

New York City Housing Authority
Section 8 Program Update
 June 16, 2021

As New York City reopens, 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).

As the health and safety of our employees, property owners, and participants is our top priority, our walk-in centers will remain closed to the public while the City is under a state of emergency. However, 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 8am and 5:30pm.

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

<p>Eligibility Interviews</p>	<ul style="list-style-type: none"> • Eligibility interviews will be held over the phone. • If approved, the voucher can be downloaded from the Self-Service Portal at selfserve.nycha.info. • NYCHA will issue a 120-day voucher extension to Section 8 participants whose transfer voucher has an expiration date between June 1, 2021 and August 30, 2021. An additional 60-day voucher extension will be issued to those Section 8 applicants whose initial 120-day extension expired without an accepted rental packet through August 30, 2021. Beginning September 1, 2021, automatic extensions will no longer be issued, but applicants can still call the Customer Contact Center to request an extension of their voucher. • A copy of the extended voucher is available under the “Lease Up Documents” tab on the Self-Service Portal.
<p>Evictions</p>	<ul style="list-style-type: none"> • NYCHA encourages all landlords to assist in connecting their tenants with rental assistance programs. • New York City offers a variety of rental assistance programs for tenants in need. Please refer your tenant to ACCESS NYC or have them call 311 and request the “Tenant Helpline.” • The COVID-19 Emergency Eviction and Foreclosure Prevention Act is a state law that prevents landlords from evicting tenants if the tenants have lost income or have increased expenses during the COVID-19 pandemic or if moving from their home would pose a hardship during the pandemic. To be protected under this law, tenants must sign a “Hardship Declaration” and deliver it to their landlord. This new law applies to both nonpayment and holdover proceedings. For more information on this new law, please visit the City’s “Information and Resources for NYC Tenants Impacted by COVID-19” webpage. • The Centers for Disease Control and Prevention (CDC) issued an order effective September 4, 2020, which prohibits landlords from evicting some tenants for nonpayment of rent; this order has been extended through June 30, 2021. In order to be protected by this order, tenants must meet specific criteria and provide their landlord with a signed declaration, as outlined by the CDC which are detailed here. Here is the sample declaration form provided by the CDC. • The Tenant Safe Harbor Act is a state law stating that tenants who have experienced financial hardship any time from March 7, 2020 to the date when all

	<p>COVID-related safety restrictions are lifted in the region may not be evicted for failing to pay rent first owed during that period. More information about this state law can be found here, along with information about other state resources.</p> <ul style="list-style-type: none"> • For the latest information about eviction moratoria impacting the NYC area, please visit the Mayor’s Office to Protect Tenants website.
Housing Quality Standards (HQS) Inspections	<ul style="list-style-type: none"> • NYCHA has resumed HQS inspections, remotely and in-person. • NYCHA will resume abatements of housing assistant payments for unrepaired HQS violations effective June 1, 2021. • Because biennial in-person inspections have been delayed, NYCHA is temporarily allowing owners to certify that the conditions of their Section 8 unit(s) and public space areas meet HQS. NYCHA will mail the Owner Certification for Biennial Inspection to owners and will automatically schedule the unit for inspection. • NYCHA will accept an owner’s certification for initial inspections (e.g., New Rentals, Transfers, and Restorations) <u>and</u> Certification of Completed Repairs NE-2, NYCHA form 059.307, for inspections that initially failed only for non-life-threatening conditions. • 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. • Please refer to the Frequently Asked Questions on Temporary Program Changes to Housing Quality Standards for answers to frequently asked questions.
Informal Conferences	<ul style="list-style-type: none"> • Informal conferences requested will be held over the phone.
Lease Renewals & Contract Rent Changes	<ul style="list-style-type: none"> • Submissions are accepted via the Owner Extranet.
Owner Incentive Program for Rentals	<ul style="list-style-type: none"> • An owner incentive for rentals is available for: <ul style="list-style-type: none"> ○ (1) New rentals. Tenants who have recently been issued a Section 8 voucher and will be new Section 8 participants on NYCHA’s Section 8 program; ○ (2) Restorations via transfer. Tenants seeking to have their Section 8 benefits restored by transferring to a new unit; and ○ (3) Port-In. Tenants who are moving to New York City and are transferring their Section 8 assistance to NYCHA. • In order to receive the rental incentive payment, the rental must take place between July 1, 2020 through September 30, 2021, and NYCHA must receive the signed HAP contract and Confirmation of Key Issuance form within the specified timeframe. • Owners can check the status of the Owner Incentive Payment on the Owner Extranet. • For more information on this incentive program, please visit: https://www1.nyc.gov/site/nycha/section-8/owners.page.
Owner Incentive Program for HQS	<ul style="list-style-type: none"> • An owner will receive a one-time incentive payment in the amount of \$1,250 when they make repairs and bring a unit that has been suspended for more than 60 days into HQS compliance.

	<ul style="list-style-type: none"> • Eligible units are “Active” on NYCHA’s Section 8 program and the HAP contract has been suspended for 60 days or more due to unrepaired HQS violations (within the unit and/or the public space). • The unit and/or public space must be brought into HQS compliance between July 1, 2020 and September 30, 2021. NYCHA must receive the certification of completed repairs no later than September 30, 2021. • Owners can check the status of the Owner Incentive Payment on the Owner Extranet. • For more information on this incentive program, please visit: https://www1.nyc.gov/site/nycha/section-8/owners.page.
<p>Owner Incentive Program for Repayment Agreements</p>	<ul style="list-style-type: none"> • An owner will receive an incentive in the amount of \$500 for each repayment agreement they enter into with an active NYCHA Section 8 participant to repay tenant-share rental arrears provided the following conditions are met: <ul style="list-style-type: none"> • Nonpayment period must be for at least three months (meaning the tenant owes at least three months of the tenant-share portion of the rent). • Parties must execute the NYCHA Repayment Agreement form and include a copy of the current rent ledger and a calculation of the rent arrears. • Repayment agreement is only for the tenant-share portion of rent. • The additional monthly repayment amount is not greater than one third of the amount of the tenant-share portion of the monthly rent. • The repayment agreement must be executed between February 1, 2021 and September 30, 2021. NYCHA must receive the fully executed repayment agreement no later than September 30, 2021. If the repayment agreement is received after September 30, 2021, it will not be eligible for an incentive. • Owners can check the status of the Owner Incentive Payment on the Owner Extranet. • For more information on this incentive program, please visit: https://www1.nyc.gov/site/nycha/section-8/owners.page.
<p>Brokers Fee Incentive Program</p>	<p>NYCHA will pay the fee for the services of a New York state licensed real estate agent or broker of the participant’s choice. This program will end on September 30, 2021. Please note this program is ONLY available to:</p> <ol style="list-style-type: none"> 1) applicants who have received a new voucher; 2) former participants being restored to the program by transferring to a new unit; and 3) active participants whose Housing Assistance Payment (HAP) contract is in long term suspension for a failed housing quality standards (HQS) inspection. <p>In order to qualify for this program, eligible participants must complete the following steps:</p> <ol style="list-style-type: none"> 1. Contact a licensed real estate agent or broker to assist with finding an apartment. 2. When a suitable apartment is found, complete the rental package with the property owner. 3. Submit the completed rental package to NYCHA via email at S8.rtu@nychanyc.gov. 4. Once NYCHA has approved the rental package <u>and</u> keys to the unit are received, complete the Broker Fee Request form with the broker. 5. The participant or the broker can submit the completed Broker Fee Request form, along with a copy of the W-9 form and broker’s license, to S8.rtu@nychanyc.gov

<p>Ownership Changes</p>	<ul style="list-style-type: none"> • 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 s8.vcu@nycha.nyc.gov. Address changes and direct deposit updates can also be submitted online via the Owner extranet.
<p>Reasonable Accommodations</p>	<ul style="list-style-type: none"> • Reasonable accommodations can be requested via the Self-Service Portal (selfserve.nycha.info) or by calling NYCHA’s Customer Contact Center at 718-707-7771. • NYCHA has provided all participants with an additional 30 days to submit any additional documentation required to review their reasonable accommodation requests. Beginning September 1, 2021, NYCHA will resume normal processing timelines for reasonable accommodations requests. • 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. • 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).
<p>Recertifications</p>	<ul style="list-style-type: none"> • Loss of income can be reported via the Self-Service Portal (selfserve.nycha.info); the PO Box noted below for Annual Review (AOI) Documents; or by calling NYCHA’s Customer Contact Center at 718-707-7771. • Annual Recertification is still a program requirement. • 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.
<p>Rental Package Returns</p>	<ul style="list-style-type: none"> • Rental packages will be accepted via the mail (address listed below) or email at s8.rtu@nycha.nyc.gov. 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. • NYCHA will accept rental packages for Family Unification Program (FUP) youth up to the age of 26.
<p>Restoration Requests</p>	<ul style="list-style-type: none"> • NYCHA will continue to process restoration requests. Requests can be made by calling NYCHA’s Customer Contact Center at 718-707-7771.
<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, if possible. • NYCHA will issue a 120-day voucher extension to Section 8 participants whose transfer voucher has an expiration date between June 1, 2021 and August 30, 2021. Beginning September 1, 2021, automatic extensions will no longer be issued, but participants can still call the Customer Contact Center to request an extension of their voucher.

	<ul style="list-style-type: none"> • A copy of the updated voucher is available under the “Lease Up Documents” tab on the Self-Service Portal. • To request an additional voucher extension, please call Customer Contact Center at 718-707-7771.
Terminations	<ul style="list-style-type: none"> • NYCHA is resuming 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. • All other termination actions related to other program noncompliance matters will resume and will be processed in accordance with NYCHA policy and procedures. • If you have any questions or need assistance, please call the Customer Contact Center at 718-707-7771.

Note: Please be aware that there may be delays in processing times, including printing and mailing of documents, during this state of emergency. 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 8am and 5:30pm.

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

*Please call NYCHA’s Customer Contact Center at (718) 707-7771 to confirm that NYCHA received the rental packet.