface. At the top, there is a navigation bar with the NYC logo, the text "NYC Housing Authority", and a search bar containing "311 Search all NYC.gov websites". On the right side of the navigation bar, there are links for "My Profile" and "Log Out", along with a "Select Language" dropdown menu. Below the navigation bar is a horizontal menu with several options: Home, FAQ, Contact Us, Quality Of Life, MyNYCHA, Apply NYCHA, Housing Map, and Submit a Concern. The "COVID-19" link is highlighted in the left sidebar. The main content area displays a message: "If you are experiencing loss or reduction in income due to COVID19 and would like to submit your interim recertification request for rent reduction." Below this message is a prominent black button with the text "CLICK HERE" in white, which is highlighted with a red rectangular border. Further down, there is a list of options for initiating an interim recertification request, including "Remove a Head or Co-Head", "Add a member", "Remove a member", "Report change in Assets, Expenses or Increase in Income", and "Report other circumstances like Citizenship, Full time student, Recently disabled or Turned 62 years old". At the bottom of this section is another black button with the text "CLICK HERE TO CONTINUE WITH REGULAR INTERIM".

The members of your household will be displayed. Select all the household members who have experienced a loss or reduction of income and click “Continue.”

The screenshot shows the next step in the NYC Housing Authority website interface. The navigation bar and sidebar are consistent with the previous screenshot. The main content area displays a question: "Which person in your household experienced the income reduction? Please click on the members to select." Below this question are two buttons representing household members: "John Doe" (Head) and "Jane Doe" (Co-Head). Each button has a small square icon to its left. At the bottom right of the main content area is a black button with the text "CONTINUE" in white.

Answer the additional questions that appear about each household member selected.

John Doe  
Head

Jane Doe  
Co-Head

John Doe

I am Reporting a Total Loss in Income	<input checked="" type="checkbox"/> No	I am Reporting a Decrease in Income	<input type="checkbox"/> No
I am reporting an additional total loss in Income	<input type="checkbox"/> No	I am a student	<input type="checkbox"/> No

CONTINUE

When you answer "Yes," additional questions will appear. Answer these questions and click "Continue."

John Doe

**I am Reporting a Total Loss in Income** Yes ▾

What type of income was lost?\*

Allimony ▾

When did you lose your income?\*

2/1/2020 [📅]

What was your income before the loss occurred?

\$13,000.00

How often did you receive that income?

Annually ▾

Are you receiving unemployment insurance benefits:

N ▾

**REMOVE SAVE**

**I am Reporting a Decrease in Income** Yes ▾

What type of income decreased?\*

Contributions ▾

When did your income decrease occur?\*

3/1/2020 [📅]

What was your annual income before the decrease occurred?

\$1,000.00

What is your new income after the decrease occurred?\*

\$500.00

How often do you now receive this income?

Annually ▾

**REMOVE SAVE**

**I am reporting an additional total loss in Income** Yes ▾

Income type lost:\*

Employment ▾

I lost my income on:\*

5/1/2020 [📅]

The total income lost (enter amount):

\$1,000.00

How often did you receive the income:

Monthly ▾

**REMOVE SAVE**

**I am a student** Yes ▾

I am enrolled in college, university or vocational program:

Part Time ▾

Start Date:

6/1/2019 [📅]

School Name:

XYZ School

School Address:

XYZ School Address

**SAVE**

**CONTINUE**

On the following page, you can enter additional details and/or upload any supporting documents, if you have them.

John Doe

Do you have documents to share with us that demonstrate the change in income?: No ▾

Would you like to tell us any additional information about this matter?

**Declaration of Accuracy:** I certify that the information listed on this form is accurate and complete to the best of my knowledge and belief. I authorize the New York City Housing Authority to independently verify the accuracy of all information submitted, including by using the US Department of Housing and Urban Development (HUD) Enterprise Income Verification system. I agree to provide proof of the statements I have made if requested by the New York City Housing Authority at a later date. I understand that providing false statements or information is punishable under Federal and local laws. I also understand that providing false statements or information is grounds for termination of tenancy. I understand that if there is any change in my employment situation, it is my responsibility to notify the New York City Housing Authority within 30 days all changes in income and household composition within 30 days of the date of such change. Further, I have read or have had read to me the above statement.

I Confirm:  Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If you have any supporting documents, select "yes" to the question "Do you have documents to share with us that demonstrate the change in income?". The page will then expand to show an "Attachments" tab. Click "New File" to upload any supporting documents.

John Doe

Do you have documents to share with us that demonstrate the change in income?: Yes ▾

**Attachments**

Document Name	Document Type
emoji	Contributor Statement Verif

Would you like to tell us any additional information about this matter?

Additional Information relating to income loss/reduction

Then sign the Declaration of Accuracy by entering your name and the date. Click "Continue." You will be asked if you provided updated income information for every member of the household you selected. Click "OK" for each of these prompts.

Would you update all the Income loss/reduction for John Doe? If yes, click "OK" to submit this member information or "Cancel" to go back and make changes.

Additional Information

OK Cancel

**Declaration of Accuracy:** I certify that the information listed on this form is accurate and complete to the best of my knowledge and belief. I authorize the New York City Housing Authority to independently verify the accuracy of all information submitted, including by using the US Department of Housing and Urban Development (HUD) Enterprise Income Verification system. I agree to provide proof of the statements I have made if requested by the New York City Housing Authority at a later date. I understand that providing false statements or information is punishable under Federal and State law. I understand that providing false statements or information is grounds for termination of tenancy. I understand that if there is any change in my employment situation, it is my responsibility to notify the New York City Housing Authority within 30 days all changes in income and household composition within 30 days of the date of such change. Further, I have read or have had read to me the above statement.

I Confirm:

Signature: John Doe

Date: 5/13/2020

BACK CONTINUE

You have submitted your Interim Recertification request. The final page will display a reference number and information on how to send any supporting documentation that may become available in the future.

NYC NYC Housing Authority 311 Search all NYC.gov websites My Profile Log Out Traducir Select Language

COVID-19 FAQ Contact Us Quality Of Life MyNYCHA Apply NYCHA Housing Map Submit a Concern

Which person in your household experienced the income reduction? Please click on the members to select.

COV COV Co-Head MARIANA MATO S Head

Thank You for submitting the Interim Recertification for Income Change! Your ReferenceNumber is:1-50045058601 If you have supporting documentation, please email us at rent.hardship@nycha.nyc.gov. Include your Name, Address, Apartment number, Name of your Development along with your supporting documents in the email.

Finish