

**New York City Housing Authority**  
**Section 8 Program Update**  
 May 11, 2022

NYCHA continues to work closely with the NYC Health Department to monitor the situation regarding COVID-19 and to adhere to any Executive Orders. Additionally, we are monitoring and adhering to all guidance issued by the United States Department of Housing and Urban Development (HUD).

NYCHA’s Walk-In Centers have re-opened to the public; however in-person assistance is available by appointment only. Visit [on.nyc.gov/nycha-ccc-appt](https://on.nyc.gov/nycha-ccc-appt) to schedule an appointment.

The [Owner Extranet](#) and [Self-Service Portal](#) remain available for (1) online submission of requests and documents; (2) status updates; and (3) general case information. The Owner Extranet and Self-Service Portal can be accessed online via a smartphone, tablet, or computer. In addition, for those unable to access the online portals, please call NYCHA’s Customer Contact Center at 718-707-7771, Monday through Friday, between the hours of 8:00 am and 5:00 pm.

For your convenience, we created the below comprehensive update to outline how Section 8 processes are being managed at this time.

Eligibility Interviews	<ul style="list-style-type: none"> <li>• Eligibility interviews will be held over the phone.</li> <li>• If approved, the voucher can be downloaded from the Self-Service Portal at <a href="https://selfserve.nycha.info">selfserve.nycha.info</a>.</li> <li>• NYCHA issues vouchers with an initial term of 120 days. Automatic extensions of vouchers are no longer being issued. Applicants must call the Customer Contact Center before the expiration of their voucher to request an extension of their voucher expiration date.</li> </ul>
Evictions	<ul style="list-style-type: none"> <li>• NYCHA encourages all landlords to assist in connecting their tenants with rental assistance programs.</li> <li>• New York City offers a variety of rental assistance programs for tenants in need. Please refer your tenant to <a href="#">ACCESS NYC</a> or have them call 311 and request the “Tenant Helpline.”</li> <li>• New York State’s Emergency Rental Assistance Program (ERAP) closed to new applications from New York City residents on November 14, 2021.             <ul style="list-style-type: none"> <li>• If you applied for ERAP, you cannot be evicted because your lease has expired, or because you did not pay rent during the COVID-19 Pandemic. If you submitted an ERAP application, you should have been provided with a notice with an application number. You can show the notice to your landlord, and to the Court if your landlord starts a proceeding in Court to evict you because your lease expired, you are a holdover tenant, or because you were unable to pay rent that would be eligible for coverage under ERAP.</li> </ul> </li> <li>• For the latest information about tenant resources and any eviction moratoria impacting the NYC area, please visit the <a href="#">Mayor’s Office to Protect Tenants</a> website.</li> <li>• If you are in need of free legal assistance, contact the Tenant Helpline by calling 311 and asking for the “Tenant Helpline,” or by filling out the <a href="#">Mayor’s Office to Protect Tenants’ Contact Us form</a> (<a href="https://www1.nyc.gov/content/tenantprotection/pages/contact-us">https://www1.nyc.gov/content/tenantprotection/pages/contact-us</a>).</li> </ul>
Housing Quality Standards (HQS) Inspections	<ul style="list-style-type: none"> <li>• NYCHA has resumed in-person HQS inspections. A remote inspection option is available upon request.</li> <li>• NYCHA resumed abatements of housing assistance payments for unrepaired HQS violations as of June 1, 2021.</li> </ul>

	<ul style="list-style-type: none"> <li>• NYCHA will accept an owner’s Certification of Completed Repairs NE-2, NYCHA form 059.307, for inspections that initially failed only for non-life-threatening conditions.</li> <li>• NYCHA will temporarily accept, until further notice, an alternate form of verifying completed repairs for life-threatening (“24-hour”) HQS violations for inspections conducted 12/31/19 or later. Please note that NYCHA may conduct random quality control inspections to confirm repairs.</li> <li>• Please refer to the <a href="#">Frequently Asked Questions on Temporary Program Changes to Housing Quality Standards</a> for more information.</li> </ul>
Informal Conferences	<ul style="list-style-type: none"> <li>• Informal conferences requested will be held over the phone.</li> </ul>
Lease Renewals & Contract Rent Changes, Eviction Certifications	<ul style="list-style-type: none"> <li>• Submissions are accepted via the <a href="#">Owner Extranet</a>.</li> </ul>
Owner Incentive Program for Rentals	<ul style="list-style-type: none"> <li>• The Owner Incentive Program for Rentals has expired.</li> </ul>
Owner Incentive Program for Assistance with Annual Recertifications	<ul style="list-style-type: none"> <li>• The Owner Incentive Program for Assistance with Annual Recertifications has expired.</li> </ul>
Owner Incentive Program for Repayment Agreements	<ul style="list-style-type: none"> <li>• The Owner Incentive Program for Repayment Agreements has expired.</li> </ul>
Brokers Fee Incentive Program	<ul style="list-style-type: none"> <li>• The Brokers Fee Incentive Program has expired.</li> </ul>
Ownership Changes	<ul style="list-style-type: none"> <li>• Ownership changes, including changes in address and direct deposit, can be submitted via mail (address listed below), fax at 1-866-794-0744, and email at <a href="mailto:s8.vcu@nycha.nyc.gov">s8.vcu@nycha.nyc.gov</a>. Address changes and direct deposit updates can also be submitted online via the Owner extranet.</li> </ul>
Reasonable Accommodations	<ul style="list-style-type: none"> <li>• Reasonable accommodations can be requested via the Self-Service Portal (<a href="http://selfserve.nycha.info">selfserve.nycha.info</a>) or by calling NYCHA’s Customer Contact Center at 718-707-7771.</li> <li>• As of September 1, 2021, NYCHA resumed normal processing timelines for reasonable accommodations requests.</li> <li>• NYCHA will provide other accommodations, as required, to obtain documents by granting additional extensions of time to obtain supporting documentation or obtaining medical verification by email or by phone.</li> <li>• To help expedite processing, NYCHA is not requiring any supporting documentation for the following accommodations: Voucher Extensions and Requests for 5-borough or Portability Transfers (over 10 months after Lease Up date).</li> </ul>

Recertifications	<ul style="list-style-type: none"> <li>• Loss of income can be reported via the Self-Service Portal (<a href="http://selfserve.nycha.info">selfserve.nycha.info</a>); the PO Box noted below for Annual Review (AOI) Documents; or by calling NYCHA's Customer Contact Center at 718-707-7771.</li> <li>• Annual Recertification is still a program requirement.</li> <li>• Supporting documentation is still necessary for completion of an Annual Recertification. However, in the absence of pay stubs and/or employer letters, NYCHA will accept self-certification of income.</li> </ul>
Rental Package Returns	<ul style="list-style-type: none"> <li>• Rental packages will be accepted via mail (address listed below) or email at <a href="mailto:s8.rtu@nycha.nyc.gov">s8.rtu@nycha.nyc.gov</a>. If you mail your rental package, please call NYCHA's Customer Contact Center at 718-707-7771 to confirm that NYCHA has received the rental packet.</li> <li>• NYCHA will accept rental packages for Family Unification Program (FUP) youth up to the age of 24.</li> </ul>
Restoration Requests	<ul style="list-style-type: none"> <li>• NYCHA will continue to process restoration requests. Requests can be made by calling NYCHA's Customer Contact Center at 718-707-7771.</li> </ul>
Transfer Requests	<ul style="list-style-type: none"> <li>• 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, if possible.</li> <li>• NYCHA issues a transfer vouchers with an initial term of 120 days. As of September 1, 2021, automatic voucher extensions are no longer being issued. However, participants may call the Customer Contact Center to request an extension of their voucher.</li> <li>• To request an additional voucher extension, please call the Customer Contact Center at 718-707-7771.</li> </ul>
Terminations	<ul style="list-style-type: none"> <li>• NYCHA has resumed termination actions related to annual recertification and inspections. NYCHA will begin enforcement action with the initial termination warning notification, in accordance with NYCHA policy and procedure.</li> <li>• All other termination actions related to other program noncompliance matters have also resumed and are processed in accordance with NYCHA policy and procedures.</li> <li>• If you have any questions or need assistance, please call the Customer Contact Center at 718-707-7771.</li> </ul>

Note: Please visit the Self-Service Portal and Owner Extranet periodically for status updates and to print any needed documents.

### **Questions?**

Please visit the [Owner Extranet](#) for information on inspection results, suspension status, the status of submitted certifications, and more. You may also call the NYCHA's Customer Contact Center at 718-707-7771, Monday through Friday, between the hours of 8:00 am and 5:00 pm.

Mail-in options for Section 8 participants without internet access:

Annual Review (AOI) and Supporting Documents	PO Box 19196 Long Island City, NY 11101-9196
Rental Transfer Documents*	PO Box 19199 Long Island City, NY 11101-9199
Letters or Questions	PO Box 19201 Long Island City, NY 11101-9201
Portability Documents	PO Box 1631 New York, NY 10008-1631