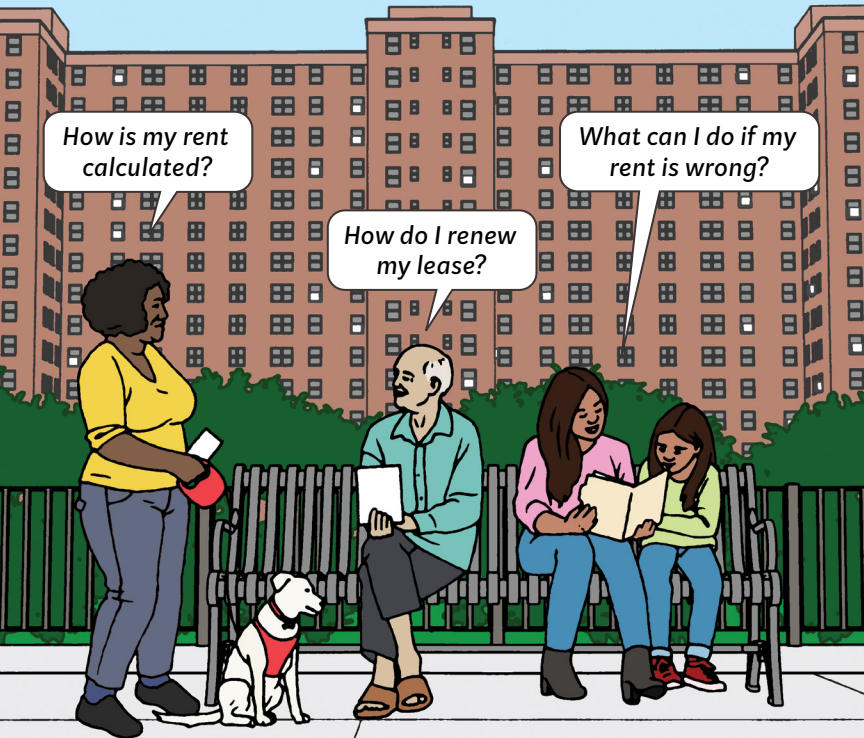


# Let The Papers Do The Talking



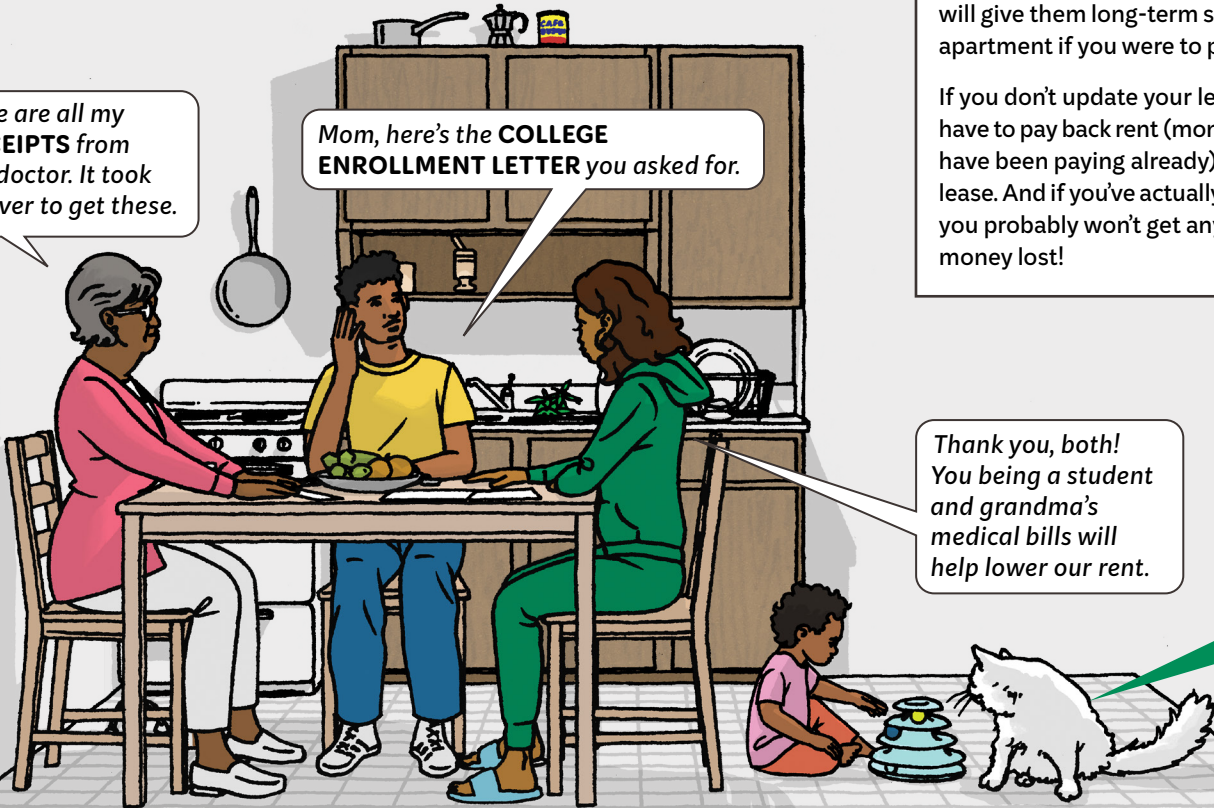
This guide explains how to renew your lease and keep your rent affordable in the New York City Housing Authority (NYCHA).

# How Is My Rent Calculated?



If you live in NYCHA, your rent should be **30%** of your family income. Renewing your lease yearly (called the **ANNUAL REVIEW**) can make sure you're paying the right amount.

To calculate your rent, during the Annual Review, NYCHA Property Management will look at everyone in the household's **INCOME** and **ASSETS** from the past year. Depending on who's in the household, you might be able to lower your rent (see **DEDUCTIONS PG 6**).



Here are all my **RECEIPTS** from the doctor. It took forever to get these.

Mom, here's the **COLLEGE ENROLLMENT LETTER** you asked for.

## UPDATING YOUR HOUSEHOLD MEMBERS

When you renew your lease, report any changes in who's living in your apartment. If someone's moved out, passed away, or if your family has grown, you'll need to show:

- birth/death certificate
- social security card
- proof of their new address (*recommended, if moved out*)

Adding people who you consider family to your lease will give them long-term succession rights to stay in your apartment if you were to pass away or move out.

If you don't update your lease and household, you might have to pay back rent (money NYCHA thinks you should have been paying already) the next time you renew your lease. And if you've actually been overpaying for rent, you probably won't get any money back. That's a lot of money lost!

Thank you, both! You being a student and grandma's medical bills will help lower our rent.

Many immigrants live in NYCHA housing! **NON-CITIZENS WITHOUT DOCUMENTATION** have to pay a "pro-rated rent." Go to your Property Management Office for more information.

# What Income Impacts My Rent?

Once you've updated the household, you'll need to report everyone's income. NYCHA calls this the **AFFIDAVIT OF INCOME**. You'll need to collect a lot of paperwork, like:

Self-employed? You'll need a copy of your tax return, 1099 Miscellaneous Form from contract work, or a Certificate of Net Worth.

Submit documents that best show your average income for the year. Don't choose paystubs where you worked a lot of overtime or took on a seasonal job.

- ❑ Proof of employment, like a W2/W9, 2 consecutive paystubs, or a job letter

- ❑ Social Security Award Letter
- ❑ Public Assistance Budget Letter
- ❑ Military Pay/Veterans Benefits
- ❑ Worker's Compensation
- ❑ Pension/Annuity
- ❑ Child Support/Alimony (statement or court document)

## These shouldn't impact your rent:

- ❑ Non-recurring income (like gifts, or lump-sum payments)
- ❑ Income earned by anyone 17 or younger
- ❑ Income above \$480 if it's earned by a full-time student 18 years or older, unless it's the head of household or spouse
- ❑ Money made during a job training program
- ❑ Assets totaling less than \$50,000

Thanks for getting me that **COLLEGE ENROLLMENT LETTER**. I also need some **PAYSTUBS** from your new job. I'm so proud of how hard you're studying and working.

**PAYSTUBS?** Wait, is my new job going to make our rent go up?



It should be okay, you're in school full-time so NYCHA can only count a small amount. Let me help you sign into your employer's website to get the documents we need.



## Does Your Household Have Zero Income?

NYCHA has a **ZERO INCOME POLICY** that allows for \$0 monthly rent if you complete an interview with your Housing Assistant and recertify every 90 days.

It can be hard to go through the process of claiming the Zero Income Policy. You could also apply for **CASH ASSISTANCE** from **HRA** (NYC Human Resource Administration) or have someone who is supporting you financially write a letter to count as income.

# What Can I Report to Help Lower My Rent?

You can deduct some money from your total household income if you have dependents, **CHILD CARE EXPENSES**, or if you are 62 or older, or disabled and have **MEDICAL/DISABILITY EXPENSES**.

## SENIOR/DISABLED HEAD OF HOUSEHOLD DEDUCTION

1. **\$525\*** a year for the head of household, co-head, or their spouse. **This can only be used once per household.**
2. If the head of household is 62 or older or has a disability, you can also deduct medical expenses that insurance won't cover, if it's over **10%** of their income.

Report these **EXPENSES**:

- Prescriptions
- Doctor visit co-payments
- Medical supplies & equipment
- Medical Insurance Premiums

Save all receipts!

If you make **\$10,000** a year, you should report all medical expenses if they add up to over **\$1,000** (10% of your income). A procedure that costs **\$1,500** would then reduce your total income calculation by **\$500**.

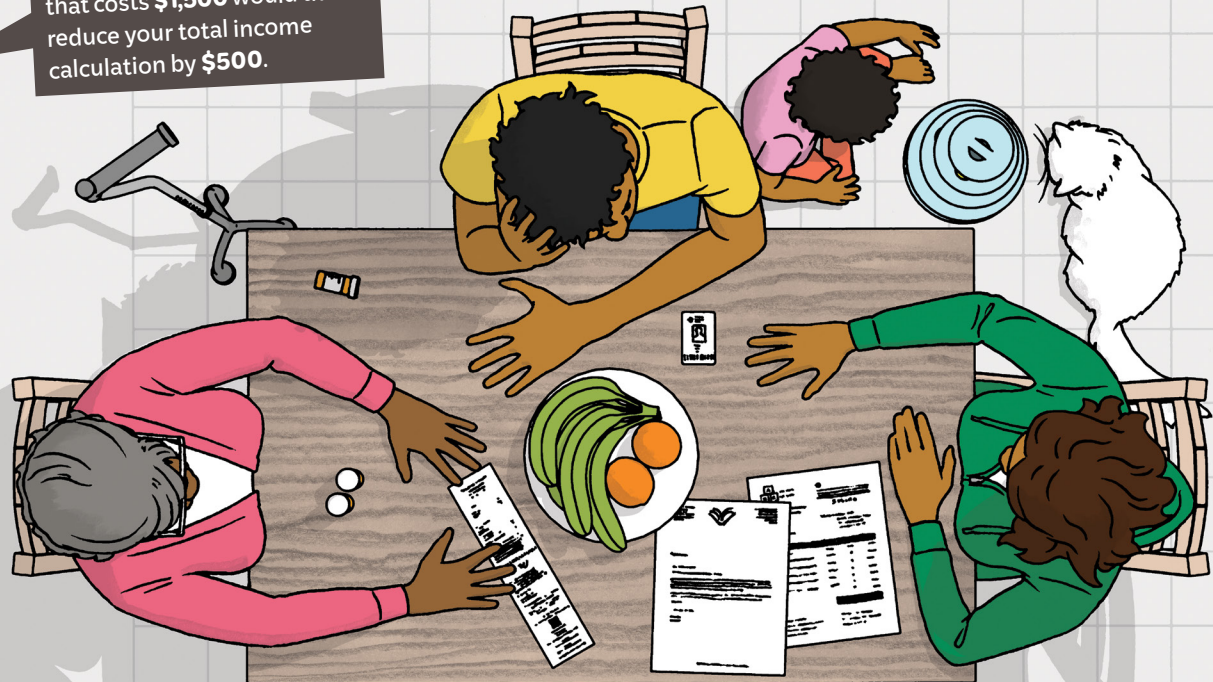
Submit a college or vocational training enrollment letter.

This can be a signed letter or bill!

## CHILD/DEPENDENT DEDUCTION

1. **\$480\*** a year for anyone (unless they are head of household, co-head, or the spouse) who is:
  - 17 or younger
  - A full-time student
  - Person with disability
2. Child care expenses for children 12 or younger.

\*Check these numbers — NYCHA will raise them each year based on inflation.





# How Do I Renew My Lease?

## 1. LOGGING IN

It's best to renew your lease online at **SELF-SERVE.NYCHA.INFO** or at the kiosk in the Property Management Office. The website is available in many languages. You can also request a paper version at your Property Management Office.

You'll get a notice in the mail that it's time to renew your lease. In that letter will be your **USERNAME** and **PASSWORD**. You need this to log into your account. You can reset your password on the portal if needed.

Forgot your password?



## 2. SCANNING & UPLOADING



This is where all your documents will go. It can be really hard and frustrating to do online and can take up to an hour to scan all the documents and submit everything. Be prepared!

You can also bring your documents to the Property Management Office and get help uploading them there.

## 3. REVIEWING & SUBMITTING



You'll also need to register pets, appliances, and ask for any reasonable accommodations.

Make sure you review everything before you press submit! Once you submit, you can't make any changes. Any mistakes could lead to a higher rent than what you're supposed to pay! Once you submit, screenshot your **SERVICE REQUEST NUMBER**.

If you need help, ask for an appointment with your NYCHA Housing Assistant, or talk to your neighbors, resident association, or a trusted community organization.



## 4. APPROVAL



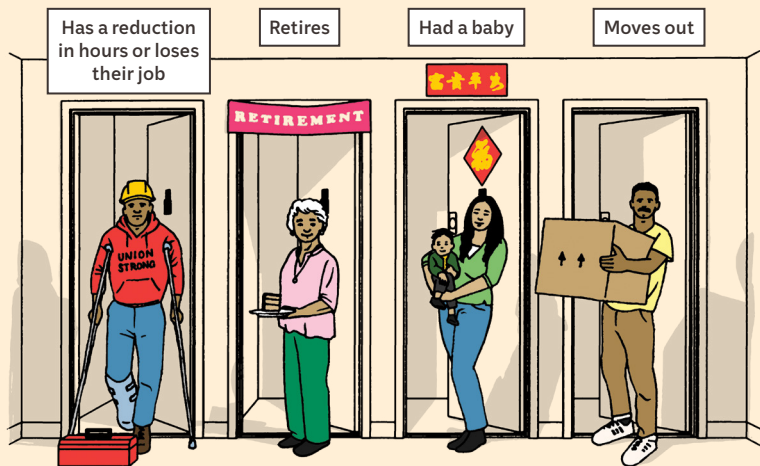
You'll receive a letter in the mail with your updated lease, called a **LEASE ADDENDUM**, explaining what your rent for the next year will be. Check the back page to see how NYCHA calculated your rent.

# What Can I Do If My Rent Is Wrong?

## Interim Recertification

If there are life changes during your annual lease period, you don't need to wait until the end of your lease to get your rent adjusted! You can submit something called an **INTERIM RECERTIFICATION** to lower your total rent.

Some examples of when you can apply for an Interim Recertification are if you or someone in your household:



**Report these changes in the same month it happens!** Just like with the Annual Review, you'll need to show **PROOF** of these changes. NYCHA needs to process the request within 60 days of receiving your documents. Your rent should be adjusted within 2 months.

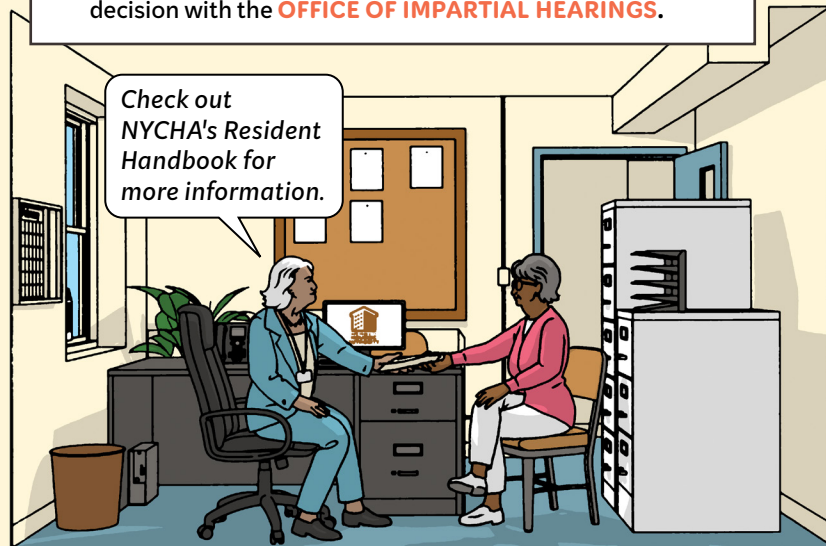
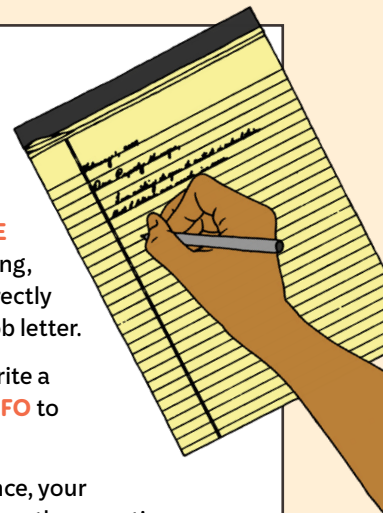
### HOW DO I SUBMIT AN INTERIM RECERTIFICATION?

You have to do it online at **SELF SERVE.NYCHA.INFO** or at the kiosk in the Property Management Office. Just like with the Annual Review, this could take some time to fill everything out and scan all your documents. Be prepared!

## Rent Grievances

If you think your annual rent has not been calculated correctly:

1. Reach out to your NYCHA **PROPERTY MANAGEMENT OFFICE** to schedule a meeting. At this meeting, bring proof to show what was incorrectly calculated, like a benefit cut off or job letter.
2. If your rent isn't adjusted, you can write a grievance at **SELF SERVE.NYCHA.INFO** to request a rent adjustment or credit.
3. Within **30 DAYS** of filing the grievance, your Property Manager should schedule another meeting. After you meet, the Property Manager will approve or deny your request.
4. If you disagree with that decision, you can appeal this decision with the **OFFICE OF IMPARTIAL HEARINGS**.



## Every year, NYCHA residents should:

- Renew your lease.  
To do this you'll need to:
  - Update who's listed in the household
  - Collect and save your income documents
  - Claim deductions and save receipts
- Submit an Interim Recertification, if there are any life changes during the lease period
- Write a grievance, if you think your rent has been miscalculated



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**BO-WON KEUM** is a designer in New York.

**MARK NERYS** is an illustrator in Jersey City.

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