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## Section 8 (HCV) Guide for Applicants and Tenants

This guide provides Section 8 applicants and tenants (voucher holders) with important information about NYCHA's Section 8 Program.

### Section 8 Program Overview

The New York City Housing Authority (NYCHA) Housing Choice Voucher (HCV) Program, also known as Section 8, is a federally funded program that provides rental assistance to eligible families so they can obtain affordable housing in the private rental market. Applicants can also place themselves on site-based waitlists for project-based Section 8 developments via NYCHA's Self-Service Portal.

- NYCHA's Housing Choice Voucher (HCV) Program is the largest in the country, with over 92,000 households participating
- There are multiple eligibility factors for the Section 8 program. These include but are not limited to: income limits at admission; immigration status; family composition; and standards for admission
- There are various rights and protections in place to ensure that Section 8 applicants and tenants are treated fairly and within the bounds of the law
- The tenant-share portion of the rent (i.e., the amount of money the family is responsible for paying directly to the owner/landlord) is generally 30% of the family's adjusted gross income and no more than 40% of the family's adjusted gross income at initial rental
- The NYCHA Self-Service Portal is the easiest way to submit information, get forms, and access key information regarding your NYCHA account. Section 8 applicants and tenants can also call NYCHA's Customer Contact Center at (718) 707-7771 for assistance

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## **What is the Housing Choice Voucher?**

The Housing Choice Voucher is the document that certifies your eligibility for Section 8 rental assistance. The voucher lists the name of the voucher holder, the unit size the family can search for, the timeframe for which the voucher is eligible, and the family's obligations under the Section 8 program.

## **How do I apply for Section 8?**

NYCHA is currently not accepting applications for its Section 8 program, as the general Section 8 waitlist is currently closed to the public. NYCHA is only accepting referrals for its Section 8 waitlist for specific categories. Please see [here](#) for more information.

## **How does NYCHA operate the waitlist?**

The general Section 8 waitlist is currently closed to the public and NYCHA is only accepting referrals for its Section 8 waitlist for specific categories.

NYCHA will determine whether the waitlist should be open or closed, in whole or in part, based on available program funding and an assessment of local housing needs and priorities. NYCHA will advertise the opening or closing of the waitlist. NYCHA will also notify appropriate City agencies, non-profit and for-profit housing providers, and community-based organizations regarding waitlist outreach.

NYCHA will periodically update its Section 8 waitlist to ensure that all applicant information is current and timely. Nonresponsive applicants will be removed from the waitlist.

## **When and why is someone removed from the waitlist?**

An applicant may be removed from the waitlist for the following reasons:

- Failure to respond to requests by NYCHA to provide information or update application
- Failure to complete the online application by the final notification (NYCHA will make two notification attempts)
- Returned application update notice with a USPS endorsement indicating the mail was returned as undeliverable
- Failure or refusal to appear for eligibility interviews or briefings after two scheduled appointments
- Denial of admission
- Failure to rent an apartment before the voucher expired
- In the event of death of a sole applicant
- Upon written request from the applicant

If you fail to provide requested information or update your application because of a disability, you may request a reasonable accommodation. If you did not respond timely to NYCHA's request for information or updates because of a household member's disability, NYCHA will reinstate your application in the household's former position on the waitlist. You may need to provide supporting documentation as part of this reasonable accommodation request.

### **What is a reasonable accommodation and how do I request one?**

Reasonable accommodations provide equal housing opportunities to all qualified applicants, Section 8 voucher holders, and tenants. A reasonable accommodation is a change, modification, or alteration in a policy, procedure, practice, or program that provides a qualified individual with a disability the same opportunity to participate in, or benefit from, a program or activity that is afforded to individuals who are not disabled.

Examples of reasonable accommodations for household members with disabilities include, but are not limited to, the following: requesting a larger voucher size than that which is allowed by NYCHA's occupancy standards, requesting additional time to search for a unit, or other ways of

making information and communications accessible to people who have speech, hearing, or visual impairments.

To request one, you may submit a completed Request for a Reasonable Accommodation form via the Self-Service Portal, by mail, or in person at a Walk-in Center. You may be asked to provide documentation to support your request.

## Section 8 Eligibility

### What determines eligibility and selection for Section 8 assistance?

Eligibility and selection for Section 8 assistance is based on several eligibility factors for those applying:

1. Income: your family must be within specific income limits at admission. Annual income limits are available on NYCHA's website [here](#).
2. Eligible immigration status: at least one member of your family must have an eligible immigration status
3. Family: each member of your family must meet the U.S. Department of Housing and Urban Development's (HUD) definition of family (which can be found [here](#))
4. Social Security number: each member of your family that has a Social Security number must provide it to NYCHA as part of the application process
5. Standards for admission: any family member ages 16 years or older must pass a criminal background check (CBC) and a nationwide sex offender check

### What are occupancy standards?

The unit size listed on the voucher is based on NYCHA's occupancy standards below:

# OF PEOPLE	HOUSEHOLD COMPOSITION	CERTIFIED BEDROOM SIZE
1	Single Person	0
2	Head of Household and Spouse/Domestic Partner	1
	2 Persons of the Same Sex	1
	2 Persons of Different Sexes	2
3	Head of Household and Spouse/Domestic Partner and 1 Person (any sex)	2
	3 Persons of the Same Sex	2
	2 Persons of the Same Sex and 1 Person of a Different Sex	2
	3 Persons of Different Sexes	3
4	Head of Household and Spouse/Domestic Partner and 2 Persons of the Same Sex	2

	Head of Household and Spouse/Domestic Partner and 2 Persons of Different Sexes	3
	4 Persons of the Same Sex	2
	2 Persons of the Same Sex and 2 Persons of a Different Sex	2
	2 Persons of the Same Sex and 2 Persons of Different Sexes	3
	3 Persons of the Same Sex and 1 Person of a Different Sex	3
5	Any 5 Person Combination	3
6	Any 6 Person Combination	3
7	Any 7 Person Combination	4
8	Any 8 Person Combination	4

If a member of your household is pregnant, you may be eligible for an increased voucher size depending on total household composition (as indicated in the above Section 8 Program Occupancy Chart).

You may rent a unit with more bedrooms if the apartment's rent is equal to or lower than the Payment Standard for your approved voucher size. You may also rent an apartment with fewer bedrooms than your voucher size indicates, provided that the occupancy standards meet the requirements. If you rent an apartment smaller than your voucher size, NYCHA will pay subsidy based on the Payment Standard for the smaller apartment size.

If your household has been approved for a live-in aide by NYCHA, it will be permitted one additional bedroom.

## Rent

### How much will my rent cost me each month?

You are required to pay your share of the rent, which is the difference between the full contract rent for the apartment and the Housing Assistance Payment subsidy paid on your behalf by NYCHA to the owner. This is typically 30% of your monthly adjusted gross income. In addition, you are responsible for any amount over the Voucher Payment Standard (VPS).

Any additional service charges that may be included in the lease agreement between you and the owner/managing agent are your responsibility. Please note that your share of the rent is subject to change.

### How are rent subsidies and the tenant portion of the rent calculated?

The tenant portion of the rent is typically 30% of the family's adjusted gross income. In the Section 8 program, the owner receives the tenant portion of the rent from the tenant and the NYCHA portion of the rent directly from NYCHA.

Whether you are a new applicant to the Section 8 program or a current tenant transferring to a new unit, the tenant portion of the rent cannot exceed 40% of a family's monthly adjusted gross income at initial rental. NYCHA will conduct an affordability test to ensure that the unit is affordable.

NYCHA calculates your portion of the rent and NYCHA portion of the rent using:

- Voucher Payment Standard
- Gross household income
- Eligible deductions
- Utility Allowance

Once the calculation is complete, NYCHA will determine if your portion of the rent will be greater than 30% of your net household income or 10% of your monthly gross income, minimum rent, or welfare rent. Your portion of the rent will also include any dollar amount over the Voucher Payment Standard.

### **What are Fair Market Rents and Payment Standards?**

Every year, HUD establishes Fair Market Rents (FMR) based on social data and surveys. NYCHA uses the FMRs to determine Voucher Payment Standards for different unit sizes. Voucher Payment Standards are the maximum subsidy NYCHA is permitted to pay to a Section 8 property owner on your behalf.

Please see the Voucher Payment Standards for current NYC payment standards and how Utility Allowances are included in the calculation.

### **What is rent reasonableness and how it is determined?**

HUD requires NYCHA to ensure that rent charged to you by your landlord does not exceed rents charged for comparable unassisted units in the private market. NYCHA considers various factors when determining rent reasonableness, including location; unit size, type, and age; property amenities and services; and utilities provided by the owner as specified in the lease. NYCHA uses a third-party vendor, AffordableHousing.com, for this process. NYCHA cannot approve a rental if the rent amount requested by the owner is not reasonable.

## **Unit Selection**

### **Where can I rent a unit?**



As a Section 8 voucher holder, you can rent a unit in or out of New York City. To search for a unit in the five boroughs, log on to the NYCHA Self-Service Portal or visit [AffordableHousing.com](https://AffordableHousing.com) to browse available unit listings.

If you wish to move out of NYC, log on to the NYCHA Self-Service Portal and submit a Portability Transfer Request (you must meet the qualifications for this request) or email [S8Portability@nycha.nyc.gov](mailto:S8Portability@nycha.nyc.gov). See more about portability below.

Please note, websites such as [www.cidny.org](http://www.cidny.org), [www.NYHousingSearch.gov](http://www.NYHousingSearch.gov), [www.socialserve.com](http://www.socialserve.com), and [www.showmethereant.com](http://www.showmethereant.com) have filters built into their search engines that allow you to search for accessible apartments.

### How long do I have to search for a unit?

If you are found eligible for Section 8 assistance and issued a Section 8 voucher, the voucher will have an issue date and an expiration date on it (this is also called the voucher term). NYCHA issues vouchers that are valid 180 days from the date of issuance. This means you will have 180 days to locate an apartment and submit a completed rental packet to NYCHA\*. NYCHA may extend this period for good cause, such as a NYCHA-approved reasonable accommodation for you or a family member with a disability.

The time it takes for NYCHA to review and process a rental will not be taken away from your search time. When you submit a complete rental packet to NYCHA, the remaining search time on the voucher is suspended or paused. The suspension ends when NYCHA notifies you in writing whether the rental packet has been approved or denied. Suspension also ends if you or the owner notify NYCHA that you do not want to go through with the rental.

The Rental Packet Checklist, which was provided to you when NYCHA issued you the Section 8 voucher, lists all documents that must be submitted to process a rental.

*\*The term of vouchers issued by other public housing authorities (PHA) may vary. All vouchers porting in from other PHAs will be automatically extended 30 days, regardless of how long the term is in the other PHA.*

## What is portability?

Portability is the term HUD uses to describe the process in which a family who holds a tenant-based Section 8 voucher decides to move out of the city in which they live to another city with a Section 8 program operated by a public housing authority. When someone moves out of NYC to another city (either in New York or another state or territory) it is referred to as “porting-out.” When a family requests to move to NYC from another public housing authority, it is known as “porting-in.” As a Section 8 voucher holder, you can move to any city in the United States, Puerto Rico, or the U.S. Virgin Islands with a tenant-based Section 8 program.

## What should I do when I find a unit?

When you have found a unit, the next step is to complete the rental packet and submit it to NYCHA. The rental packet has documents that must be completed by both you and the owner. It allows NYCHA to ensure the building, unit, owner, and you/your family are all eligible for Section 8.

There are two ways to submit the rental packet to NYCHA: (1) the owner submits the rental packet online via the Owner Extranet using the voucher holder’s rental PIN letter; or (2) a paper rental packet is scanned and emailed to [s8.rtu@nycha.nyc.gov](mailto:s8.rtu@nycha.nyc.gov).

Documents that must be returned include:

- Request for Tenancy Approval form signed by you and the owner
- Lead-Based Paint Disclosure form signed by you and the owner
- Section 8 Property Owner Registration form completed by the owner
- W-9 tax form completed by the owner

Depending on the type of unit chosen, additional documents may be required. Refer to the Rental Packet Checklist for a list of all required documents.

## When can I move in?

You must receive authorization from NYCHA before moving in. Once NYCHA reviews and approves the rental packet, and the unit passes Housing Quality Standards (HQS) inspection, NYCHA will provide you with a conditional move-in letter (this letter does not allow you to move into a unit). NYCHA will also provide the owner with a Housing Assistance Payment (HAP) contract. The owner must sign the HAP contract and return it to NYCHA along with a lease that has been signed by both you and the owner. The final move-in letter (also known as the HAP Approval Letter) is issued to you when NYCHA has finished processing the rental.

NYCHA's approval is required for any move, including a temporary relocation.

### **How do transfers work? What if there is an emergency need for a transfer?**

For all transfers, you must submit a transfer request to NYCHA. You can submit the Transfer Request online via the NYCHA Self-Service Portal or by completing and signing the Transfer Request form and returning it to NYCHA. NYCHA then determines if you are eligible to receive a transfer voucher. Transfer requests are reviewed and prioritized as an “emergency” or “non-emergency.”

You will receive a non-emergency transfer for any voluntary move. Voluntary moves are permitted once a year.

A transfer is prioritized as an “emergency” if it falls into one of the following categories and is permitted at any time:

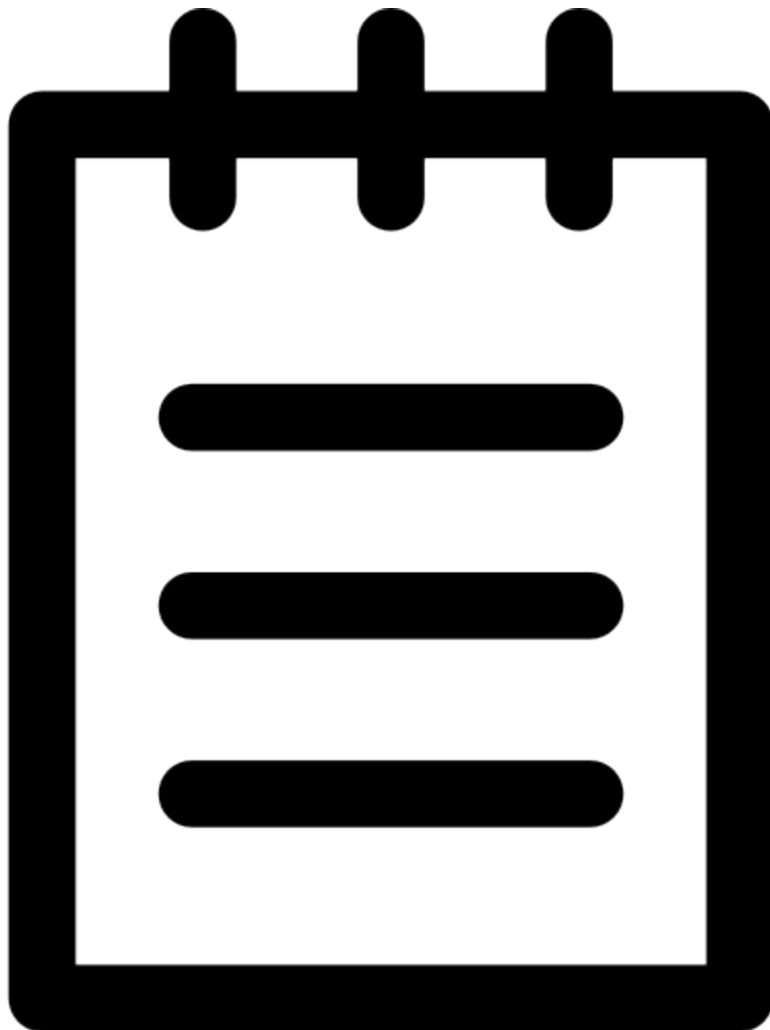
1. Twenty-four hours failed HQS inspection: Failed inspections can include issues such as gas leaks or fires
2. Court action: Holdover proceeding in Housing Court
3. Foreclosure action and order to vacate: Owner fails to be financially responsible for the property
4. Intimidated Victim: You or a member of the household is the victim of a violent crime or a threat of a violent crime and such crime was committed in a non-random manner as a result of a relationship between the victim and the perpetrator and the tenant or their immediate household has suffered actual physical injury or threat of injury and will continue to suffer by continuing to live in the current residence

5. Intimidated Witness: You or a household member cooperates with a law enforcement agency in the arrest and prosecution of an individual who committed a crime and then the tenant or their immediate family suffered actual physical injury or threat of injury
6. Natural disaster: Natural disasters include things such as hurricanes or earthquakes
7. Reasonable accommodation: You or a member of your household qualifies as disabled, and the disability requires a change in housing
8. Violence Against Women Act (VAWA): You, a household member, or an affiliated individual meets the definition of a VAWA victim

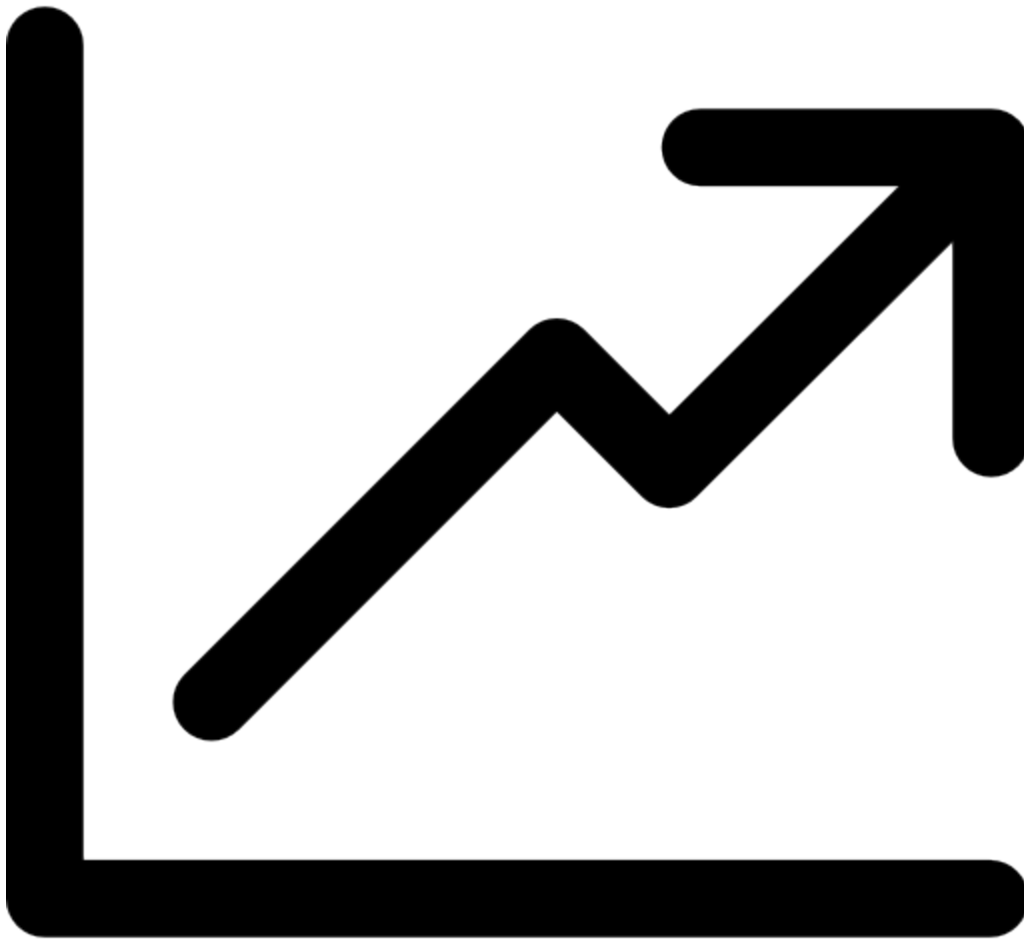
All transfer vouchers are valid 180 days from the date of issuance. This means you will have 180 days to locate an apartment and submit a completed rental packet to NYCHA. Voucher extensions require NYCHA approval.

## **Section 8 Tenant Rights and Responsibilities**

**What are your responsibilities as a Section 8 tenant?**

**As a Section 8 tenant, you are required to:**

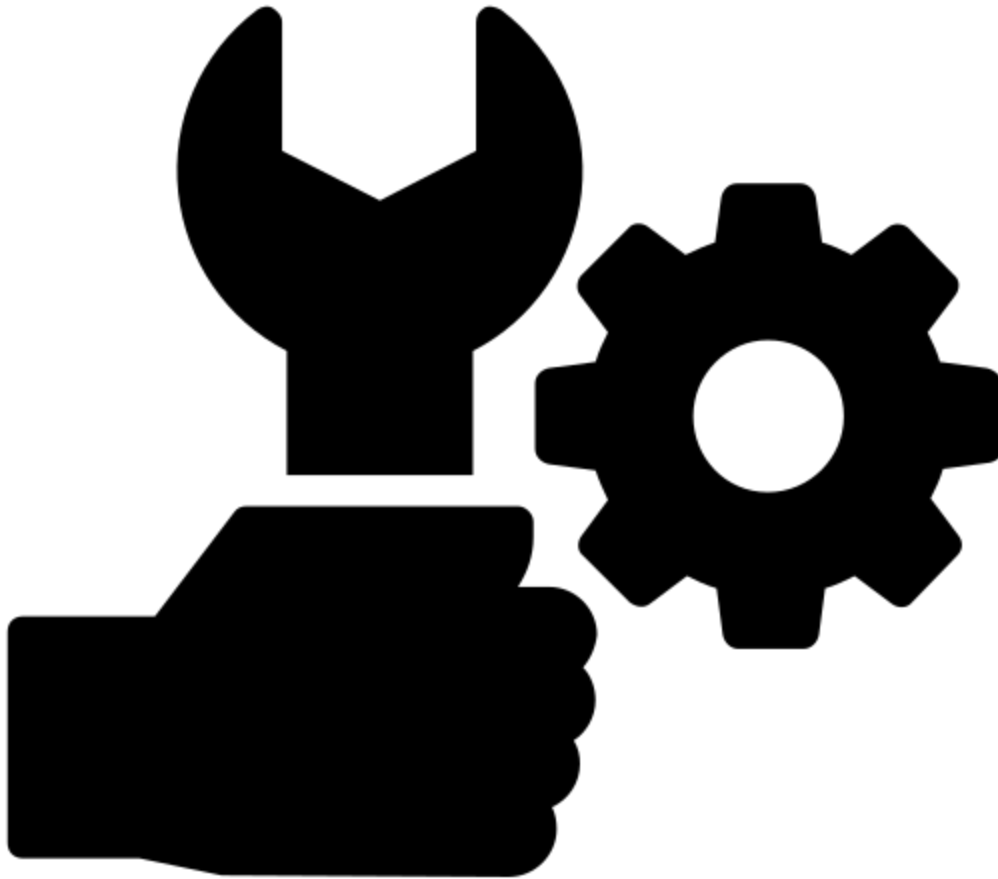
Complete annual  
recertification

**As a Section 8 tenant, you are required to:**

Report changes in  
incomes, assets,  
and family  
composition

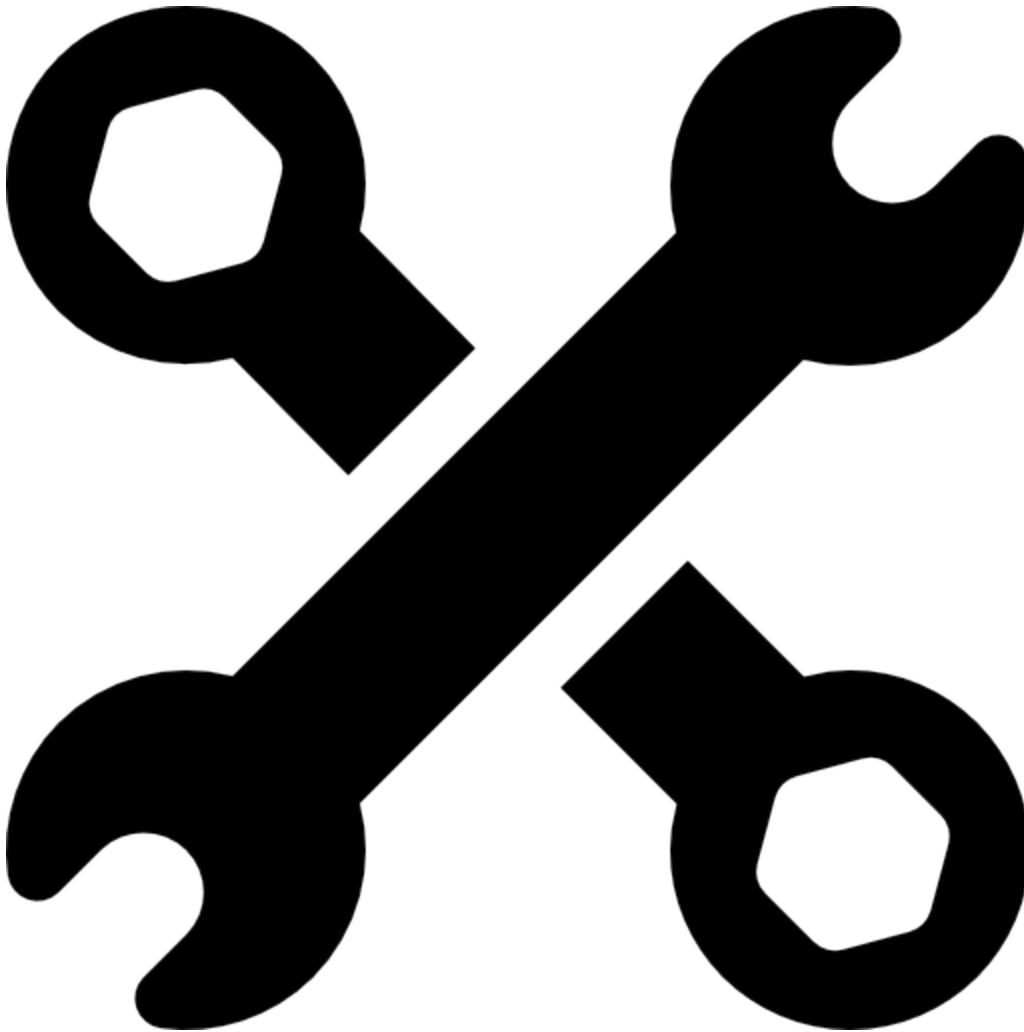
**As a Section 8 tenant, you are required to:**

Allow access of a  
rented unit to  
NYCHA or HUD for  
inspection

**As a Section 8 tenant, you are required to:**

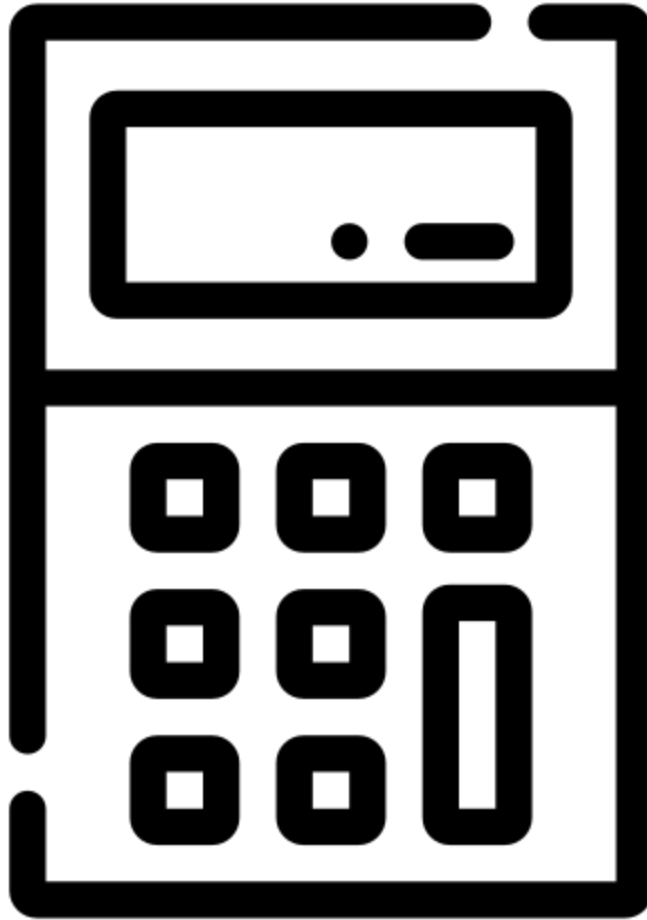
Allow access of a rented unit to an owner for repairs



**As a Section 8 tenant, you are required to:**

Maintain the rented unit in accordance with Housing Quality Standards (HQS)

## As a Section 8 tenant, you are required to:



Comply with the terms of a lease signed with an owner

***Refer to the voucher for additional family obligations. You must comply with all family obligations in order to prevent termination of the subsidy***

## What are the requirements around the annual recertification?

On an annual basis, you are required to report your family composition, income, asset, and expense information to NYCHA. To complete your annual recertification, you must submit an Affidavit of Income for every household member and a Third-Party Verification - Consent to Release Information form for all household members 18 years of age or older. You must also submit any supporting documentation for your declaration (e.g., paystubs, bank statements, etc.).

To ensure timely completion of annual recertifications, you will receive notification to submit the required information for the recertification 150 days in advance of your annual recertification due date. You should start the annual recertification as soon as you receive the notice. You can complete and submit the annual recertification online via NYCHA's Self-Service Portal.

NYCHA will verify all information to ensure the total tenant payments and subsidy payments represent your current financial situation. Once the processing of the annual recertification is complete, NYCHA will issue a Voucher Change Notification that shows the contract rent and NYCHA's share and your share of the rent. Please see [here](#) for more information.

## How is income verified?

You must provide verification of household income at any time prior to certification, as requested by NYCHA. Income includes money received from employment, self-employment, or another source on a regular basis (such as child support, unemployment benefits, etc.).

## Are there any exceptions to what is included as income?

Yes, there are limited types of income that are excluded (see list below), but you must report all income to NYCHA, including excluded income, to allow NYCHA to review and apply any applicable exclusion.

- Income from employment for children under 18 years old

- Earnings in excess of \$480 for each full-time student 18 years or older (excluding the head of household and spouse)
- Lump-sum payments such as insurance payouts or inheritances
- One-time, non-recurring, or sporadic income (including one-time gifts)
- Payments or reimbursements for medical expenses
- Payments for childcare
- Student assistance paid to student or educational institution

### **How do I report changes between annual recertifications?**

Changes in your family composition must be reported to NYCHA within 30 days of the change. To report a change in income, assets, and/or expenses before your next annual recertification, request an interim change on NYCHA's Self-Service Portal.

### **Can the rent be increased?**

Yes, rent can be increased. Owners may request an increase in the contract rent to take effect upon a new lease term. NYCHA will conduct a rent reasonableness evaluation to determine if the rent increase can be approved. The owner must receive NYCHA's approval before the new contract rent can go into effect.

If NYCHA approves a change to the contract rent amount, NYCHA will issue a Voucher Change Notification that shows the new contract rent amount and NYCHA's share and your share of the rent.

### **Who is responsible for any unpaid tenant-share of the rent?**

You, the tenant, are responsible for any unpaid tenant-share of the rent. To remain a tenant in the Section 8 program, you must meet the Section 8 responsibilities and obligations. If you do not pay your portion of the rent, the owner can proceed with legal action against you and NYCHA may terminate your participation in the Section 8 program.

### **Can I get evicted as a Section 8 tenant?**

You may be evicted or a landlord may begin the eviction process for repeated violation of the lease, violation of law that imposes obligations on you in connection with the occupancy or use of the unit or the premises, certain criminal activity and alcohol abuse, or other good cause. If you need assistance with a pending eviction matter, please call 311 and ask for the “Tenant Helpline” or visit the NYC Tenant Resource Portal.

### **How do I file a complaint if I think I have been a victim of housing discrimination?**

The federal Fair Housing Act, the New York State Human Rights Law, and various local laws, such as the New York City Human Rights Law, prohibit discrimination by housing providers.

If you feel you have been a victim of housing discrimination in your housing search, contact the NYC Commission on Human Rights. You can file a discrimination complaint on their website at [nyc.gov/cchr](https://nyc.gov/cchr) or by calling 311.

Refer to Are You a Victim of Housing Discrimination? in your briefing packet to learn more.

### **How do I opt out of the Section 8 program?**

Notify NYCHA in writing if you no longer wish to participate in the Section 8 program. This can be done by submitting the Letter From Tenant Requesting Section 8 Termination form or a letter

requesting to end your program participation at a NYCHA Walk-in Center.

## Housing Quality Standards (HQS Inspections)

### What are Housing Quality Standards?

Housing Quality Standards (HQS) are minimum inspection standards and criteria all units receiving housing assistance under the Section 8 program must meet before NYCHA can pay a subsidy on behalf of your family.

NYCHA must inspect a new unit before move-in and on a regular basis thereafter. For all inspections, you must provide NYCHA access to your unit and a household member 18 years of age or older must be present. You must allow owners access to their units to complete repairs as necessary.

Failure to comply with NYCHA's HQS inspection and repair policies will result in termination action.

### What types of inspections does NYCHA perform?

To certify that any unit rented by a Section 8 voucher holder meets HQS standards, an inspection is conducted by NYCHA. Here are the types of inspections conducted:

- Rental (initial) and transfer inspections are conducted prior to you moving into the unit. NYCHA contacts the owner to schedule an inspection once the rental packet is accepted. If necessary, the owner may call the Customer Contact Center (CCC) to reschedule
- Regular inspections ensure continued compliance with HQS standards. These inspections are automatically scheduled by NYCHA
- Special inspections are requested by you, as a result of potentially hazardous conditions
- Quality control inspections ensure that HQS standards are enforced. These inspections are scheduled by a NYCHA supervisor

Below is a list of areas of the apartment covered by inspection standards, intended to be used as a guide only. For complete details on HQS standards, please refer to regulations at 24 CFR Part 982.401 or Chapter 8 of the Housing Choice Voucher Program Guidebook. Note that these are the areas of the apartment for which there are set inspection standards (this is not a list of the inspection standards themselves).

- Rooms (general)
- Electrical outlets and light fixtures
- Kitchen and bathrooms
- Smoke detectors
- Carbon monoxide detectors
- Windows and window guards
- Heat and hot water

### **How do I opt out of the Section 8 program?**

NYCHA considers damage in excess of normal wear and tear to an apartment as a tenant-caused violation. These HQS violations are your responsibility to correct and may impact program participation. Examples of common avoidable tenant-caused HQS failures are:

- Not maintaining/changing the batteries in carbon monoxide/smoke detectors
- No electricity/gas when you are responsible for paying utilities
- A fire escape is blocked (by you/your household)
- Excessive grease or dirt on a stove

### **What should I do if the unit and/or building fails inspection?**

NYCHA will notify you of the outcome of the failed HQS inspection. If your unit or the premises (exterior or public space areas) fails the inspection, NYCHA will send you a notification detailing the violation(s) that caused the failure. Owners registered on the Owner Extranet will also receive an email notification for all failures.

For 24-hour violations, the repairs must be made within 24 hours and the unit must be re-inspected. Window guard violations must be repaired within 21 calendar days, and all other violations must be repaired within 30 calendar days. For all other failed inspections, owners may submit a completed NE-2 Certification of Completed Repairs online or by mail.

Failure to correct HQS violations within the required timeframes will result in suspension of the subsidy payment to the owner.

If the unit/building fails a rental or transfer HQS inspection for life-threatening violations (or you do not sign the non-life-threatening (NLT) waiver (see below for more information), the unit will have to be re-inspected and pass inspection before NYCHA can proceed with processing the rental. It is imperative to have the building and unit pass HQS inspection to execute a Housing Assistance Payment (HAP) contract. Note: you should not move into a new unit until you receive approval from NYCHA to do so.

### **What are non-life-threatening provisions with regards to inspections?**

NYCHA adopted the NLT provision, which states that NYCHA may approve the rental of a unit which fails for non-life-threatening conditions only with your consent. This helps to speed up HAP contract execution. Note that this will only go through if you accept the unit with the NLT conditions. The owner must still complete repairs within 30 calendar days of the failed inspection or the monthly subsidy payments will be suspended.

### **What happens if the unit fails an HQS inspection for damages caused by me or my family?**



NYCHA has set criteria for determining damages caused by a tenant. If during the inspection the inspector notes that the failure conditions were caused by you and your family, you and the owner are notified of the failure via the Notification of Failed Inspection Due to Tenant Negligence letter.

If the repairs are not made within 30 days, NYCHA will initiate termination action against you. If the only HQS violation is caused by you and your family, the monthly subsidy to the owner will not be suspended. 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.

### **Who is responsible for the tenant-caused damage?**

You, the tenant, are responsible for tenant-caused damages. To remain a tenant in the Section 8 program, you must meet the Section 8 responsibilities and obligations. If you do not repair any damages that you and your family have caused in the unit, the owner can proceed with legal action against you and NYCHA may terminate your participation in the Section 8 program

## **How Can I Contact NYCHA?**

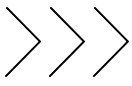

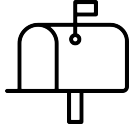
### **Get assistance from the Customer Contact Center or Walk-In Center**

You can call the Customer Contact Center at (718) 707-7771 or visit a Walk-in Center (Monday through Friday from 8 a.m to 5 p.m.) to receive assistance with your application.

You can schedule an appointment at one of the Walk-In Centers for a time that is convenient for you. To make an appointment, visit [on.nyc.gov/nycha-ccc-appt](https://on.nyc.gov/nycha-ccc-appt)

### **Additional ways to contact NYCHA**

Below below is a list of key contact information, including mail-in options for you to use if you do not have internet access:

 <b>Process</b>	 <b>E-Mail</b>	 <b>Hard Copy</b>
Annual (AOI) Documents	Self-Service Portal	PO Box 19196 Long Island City, NY 11101-9196
Rental Transfer Documents	<b>S8.rtu@nycha.nyc.gov</b>	PO Box 19199 Long Island City, NY 11101-9199
Letters or Questions	<b>S8.info@nycha.nyc.gov</b>	PO Box 19201 Long Island City, NY 11101-9201
Portability Documents	<b>s8portability@nycha.nyc.gov</b>	PO Box 19201 Long Island City, NY 10008-1631
Restoration Requests	Walk-in Center	PO Box 19201 Long Island City, NY 11101
Ownership Changes	<b>S8.vcu@nycha.nyc.gov</b>	PO Box 19197

## Get updates on your Section 8 application or voucher status

The best way to contact NYCHA about your Section 8 case is through NYCHA's Self-Service Portal.

## What is NYCHA's Self-Service Portal?



The easiest way to communicate about or request changes to your Section 8 benefits is through NYCHA's Self-Service Portal. Log on at NYCHA's Self-Service Portal to:

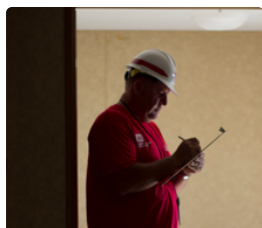
- View basic case information
- Submit service requests and track the status of your requests
- Monitor inspections:

- View recent inspection information
- Reschedule an upcoming inspection
- Request a special inspection
- Request a reasonable accommodation
- Complete and submit your annual recertification
- Report changes to your household by filing an interim recertification
- Request to transfer to a new unit in NYC
- Request to port your voucher to another jurisdiction (request a move to another city/public housing authority)
- View a listing of available Section 8 apartments



### Complete Your Annual Recertification

On an annual basis, you are required to submit family composition, income, asset and expense information to NYCHA to determine your continued eligibility for the HCV Program.



### View and Reschedule Inspections

All units must meet the Housing Quality Standards performance requirements, upon rental and throughout the assisted tenancy.



### Request Reasonable Accommodation

If you or a household member has a medical condition or disability, you may be eligible for a reasonable accommodation.



### View Available Vacant Apartments

NYCHA is helping to make the search easier by offering a listing of properties available to voucher holders seeking units in the private market.



### Upload Documents

Save time by directly uploading your documents that are required by NYCHA for annual recertifications and more.