

Frequently Asked Questions (FAQs)

Emergency Housing Voucher Program

1. What is an Emergency Housing Voucher (EHV)?

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 & Development (HPD). EHV's are tenant-based rental assistance under section 8(o) of the United States Housing Act of 1937 (42 U.S.C. 1437f(o)) and will generally operate like tenant-based Section 8.

EHV assistance is 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 families and individuals must first complete an initial screening with a caseworker and be referred to NYCHA and HPD by designated New York City agencies and their contracted providers. Clients cannot apply directly to NYCHA or HPD for EHV assistance. Because the EHV's are limited, families and individuals who meet the eligibility criteria must also satisfy additional prioritization criteria.

2. I believe I am eligible for an EHV. How do I apply?

If you believe you may be eligible or for additional information, please reach out to your caseworker. Initial screening requires that you complete the online NYC Coordinated Assessment and Placement System (CAPS) survey. Your caseworker will help you complete the survey. If the survey shows that you are in a preliminary priority group and meet eligibility, your caseworker will assist you with the next steps in the process. Visit nyc.gov/ehv for more information.

3. How is eligibility determined for a referral for EHV assistance?

Because the EHV's 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. Please note that a referral to NYCHA or HPD for EHV assistance does not guarantee that you will receive an EHV. If you believe you may be eligible, or for additional information, please reach out to your caseworker or visit nyc.gov/ehv.

4. Which agencies are making EHV referrals?

The agencies making EHV referrals are:

- NYC Department of Homeless Services (DHS)
- NYC Human Resources Administration (HRA)
 - HIV/AIDS Service Administration (HASA)
 - Office of Domestic Violence (ODV)
 - Homelessness Prevention Administration (HPA)
 - Federal Homeless Policy - Continuum of Care (CoC)
- NYC Department of Housing Preservation and Development (HPD)
- NYC Mayor's Office on Criminal Justice (MOCJ)
- NYC Health + Hospitals (H+H)
- NYC Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV)
- NYC Department of Youth and Community Development (DYCD)
- NYC Administration for Children's Services (ACS)



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

5. I have an approved supportive housing application. Am I eligible for EHV as well, and can I be referred for EHV by my current shelter provider?

Yes. Your supportive housing application will have no impact on your eligibility and prioritization for referral for EHV. Effective 08/06/21 the City expanded EHV referral opportunity to include households with current approved supportive housing applications. If you submitted a CAPS survey prior to 08/06/21, please speak with your case manager, who will assist you in submitting a new CAPS survey.

6. How does EHV help me pay rent?

If you lease up in a unit with an EHV, your household will typically pay 30% of your household income toward rent, and HPD or NYCHA will pay the difference. As the voucher holder, you will pay your portion of the rent directly to the owner. HPD or NYCHA will pay their portion of the rent directly to the owner as well.

7. How do I know which agency (HPD or NYCHA) is administering my voucher?

The name of the administering agency will appear on the EHV. The caseworker who referred you also has this information.

8. Can I switch the agency administering my voucher?

No, referral to NYCHA or HPD for EHV cannot be changed once it is assigned.

9. I am being told there are a limited number of Emergency Housing Vouchers available. Why?

HPD and NYCHA were each allocated a limited number of Emergency Housing Vouchers by the federal government. Once these vouchers have been used to successfully rent housing, HPD and NYCHA will not accept further applications.

If you are interested in additional housing resources, you may access affordable housing lotteries on the NYC Housing Connect website at nyc.gov/housingconnect. HPD Housing Ambassadors can help with the lottery process-- find an Ambassador near you at nyc.gov/housing-ambassadors. You may also call 311 to hear about additional housing resources.

EHV Application

10. What documents and information are needed to complete my online EHV application?

You will complete your EHV application online through NYCHA's Tenant Self-Service Portal. This is the central application point for both HPD and NYCHA EHV applicants. You will need to provide the name, date of birth, Social Security Number (if any), Alien Registration Number (if any), gender, ethnicity, income and asset information for all household members. You will also need to upload copies of every household member's birth certificate, Social Security Card (if any), Alien Registration Card (if any), current government issued photo ID, income information (e.g., public assistance benefit letter, SSI statement, child support, current checking account statement, current pay-stubs), proof of full-time student status (if applicable), and asset information. Review the [Completing the Online EHV Application: Required Documents checklist](#).

As of 1/24/2022, the online EHV application has been updated with language to the Acknowledgement section at the end of the application that permits you, if necessary, to self-certify income, assets and/or expenses for which you do not have and cannot obtain third-party documentation. You may be required to provide additional documentation to confirm income at a later date. For more information, please view the [Self-Certification of Income, Assets, and/or Expenses document](#).



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

11. What happens after my online application is submitted?

The agency receiving your application (NYCHA or HPD) will review your application for completeness and program eligibility. Program eligibility includes:

- income eligibility;
- eligible immigration status (at least one family member must have an eligible immigration status);
- standards for admission (HUD does not permit anyone with a lifetime sex offender registration requirement or a person convicted of drug-related criminal activity for the manufacture or production of methamphetamine on the premises of federally assisted housing to receive EHV assistance); and
- the submission of required documentation.

If additional information or documentation is needed, then the agency will contact you within 15 business days. If you are determined eligible for the EHV program, you will need to complete an interview by phone and online voucher briefing with the agency administering your voucher. You will be required to submit updated income documentation at this appointment.

If all documentation is received and you are found eligible for EHV assistance, you will be issued a voucher and rental/landlord package via email or mail within 15 business days of the briefing interview. For NYCHA EHV holders, your EHV and rental package will be available online through the NYCHA Tenant Self-Service Portal (<https://selfserve.nycha.info>).

12. What if my application for EHV assistance is denied?

If your application is denied, you will receive written notice of the denial and have the opportunity to request informal review from the agency which issued that ineligibility notice.

EHV Housing Search and Lease-up

13. I have received an Emergency Housing Voucher. What do I do now?

Once you receive an EHV, you must find an apartment to rent and submit a completed rental package to the administering agency (NYCHA or HPD) before the expiration of your voucher. It is important to begin the housing search as soon as you can.

You will be offered housing navigation services. The person providing housing navigation services is called a Housing Navigator, an employee of a community-based organization or your existing caseworker or City staff person. The Navigator will initiate contact with you, help you identify and prepare for apartment viewings, and offer regular check-ins and support for a successful housing search and lease-up process.

There are also a variety of additional housing search resources available to you:

- **HPD's Housing Search Resources** page: <https://www1.nyc.gov/site/hpd/services-and-information/section-8-housing-search-resources.page>
- **www.AffordableHousing.com**: Some owners interested in participating in the Section 8 rental subsidy programs register available apartments through this website. Voucher holders are encouraged to check these listings often.
- **NYC Housing Connect** is an online application system for affordable housing lottery opportunities in New York City. It can be found at nyc.gov/housingconnect. Please note that housing lotteries are extremely competitive and take time. While you apply for lotteries and wait for updates, you must also seek other opportunities to use EHV.
- **HPD's Apartment Hunting Tips** page: <https://www1.nyc.gov/site/hpd/services-and-information/apartment-hunting-tips.page>



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14. Does my EHV expire?

The term of the voucher is listed on the first page of the voucher. If you do not submit a completed rental packet to the administering PHA before the voucher expiration date, the voucher will expire and you will not receive rental assistance.

For NYCHA EHV, your initial voucher term will be 120 days and you will be eligible for one 60-day extension. You must request your one 60-day extension, if needed, at least 7 to 10 days before your voucher expiration date by calling NYCHA's Customer Contact Center at 718-707-7771.

For HPD EHV, your initial voucher term will be 120 days, with an automatic 60-day extension. Additional extensions will only be considered for Reasonable Accommodation requests. The Reasonable Accommodation request forms are available on the HPD website at nyc.gov/hpd/dtr-forms.

15. Will I be eligible for assistance with a broker's fee, security deposit or moving expenses?

If needed, all EHV voucher holders, will be eligible to receive the following housing search assistance:

- Broker's fee (up to 15% of annual rent)
- Support of the NYC Mayor's Public Engagement Unit (PEU), which will reach out to owners and brokers to identify available units
- Scheduling apartment viewings through PEU
- Moving cost assistance
- One month's security voucher

Your case worker/housing navigator/housing ambassador will be able to connect you to these resources.

Information about the assistance available and eligibility requirements can be found at:

<https://www1.nyc.gov/site/hra/help/cash-assistance.page>, or by calling HRA's Infoline at 718-557-1399.

16. I found an apartment, what are the next steps?

You and the owner of the apartment must complete the rental package and submit it to the agency (NYCHA or HPD) administering your voucher. The agency will review the rental packet for completeness, and must determine that the rent charged is reasonable and that the owner is eligible to rent the unit.

NYCHA and HPD will also determine whether the apartment meets [federal Housing Quality Standards \(HQS\)](#):

- NYCHA/HPD will schedule an inspection of the unit
- If the rent is reasonable and the unit is otherwise eligible to receive EHV assistance, then NYCHA and HPD will approve the rental

17. What is a Housing Assistance Payments (HAP) contract?

This is the agreement between the agency (NYCHA or HPD) and the owner of the apartment, in order for the agency to make monthly subsidy payments on your behalf to the owner. The agency will provide the HAP contract to the owner in the final stage of the rental process. The owner must sign and return the HAP contract to the agency with a fully executed lease.

18. When can I move into my new unit?

EHV applicants may move into their new apartment as of the start date of the HAP contract, which is listed on the Conditional Approval/Conditional Move-in letter. NYCHA or HPD will review the process with you at your eligibility interview and briefing.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

19. What will be my tenant-share portion of the rent?

You will typically pay 30% of your monthly adjusted income toward rent and utilities. However, if the gross rent (rent and utilities) is more than the voucher payment standard, you may have to pay more. You will not be allowed to lease an apartment whose rent exceeds the payment standard if that results in you paying more than 40% of your income in rent.

20. What will be my tenant-share portion of the rent if not all family members contend eligible immigration status?

Eligibility for federal housing assistance is limited to U.S. citizens and noncitizens who have eligible immigration status. Families in which all members are U.S. citizens or have eligible immigration status are eligible for housing assistance. Families in which at least one member is a U.S. citizen or has eligible immigration status may also be eligible for prorated assistance. A family in which some family members have eligible immigration status, and some do not contend eligible immigration status, is called a mixed family. Mixed families receive prorated assistance based on the percentage of family members who qualify for assistance.

To calculate the tenant-share for a mixed family:

1. Determine Gross Rent (rent to owner plus utilities for the unit);
2. Determine the HAP amount, taking into account the income of all family members;
3. Determine the proration factor by dividing the number of family members with an eligible immigration status by the total number of family members in the household;
4. Multiply the HAP amount (calculated in step 2) by the proration factor (calculated in step 3) to determine the prorated HAP; and
5. Subtract the prorated HAP (calculated in step 4) from the gross rent (step 1) to determine the tenant-share portion of the rent.

Example calculation:

- Gross rent: \$2,100
- Payment standard: \$2,217
- Total Tenant Payment (TTP) based on all household income: \$300
- Family size: 4
- Number of ineligible noncitizens: 1

HAP is the lower of Payment standard (\$2,217) minus TTP (\$300) or Gross Rent (\$2,100) minus TTP (\$300)	
HAP, before proration, is \$1,800	
Proration Factor	3 eligible family members of 4 members = $\frac{3}{4}$ or .75
Prorated HAP	HAP before proration (\$1,800) x proration factor (.75) = \$1,350
HAP, after proration, is \$1,350	
Family Share after proration	Gross rent (\$2,100) – Prorated HAP (\$1,350) = \$750

21. What are voucher payment standards?

The payment standard refers to the maximum amount of subsidy that NYCHA or HPD may pay for an apartment. The payment standards give a general sense of how much rent the voucher will help a family afford. NYCHA and HPD also use Exception Payment Standards (EPS), which is set at the zip code level and allows for subsidy levels that more closely match the local market. That maximum subsidy amount is reduced by the utility allowance amount if there are any tenant paid utilities for the unit.

For more information on payment standards, including EPS, please visit nyc.gov/hpd-payment-standards (for both NYCHA and HPD).



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

EHV Housing Search and Lease-up

22. Once I am admitted and become an EHV participant, how long will I receive rental subsidy?

The EHV program will receive initial funding from the federal government for at least 10 years. You will continue to remain eligible for assistance as long as you continue to meet program requirements.

HPD EHV participants will be invited to join HPD's Family Self-Sufficiency program to help them meet their educational, employment, and financial goals that can help with stability in the coming 10 years.

23. Can I move out of NYC with my EHV voucher?

Yes. Moving outside the New York City area is called portability. EHV voucher holders have the opportunity to live anywhere in the U.S., Puerto Rico, or the U.S. Virgin Islands as long as there is a Housing Choice Voucher (HCV) Program administered in that area. You will need to submit a request to the agency administering your EHV (NYCHA or HPD) and provide the name and contact information of the PHA you would like to transfer your voucher (port) to; if you need assistance in locating this information your administering agency can assist.

Please contact the agency administering your EHV to find out additional information on how to port-out with your EHV. Note: The housing search assistance, admission criteria, and services offered by the receiving housing authority may be different than the housing search assistance services offered by NYCHA and HPD to EHV holders.

24. Can I move and still be assisted with my EHV voucher?

Yes. You may be eligible for a voluntary move after you have been subsidized for one year if you have complied with EHV program requirements. If you require an emergency transfer, please contact the agency administering your voucher (NYCHA or HPD) to find out more about their emergency transfer process.

More information about moves with an HPD EHV, including the Move Request Form, can be found at:
<https://www1.nyc.gov/site/hpd/section-8/tenants-moving.page>.

More information about moves/transfers with a NYCHA EHV can be found at:
<https://www1.nyc.gov/site/nycha/section-8/transfers.page>.

25. Where can I go for more information?

To learn more about the EHV Program, visit nyc.gov/ehv.

For additional information on the rental subsidy process for HPD, please see HPD Section 8: Housing Choice Voucher Program FAQ available at:
<https://www1.nyc.gov/assets/hpd/downloads/pdfs/services/hcv-faq.pdf>.

For additional information on the rental subsidy process for NYCHA, please see NYCHA's Section 8 Tenants: Frequently Asked Questions available at:
<https://www1.nyc.gov/assets/nycha/downloads/pdf/SECTION8.TENANTS.FAQ.pdf>.



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