



HOUSING CHOICE VOUCHER PROGRAM NEWSLETTER

Issue 1
Winter 2022

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MESSAGE FROM THE EXECUTIVE VICE PRESIDENT

Greetings!

I hope that this Winter 2022 newsletter reaches you at a place of heightened health, prosperity, and productivity. Thank you for your continued support and participation in our outreach efforts as we battle the COVID-19 pandemic. You have been open with your communications and made use of the incentive programs implemented to continue the delivery of rental assistance throughout New York City. We appreciate and thank you for the continued partnership.

In this newsletter, you will see a demonstration of the commitment to continuity from various stakeholders. Fair Fares is keeping low-income New Yorkers in circulation, REES continues to empower participants with greater self-sufficiency, and much more. Access to rental assistance has also been expanded through the Emergency Housing Voucher (EHV) program. See inside for more details on EHV. If you have not done so already, be sure to enlist units for occupancy under this program.

Thank you again for all that you do! Be well and keep safety first.

Lakesha Miller

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New Program Alert: Emergency Housing Vouchers (EHV)

Emergency Housing Voucher Program

The U.S. Department of Housing and Urban Development (HUD) has awarded a limited number of **Emergency Housing Vouchers (EHV)** to the New York City Housing Authority (NYCHA) and the NYC Department of Housing Preservation and Development (HPD).

EHVs are limited to families and individuals who are:

- Homeless;
- At-risk of homelessness;
- Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking; or
- Recently homeless and at high risk of housing instability.

Potentially eligible clients must first complete an initial screening with a caseworker and be referred to NYCHA and HPD. Clients cannot apply directly to NYCHA or HPD for EHV assistance.

Please note: Because the EHVs are limited, families and individuals who meet the eligibility criteria must also satisfy additional prioritization criteria. *Only eligible clients who are also in a priority group will be referred to NYCHA or HPD.* All clients referred to NYCHA and HPD will then need to complete an online EHV application for further screening and to verify eligibility for the EHV Program.

If you believe you may be eligible, or if you need additional information, please reach out to your caseworker. Initial screening requires that you complete the online NYC Coordinated Assessment and Placement System (CAPS) application. Your caseworker can help you with the screening and with additional application steps.



Visit nyc.gov/EHV to learn more about the Emergency Housing Voucher program.



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Fair Fares NYC is a City program that helps low-income New Yorkers manage their transportation costs. Using the Fair Fares NYC MetroCard, eligible NYC residents receive a 50% discount on subway and eligible bus fares. Pay-per-Ride, weekly unlimited, and monthly unlimited options are all available. Those who were previously enrolled in the program and are still eligible will be allowed to recertify and receive the benefit again. All other eligible applicants will be able to apply through an online platform. All Fair Fares NYC MetroCards come ready to add time and/or value. When you add time to your Fair Fares NYC MetroCard, you will be charged half the current price for the unlimited weekly or monthly option. Add the amount you choose to your MetroCard and the turnstile will deduct half the current fare when you swipe.

- Fair Fares is a program to help low-income New Yorkers manage their transportation costs.
- Using the Fair Fares NYC MetroCard, NYC residents at or below 100% of the Federal Poverty Level receive a half-price discount on subway and eligible bus fares.
- More than 150,000 New Yorkers enrolled in the program in the first year.

Low-income New Yorkers living at or below 100% of the Federal Poverty Level will be able to apply through a new online platform.

Check your eligibility [here](#) or call 311 for more information.



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HAVE YOU GOTTEN YOUR FLU SHOT?

Fall is here, and that means it's the start of flu season. Yearly flu shots are recommended for anyone **6 months and older**. At high risk of serious complications from flu are:

- people age 65 and older
- children younger than 5
- pregnant women
- people of any age with certain chronic medical conditions

Go to nyc.gov/flu for information regarding upcoming flu vaccination events. To find a flu vaccination site, use the [NYC vaccine finder](#).



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RESIDENT ECONOMIC EMPOWERMENT AND SUSTAINABILITY (REES)

The REES office is temporarily operating remotely

To protect the health and safety of NYCHA residents and employees, and to prevent the spread of COVID-19, the REES office is temporarily working remotely with the public. Please visit the REES office online at www.OpportunityNYCHA.org and email rees@nycha.nyc.gov with any requests or questions.

REES helps residents increase their income and assets through various programs. Residents can sign up for the REES e-newsletter or visit REES' [website](#) and the [Opportunity NYCHA Calendar](#) for information on how to take advantage of:

- ✓ Employment and career advancement
- ✓ Adult education and vocational training
- ✓ Financial empowerment
- ✓ Resident business development

Attend a Morning or Evening Virtual REES Info Session to Learn More About REES Services

Public housing residents and NYCHA Section 8 voucher holders: Join REES on Zoom for a Virtual REES Information Session to hear a short presentation on REES partnerships, which include referrals for:

- Job Training Programs
- Employment Assistance
- Adult Education Services (including HSE classes)
- Financial Literacy/ Asset Building
- Resident Business Development

Virtual REES Information Sessions are held bi-weekly on Thursdays at 10:00 a.m. via Zoom.

An evening session (6:00 p.m.) will be held on February 16th.

Registration is required: [RSVP online](#) or create a self-service portal account/log-in which will allow you to manage your own events.

Once registered, the zoom link will be sent via email.

Check the [Opportunity NYCHA Calendar](#) for additional upcoming virtual events.



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Information For Tenants Who Have Tenant-Share Arrears

What to Do if You Are Unable to Pay Your Portion of the Rent:

1. **Request an Interim Recertification:**

If there has been a change in your household income, please make sure to contact NYCHA and complete an Interim Recertification.

- This can be done by calling the Customer Contact Center (CCC) at (718) 707-7771 or logging on to the [Tenant Self-Service Portal](#).

2. **Apply for rental assistance:**

- ✓ Visit [ACCESS NYC](#) to submit your applications for emergency rental assistance and other benefits.
- ✓ Contact the Homebase homelessness prevention program by calling 311 and asking for “Homebase” or using the [Homebase locator](#) to call the closest office.
- ✓ Contact the Tenant Helpline for assistance by calling 311 and asking for the “Tenant Helpline,” or by filling out the [Mayor’s Office to Protect Tenants’ Contact Us form](#).

3. **Contact your landlord** to see if you can enter into a repayment agreement to repay the tenant-share arrears you owe over a period of time.

4. **Transfer**

If your tenant-share amount is unaffordable because the contract rent for your apartment is greater than the voucher payment standard, you may want to consider transferring to a more affordable unit.

- You can submit a transfer request on the [Tenant Self-Service Portal](#) or you can call the CCC at (718) 707-7771 to obtain a copy of the transfer request form.



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Moratorium on Evictions and Foreclosures for Residential Tenants and Small Businesses

The New York state eviction moratorium expired on January 15th, 2022.

Emergency Rental Assistance Program (ERAP)

As per a court order, applications for ERAP are now being accepted statewide. There is currently no federal funding available to provide assistance in most areas of the state. Therefore, applications will only be reviewed and considered for funding if additional funds become available.

Please refer to the ERAP FAQ's for an explanation of the **tenant protections** associated with ERAP.

Assistance Available Throughout the City of New York

For information about how to get free legal counsel, please call 311 and ask for the City's Tenant Helpline.

The NYC Mayor's Office's Tenant Resource Portal can be used as a resource to learn more about nonpayment and holdover evictions and your rights and protections.

Visit ACCESS NYC (<https://access.nyc.gov/eligibility/#step-1>) to submit applications to the New York City Human Resources Administration for emergency rental assistance and other benefits.

For access to additional services, call 311 and ask for the "Tenant Helpline," or fill out the Mayor's Office to Protect Tenants' Contact Us form.



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Preventing Evictions: Information for Section 8 Owners

What Owners Can Do To Avoid Eviction of Section 8 Participants:

If your tenant is behind on rent:

Reach out to your tenant. Find out why your tenant is behind on rent. Some families mistakenly believe they do not need to pay rent during an eviction moratorium. Direct outreach can help clarify uncertainties and ensure that families continue to be housed. Residents who do not speak English or have a disability may be at increased risk of not understanding the recent changes in rent rules or policies.

Ask your tenant if they have experienced a loss in income and if they have reported that loss in income to NYCHA. The Section 8 program is designed to provide affordable housing to families even when they lose their income or have their income reduced. Encourage your tenants to report their loss of income to NYCHA through the [Tenant Self-Service Portal](#) or by calling NYCHA's Customer Contact Center at (718) 707-7771, so their tenant portion of the rent can be adjusted.

HUD encourages landlords to strive to avoid evicting tenants whenever possible. If the household is unable to pay a lump sum, HUD encourages landlords to set up a repayment agreement with reasonable payments spread out over time.



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Required Notice by Housing Providers of Tenants' Rights to Reasonable Accommodations for Persons with Disabilities

On March 25, 2021, Governor Cuomo signed Chapter 82 of the Laws of 2021, enacting a new provision codified as Executive Law § 170 d. This statute requires the Division of Human Rights to promulgate regulations **requiring housing providers “to provide notice to all tenants and prospective tenants ... of their rights to request reasonable modifications and accommodations” for persons with disabilities**, and repeals Chapter 311 of the Laws of 2020.

NYC HEATING LAW

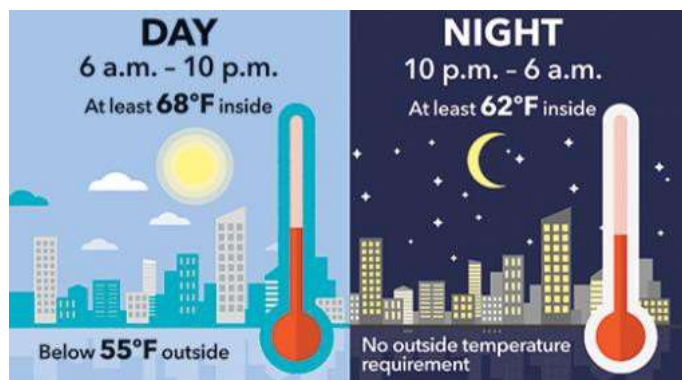
It's heating season in New York City, and it's important to refamiliarize ourselves with the NYC heat and hot water codes.

As of October 1, 2017, building owners are legally required to provide heat and hot water to their tenants. Hot water must be provided 365 days a year at a constant minimum temperature of 120 degrees Fahrenheit. Heat must be provided between October 1 and May 31 (i.e., "Heat Season") under the following conditions:


DAY: Between 6 a.m. and 10 p.m., if the outside temperature falls below 55 degrees Fahrenheit, the inside temperature must be at least 68 degrees Fahrenheit.

NIGHT Between 10 p.m. and 6 a.m., the inside temperature must be at least 62 degrees Fahrenheit.

NYCHA inspectors will test each unit's heating system and all hot water sources to ensure minimum temperatures are maintained. The owner must correct any heat and/or hot water violations within 30 calendar days of the failed inspection. To avoid suspension of subsidy payments, the owner must properly certify the repairs. This can be done either by submitting the Certificate of Completed Repairs (NE-2 certification) or by passing a re-inspection.



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Home Energy Assistance Program (HEAP) Heating Assistance Component Benefit



Help is available for paying your home heating costs



The Home Energy Assistance Program (HEAP) helps low-income people pay for the cost of heating their home. The 2021-2022 Regular HEAP Benefit opened on October 1, 2021, and continues into the winter, until funding for the program runs out. If you are eligible, you may receive one regular HEAP benefit per season and could also be eligible for an emergency HEAP benefit if you are in impending danger of running out of fuel or having your utility service shut off.

In addition, if your home heating equipment is in need of repair, you may reach out to your [HEAP Local District Contact](#) to apply for Heating Equipment Repair and Replacement benefits. The in-person interview and application requirement is temporarily suspended. The district will provide more information on how to submit the application and required documentation.

You can apply for a Regular HEAP Benefit:

Online: myBenefits.ny.gov

Apply online only if your household resides outside of New York City. **This online application is not available for New York City residents.**

In-person: Both New York City residents and non-New York City residents can apply in-person at their [HEAP Local District Contact](#).

In writing/by mail: If you live outside New York City, print and mail the completed [HEAP application](#) to your [HEAP Local District Contact](#). New York City residents can mail their application to: HRA/HEAP, PO Box 1401, Church Street Station, New York, NY 10008.

You can find additional information about how to apply for your **Regular HEAP Benefit** [here](#).



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HQS Inspections Updates as of November 2021

- NYCHA is conducting in-person HQS inspections. A remote inspection option is available upon request.
- Owner Certification for Initial Inspection (interim certification due to COVID-19) forms are no longer accepted, as of September 1, since NYCHA is conducting in-person HQS inspections.
- NYCHA resumed abatements of housing assistance payments for unrepaired HQS violations as of June 1, 2021.

HQS Inspection Processing for Life-Threatening Conditions

Life-Threatening Conditions Found in Prior Inspections:

- **Life-threatening HQS violations (also known as “24-hour violations”), must be corrected. NYCHA will temporarily accept, until further notice, the following as an alternate form of verifying completed repairs for 24-hour violations cited during an HQS inspection on December 31, 2019, or later:**
 - **Unit violations:** Completed NE-2 certification and completed work order ticket(s) and/or paid invoice from a supplier for the repairs. The work order and/or paid invoice must include the Section 8 tenant’s address (including the unit number), the date the work was completed, and a description of repairs completed.
 - **Public space violations:** Completed NE-2PS certification and completed work order ticket(s) and/or paid invoice from a supplier for the repairs. The work order must include the Section 8 tenant’s address (including the unit number), the date the work was completed, and a description of repairs completed.



The NE-2 and NE-2PS certifications are now available on the [Owner Extranet](#). Please log in to your account to view the certification. Owners can submit a certification of completed repairs to prevent suspension of (or reinstate) subsidy payments for 24-hour violations.

Please note: An approved NE-2 and NE-2PS certification will be subject to Quality Control Inspections once inspections resume.



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Remote Video Inspections

Beginning November 11, 2020, the Leased Housing Department began conducting remote video inspections (RVI). RVI is a Housing Quality Standards (HQS) inspection performed with the property owner or owner's representative ("proxy") at the physical subject location and an HQS inspector directing the inspection remotely. This allows NYCHA to conduct HQS inspections while adhering to social distancing requirements as a result of COVID-19. RVI adheres to current HQS requirements, including lead-based paint requirements.

RVI Requirements

The following conditions must be met to be eligible for RVI:

- Any party present at the time of the RVI must consent to having the inspection recorded
- The proxy will be available onsite on the date and time of the inspection
- The proxy will have a fully charged mobile device with internet connection (with the free Zoom or Microsoft Teams application downloaded to their mobile device) as well as the following equipment onsite, on the date and time of the inspection:
 - 25-foot measuring tape
 - Flashlight
 - Electrical tester (3-prong/GFI circuit and 2-prong outlet tester)
 - Digital infrared thermometer
 - Retractable stick (to reach carbon monoxide/smoke detector)
- The subject property has good internet/Wi-Fi connection with no "dead spots"
- Property is not new to the Section 8 program
- Tenant is currently active on the Section 8 program (NOT being restored)
- Unit has no unit-size discrepancy
- The repairs to be confirmed are not for heat and/or hot water violations



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New York City Housing Authority Section 8 Program Processing Updates

Please review the following table outlining how Section 8 processes are being managed during the COVID-19 state of emergency:

Eligibility Interviews	<ul style="list-style-type: none"> • Eligibility Interviews will be conducted over the phone. • If approved, the voucher and the PIN letter can be downloaded from the Self-Service Portal. • Contact the Customer Contact Center for Voucher Extensions.
Evictions	<ul style="list-style-type: none"> • Owners could submit Certifications for Basis of Eviction on the NYCHA Owner Extranet
Informal Conferences	<ul style="list-style-type: none"> • Informal Conferences requested will be held over the phone.
Lease Renewals and Contract Rent Changes	<ul style="list-style-type: none"> • Submissions are accepted via the Owner Extranet, and by mail (address listed on page 14).
Ownership Changes	<ul style="list-style-type: none"> • Ownership changes, including changes in address and direct deposit, can be submitted via the Owner Extranet, mail (address listed on page 14, fax at 1-866-794-0744, and email at s8.vcu@nycha.nyc.gov).
Reasonable Accommodations	<ul style="list-style-type: none"> • Reasonable accommodations can be requested via the Self-Service Portal. • NYCHA has provided all participants with an additional 30 days to submit any additional documentation required for review of their reasonable accommodation requests. • NYCHA will provide other accommodations, as required, by granting additional extensions of time to obtain supporting documentation for the following accommodations: Voucher Extensions and requests for five-borough or Portability Transfers (over 10 months after lease update).



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New York City Housing Authority Section 8 Program Processing Updates (continued)

<p>Recertifications</p>	<ul style="list-style-type: none"> • Loss of income can be reported via the Self-Service Portal or via the PO Box noted on page 14 for Annual Review (AOI) Documents. • NYCHA will accept self-certification of income in the absence of pay stubs and/or employer letters.
<p>Rental Package Returns</p>	<ul style="list-style-type: none"> • Rental Packages will be accepted via the mail (address listed on page 14 or email at s8.rtu@nycha.nyc.gov). • NYCHA will accept rental packages for the Family Unification Program (FUP) for youths up to the age of 26 until 12/31/2021.
<p>Restoration Requests</p>	<ul style="list-style-type: none"> • NYCHA will continue to process restoration requests. Requests can be sent via email to s8.info@nycha.nyc.gov.
<p>Transfer Requests</p>	<ul style="list-style-type: none"> • Transfer Requests are being processed. However, there will be a delay in receiving transfer vouchers in the mail. Please periodically check the Self-Service Portal, where you will be able to print vouchers. • Voucher Extensions will be automatic upon expiration of the voucher.
<p>Terminations</p>	<ul style="list-style-type: none"> • NYCHA has resumed sending out termination notices for recertifications.

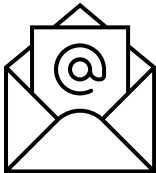
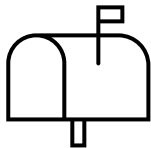


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The following is a list of key contact information, including mail-in options for Section 8 participants without internet access:

***The Lease Renewal (LR) mailbox should not be used for new requests or submissions. New submissions are to be made only via mail or the Owner Extranet. The LR Info email account should only be used for the submission of Additional Information (AI) documents that you are submitting in response to the Final Notice to the LL for AI (R8L).**

Process		
Annual Review (AOI) Documents	Self-Service Portal	PO Box 19196 Long Island City, NY 11101-9196
Rental Transfer Documents	s8.rtu@nycha.nyc.gov	PO Box 19199 Long Island City, NY 11101-9199
Letters or Questions	S8.info@nycha.nyc.gov	PO Box 19201 Long Island City, NY 11101-9201
Portability Documents	S8Portability@nycha.nyc.gov	PO Box 1631 New York, NY 10008-1631
Restoration Requests	s8.info@nycha.nyc.gov	PO Box 19201 Long Island City, NY 11101
Lease Renewal/Contract Rent Changes *	lrinfo@nycha.nyc.gov	PO Box 19197 Long Island City, NY 11101
Ownership Changes	s8.vcu@nycha.nyc.gov	PO Box 19197 Long Island City, NY 11101



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Additional Resources and Information Available for New York City Residents

- For updates on service changes for other New York City agencies, visit the [City Agency Suspension Updates](#) page
- Are you having trouble coping? [Connect with a counselor](#)
- Additional assistance to support your [emotional well-being](#)
- [Find support for domestic violence survivors](#)
- [Get help paying for heat and utilities](#)

For a more detailed list of resources, visit [Help Now NYC](#) or [NYC311](#)


Rent-Stabilized Apartment Guidelines

The following is a summary of the lease guidelines regarding annual adjustments for rent-stabilized apartments as put forth by the Rent Guidelines Board on July 27, 2021:

- For a **one-year** lease commencing on or after **October 1, 2021**, and on or before **September 30, 2022**:
0% for the first 6 months of the lease
1.5% for the remaining 6 months of the lease
- For a **two-year** lease commencing on or after **October 1, 2021**, and on or before **September 30, 2022**:
2.5%



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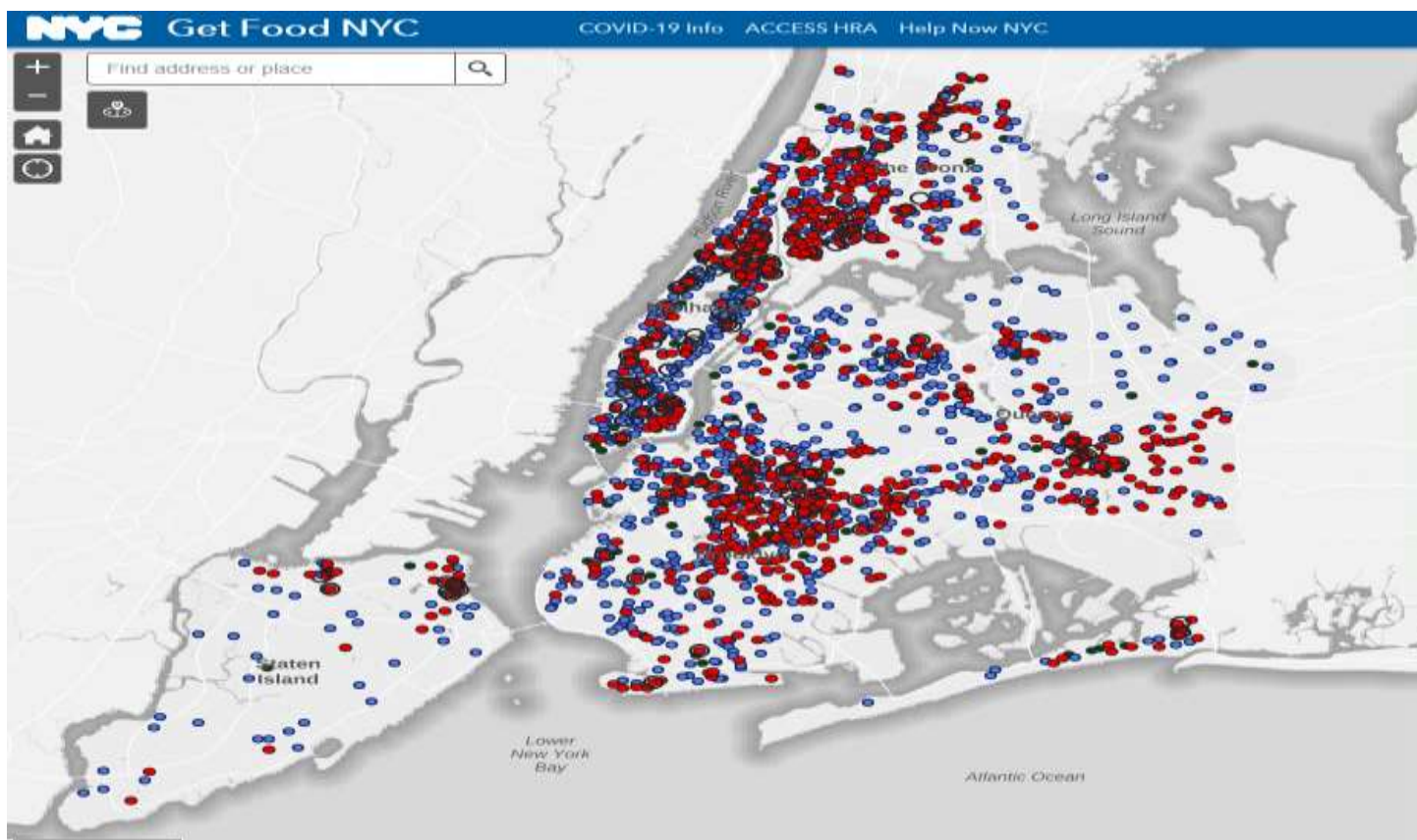
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Get Food NYC

You can get free groceries to cook at home from New York City’s food pantries, and ready-to-eat hot meals from the city’s community kitchens.

Free food resources are located throughout the five boroughs. The [Get Food NYC](#) map includes links to food pantries and Grab & Go meals at [NYC Schools](#), available for all children or adults in need.



NYC Food Delivery Assistance

During the COVID-19 crisis, the City of New York is delivering meals to New Yorkers who cannot go out to get food; don't have any household members, family, or neighbors who can bring them food; or are not able to use private delivery options. Check your eligibility and sign up [here](#).

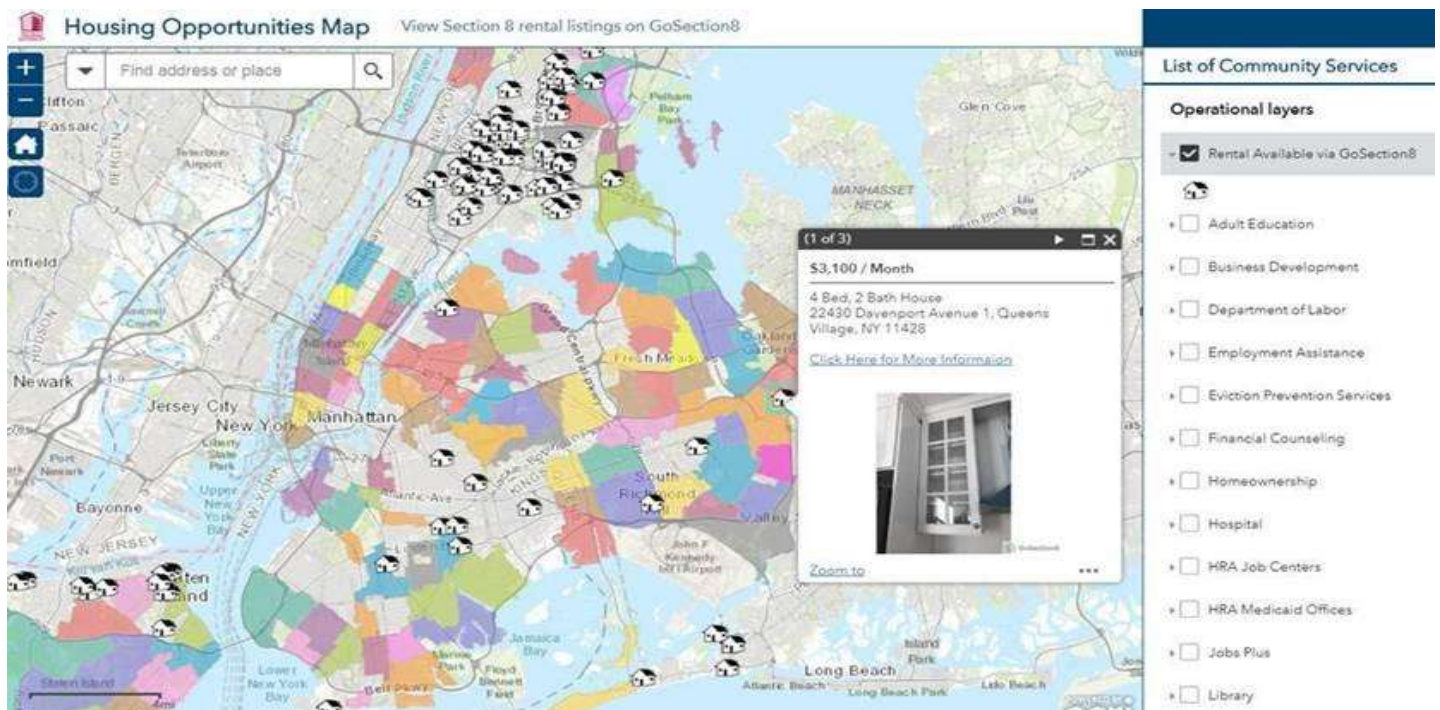


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NYCHA Housing Opportunities Map

The [NYCHA Housing Opportunities Map](#) is a new resource that Section 8 voucher holders can use to find rental listings, job opportunities, schools, transportation, and other services in low-poverty neighborhoods. In addition, owners with vacancies in low-poverty neighborhoods should list their apartments with [AffordableHousing.com](#) so they'll appear on the new map.



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DOCUMENTS REQUIRED FROM SECTION 8 PROPERTY OWNERS/MANAGING AGENTS

When a tenant finds a unit, the tenant and the property owner must complete the briefing packet. The tenant must return the completed briefing packet to the nearest Customer Contact Center (Monday – Friday, 8 a.m. – 12 p.m.). Since the Walk-In Centers in Brooklyn and the Bronx are closed due to COVID-19, please send the completed briefing packet to s8.rtu@nycha.nyc.gov. The tenant cannot move into the new unit until NYCHA approves the rental request and issues an *Authorized for Move-In* letter to the tenant. **The following forms are required from Section 8 property owners/managing agents:**

<ul style="list-style-type: none"> ● Request for Tenancy Approval Form 	This form must be completed and signed by the tenant and owner.
<ul style="list-style-type: none"> ● Section 8 Property Owner Registration Form 	This form must be completed and signed by the owner or owner’s authorized agent. If there is more than one owner on the deed, the individual designated as the payee must be indicated on this form. If the owner is new to the Section 8 program, a full mailing address must be provided (P.O. boxes will not be accepted).
<ul style="list-style-type: none"> ● Request for Taxpayer ID Number and Certification - W-9 Tax Form 	This form must be completed and signed by the owner or authorized payee. The tax ID or Social Security number and the mailing address of the owner or authorized payee must match the number and address on the owner registration form.
<ul style="list-style-type: none"> ● Copy of the Previous Lease Agreement or the Homes & Community Renewal (HCR) Rent Registration Form (Only Required for Rent-Stabilized Units) 	A copy of the previous lease agreement is required for all rent-stabilized units. If the unit was never rented, a copy of the HCR <i>Initial Apartment Registration</i> form must be provided. If tenant and owner agree to a two-year lease, please indicate the second-year rent amount under the “Proposed Rent” on the “Request for Tenancy Approval” form.
<ul style="list-style-type: none"> ● Disclosure of Information on Lead-Based Paint Form 	This form must be completed and signed by the tenant and the owner.
<ul style="list-style-type: none"> ● NEW BUILDINGS: Copy of the Recorded Deed for Property Owners Who Are NOT Already on the Program 	If the deed is not recorded, a copy of the unrecorded deed and a letter from the closing attorney must be provided to confirm ownership of the property.
<ul style="list-style-type: none"> ● NEW BUILDINGS: Certificate of Occupancy (CO) 	A Certificate of Occupancy (CO) states a building’s legal use and/or type of permitted occupancy. New buildings must have a CO and existing buildings must have a current or amended CO. If NYCHA is unable to obtain a CO from the Department of Buildings’ website, the owner must provide the CO or a “Letter of No Objection” for buildings built or altered in 1938 or later.
Additional Documents Required for Certain Unit Types	
Condominiums/Cooperatives: If the residence is in a condominium or a cooperative building, the submission must be written on official letterhead and signed by an officer (board member) authorizing the rental of the unit.	
<ul style="list-style-type: none"> ● Condominium 	If the residence is part of a condominium, owners of the condominium are required to submit unit deeds.
<ul style="list-style-type: none"> ● Cooperatives 	If the residence is part of a cooperative, owners of the cooperative are required to submit proprietary leases and shareholder certificates.
<ul style="list-style-type: none"> ● Low-Income Housing Tax Credit (LIHTC) 	To establish rent reasonableness for buildings that are in receipt of low-income housing tax credits, owners must submit a complete rent roll for the entire building, which includes bedroom size(s), at the time of the initial lease-up, lease renewal, or contract rent change.
<ul style="list-style-type: none"> ● Property Owned by a Trust 	If a property is owned by a trust, documents submitted must be signed by a trustee. If the property is part of an estate, letters of testamentary (legal documents) must be included in the submission.
<ul style="list-style-type: none"> ● Receiverships 	For buildings under receivership, including 7A administrators, a document from the court appointing the receiver or 7A administrator must be provided.
<ul style="list-style-type: none"> ● Partnerships 	If there is a partnership agreement, the NYCHA <i>Section 8 Property Owner Registration Form</i> is required as proof to authorize a payee and it must be signed by each member of the partnership.



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