

**NEW YORK CITY HOUSING AUTHORITY
MANAGEMENT MANUAL**

RENT AND RENT COLLECTION

CHAPTER II

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NYCHA MANAGEMENT MANUAL – CHAPTER II

RENT AND RENT COLLECTION

I. PURPOSE

This Chapter of the Management Manual details the procedures used for collecting rent and other charges, and is designed to achieve the following objectives:

- Present a uniform, systematic, and efficient procedure for the collection of rents and other charges.
- Define NYCHA staff functions in the rent collection process.
- Provide an overview of the legal action and uncollected account process.

For information about rent calculation policies, refer to Management Manual, Chapter III, *Income Review and Verification & Interim Changes*.

II. POLICY

A. Rent Due Date

Rent is due on the first day of the month. However, if a tenant has a court stipulation, payment dates are specified on the stipulation.

B. Proactive Rent and Fee Collection

Rent and fee collection are primary functions performed by Property Management staff. Rent and fee collection is an ongoing process that requires proactive monitoring of rent collection reports and follow-up with the tenant. The objective is to reduce the number of rent delinquent tenants. Staff must focus on any tenant with an outstanding balance. This includes tenants with multi-month arrears due and those that qualify as Chronic Rent Delinquents (CRD). Proactive rent and fee collection include:

1. Daily monitoring of all tenants who have not paid their monthly rent.
2. Frequent personal contact and timely follow-up actions with tenants.
3. Advising tenants of available payment options. Refer to Section IV., *Overview of Rent Payment Options*, and Section XVII., *Appendix 3: Rent Payment Methods Flyer – 8 Ways You Can Pay Your Rent*, for additional information.
4. Referrals to NYCHA's Office of Resident Economic Empowerment and Sustainability (REES) for financial education/budgeting or employment services.

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5. Referrals to the Human Resources Administration (HRA) Department of Homeless Services, or community-based organizations for cash assistance grants or case management services.
6. Negotiating payment plans with tenants for arrears that are not related to rent or retroactive rent. Refer to Section VI., *Payment Plans*, for additional information.
7. Timely legal action and documentation, including non-payment and termination of tenancy actions.

NOTE: Changes to a family's income may impact a tenant's ability to pay rent on time. In addition to proactive rent collection actions, staff must ensure timely processing of Interim Rent Changes and Annual Income Reviews, especially those related to family income changes.

III. RENT AND OTHER CHARGES

A. Rent

The following types of charges are applied to the rent field in the Rent Collection System (RCS):

1. Monthly rent.
2. Pro-rated rent for a period of less than a month.
3. Use and Occupancy (Licensee Actions).

B. Other Than Rent

1. Recurring Charges

The following fees are for additional services charged to the tenant's account monthly:

- a. Air conditioners.
- b. Washing machines.
- c. Dishwashers.
- d. Stand-alone freezers.

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2. Miscellaneous Charges

Miscellaneous charges are fees for additional services (not legal fees) that are charged to the tenant's account, when applicable. These charges include:

- a. Property damage fee.
- b. Sales and services charges (e.g., key replacements, cylinder changes, and work to repair tenant-caused damages).
- c. Interest accrued on retroactive charges.

NOTE: Eliminated Charges:

- NYCHA does not provide, or charge for, window shades.
- NYCHA does not charge a fee for transfers. The \$100 transfer deposit fee was eliminated effective February 1, 2010.

Note, however, that there are other payments due at the time of rental for both new applicants and transferring tenants. Those payments include rent, security deposit, and smoke detector/carbon monoxide detector charges.

3. Legal Fees

The following fees are based upon legal proceedings taken by NYCHA against a tenant or occupant of an apartment:

- a. Dispossess service.
- b. Warrant service.
- c. Evictions.
- d. Storage fees for evictions.

4. Retroactive Rent

Retroactive rents are adjustments made to a tenant's account for rent covering a previous time period, as a result of unreported income and delayed submission of annual income review or interim rent change information.

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IV. OVERVIEW OF RENT PAYMENT METHODS

This section discusses the eight (8) different methods of rent payment and rent processing. For more information on NYCHA rent payment plans, refer to Section XVII., *Appendix 3: Rent Payment Methods – 8 Ways You Can Pay Your Rent*. The following is a summary of available rent paying methods:

	Payment Method	Frequency of Payment
A	Online ePayment on NYCHA's website (residential and commercial tenants)	Due on the first day of the month. NYCHA tenants can use this option to make timed payments at their convenience (e.g., onetime payment, weekly, bi-weekly, etc.).
B	Online payment through a bank's website or bill payer (residential and commercial tenants)	
C	NYCHA's Pay-By-Phone payment system (residential tenants only)	
D	In person payment at an authorized bank or credit union (residential tenants only)	
E	Mailed payment to Lockbox Provider (residential and commercial tenants)	
F	NYC Office of Payroll Administration Payroll Rent Deduction Program payment	Twice a month, based on payroll dates. This is considered an automatic rent payment.
G	HRA for Public Assistance rent payment (residential tenants only)	Twice a month, based on the HRA check dates. This is considered an automatic rent payment.
H	Authorized Third Party Payers	Once a month, by the end of the month.

NOTE: Mailing or In-Person payment options require either a Remittance Slip or NYCHA Form 040.913, *Bank Acceptance Slip*.

Eight Payment Methods

A. Online ePayment on NYCHA's Website

Tenants may electronically transfer funds from their checking or savings account, or by using a Visa™ or Mastercard™ debit card, to NYCHA through ePayment. This is done by accessing NYCHA's website at www.nyc.gov/nycha, and clicking on the 'Pay Rent' button under the 'Residents' heading.

In addition to making onetime payments, tenants can establish automatic rent payments by using this system. Once established, rent will be paid monthly without further action needed by the tenant unless he or she chooses to discontinue automatic payments.

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- NOTE:**
- ePayments made before 3:00 p.m. Eastern Standard Time will be credited to the tenant's account on the same day.
 - ePayments made on weekends and federal holidays, when banks are closed, will be credited to the tenant's account on the next business day.

B. Online Payment through a Bank's Website or Bill Payer

Tenants may use their bank's online system or online bill payer to make a payment to their rent account from their bank account. This can be done on either a one-time or recurring (e.g., monthly, biweekly, etc.) basis. There may be a fee depending on which bank the tenant uses.

C. NYCHA's Pay-By-Phone Payment System

Tenants may pay their rent by calling NYCHA's Phone Payment System at 1-866-315-6355.

D. In Person at an Authorized Bank or Credit Union

Tenants may only make cash payments at an authorized bank or credit union.

Please note:

1. Tenants must submit a Remittance Slip or NYCHA Form 040.913, *Bank Acceptance Slip* in order to make a payment.
2. Tenants are required by the bank or credit union to present photo identification.
3. Payments received before 5:00 p.m. on weekdays are posted in the RCS on the same day.
4. Payments received after 5:00 p.m. on weekdays, weekends, and holidays are posted in the RCS on the following business day.
5. All payments submitted to payment centers for any NYCHA tenant are conditionally accepted regardless of the amount.

E. Mailed Payment to Lockbox Provider

Tenants may mail payments to the Lockbox Provider in the form of checks or money orders along with a Remittance Slip or NYCHA Form 040.913, *Bank Acceptance Slip*. The tenant's nine (9) digit account number must be noted on the face of the check or money order.

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The Lockbox Provider processes payments daily, including weekends. Payments processed by the Lockbox Provider are posted on a daily basis to the RCS. Refer to Section VII., *Lockbox*, for additional information.

F. NYC Office of Payroll Administration Payroll Rent Deduction

All NYC municipal employees who are paid through the NYC Office of Payroll Administration may pay rent by having their monthly rent automatically deducted from their employee paycheck. One-half (1/2) of the monthly rental obligation is deducted from the employee's first two (2) paychecks every month.

Any NYCHA employee who wishes to take advantage of this program can enroll online, or in person, by visiting their local property management office. Enrollment is voluntary. For more information on payroll rent deductions, refer to Section V., *Payroll Rent Deduction Program*.

G. HRA

HRA rent payments made by Electronic Funds Transfer are transmitted directly to NYCHA, and applied to the tenant's account. HRA rent payments appear on a tenant ledger card as "Electronic HRA Payment".

Developments receiving vendor or two-party HRA rent checks must refer these accounts to the Lockbox Unit for conversion to electronic payments by emailing the following information to the Lockbox Unit:

1. The NYCHA development's name.
2. The type of payment (vendor or two-party).
3. The tenant's name, Social Security number, NYCHA nine (9) digit account number, and the HRA case number.

H. Authorized Third Party Payers

Third parties can be authorized to pay rent on behalf of a tenant. Examples include:

1. A legal guardian.
2. A person with a valid power of attorney allowing him or her to act on the tenant's behalf.
3. A representative payee such as HRA's Adult Protective Services (APS), which uses the tenant's social security benefits to pay their rent.

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4. A medical or caregiver representative.
5. A responsible family member or friend acting in the tenant's best interests.

V. PAYROLL RENT DEDUCTION PROGRAM

NYCHA tenants who are municipal employees may pay their monthly rent by having it automatically deducted from their employee pay via the Payroll Rent Deduction Program. Employees can register online or in person by visiting their development management office.

To enroll online, the employee may visit the NYCHA Self-Service portal at <https://selfservice.nycha.info>. Employees may also enroll by visiting the NYCHA website at www.nyc.gov/nycha, and clicking on 'Residents', then clicking on 'Pay Rent', and clicking on the link in the 'Pay Rent via Payroll Deductions' section.

For in-person registration, the housing assistant can generate a Worksheet/Enrollment Confirmation sheet from the RCS. This worksheet is used to determine the initial deduction amount and the month the deduction begins.

A. Eligibility Criteria

1. Tenants Eligible to Participate

Current municipal employees that are paid through the NYC Office of Payroll Administration and meet one (1) of the following residency types are eligible to participate:

- a. NYCHA head of household (public housing and Section 8 voucher holder in a City/State development).
- b. NYCHA resident employee.
- c. NYCHA senior resident advisor.
- d. NYCHA resident police officer.

2. Tenants NOT Eligible to Participate

- a. Retired municipal employees.
- b. Licensees.
- c. Squatters.

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- d. Remaining Family Member claimants who have not been granted a public housing lease.
- e. Public housing tenants (and their households) against whom a warrant of eviction has been issued from the court. This includes Non-Payment, Holdover, or Bawdy House cases.
- f. Public housing tenants (and their households) whose tenancy has been terminated by the NYCHA Board pursuant to an administrative proceeding.

NOTE: By court agreement, NYCHA may include any of the preceding ineligible tenants to participate in the Payroll Rent Deduction Program, provided they can be technically added to the program (excluding retired municipal employees). The court agreement should specify that payroll rent deduction payments made for these tenants are for Use and Occupancy only, and does not grant rights of public housing tenancy that otherwise do not exist.

3. Amount of the Payroll Rent Deduction

Payroll rent deductions are made from the employee's net pay, as needed, to pay the entire minimum amount due.

NOTE: Minimum Amount Due: The minimum amount due on the rent bill is usually the same as the total amount due. The total amount due includes all money owed on the rent account (i.e., regular monthly rent, retroactive rent, recurring and one-time charges, sales and services fees, and legal fees).

The minimum amount due may be less than the total amount due only if it is specified in a signed payment plan made with the property manager. When a payment plan is in effect, the minimum amount due includes the monthly rent **plus** the payment plan installment amount agreed to in the payment plan.

As the monthly rent and/or charges increase or decrease, the payroll rent deduction amount will accordingly increase or decrease automatically. No payroll rent deduction is made if the employee's net pay, in any applicable pay period, is not enough to pay half the minimum amount due.

If a payroll rent deduction is not made in any pay period, the unpaid balance is added to the next month's minimum amount due. If a balance is not paid through automatic payroll rent deduction, the tenant remains obligated to pay the full amount of the unpaid balance directly to NYCHA.

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4. Twice Monthly Deduction

The monthly minimum amount due for the household is automatically deducted from the employee's net pay in two (2) installments every month.

The first half of the minimum amount due is deducted from the employee's first paycheck of the month, and the second half is deducted from the employee's second paycheck of the month.

No deduction is made from the employee's third paycheck of the month during any month in which three (3) paychecks are issued.

The rent payment is posted to the tenant's account on the same day as the payroll rent deduction is made.

NOTE: Exception: NYCHA tenants employed by the NYC Department of Education who are on vacation during the months of July and August have their paychecks processed before the end of June. The deduction amount for these employees remains the same during the summer months.

Any change in the minimum amount due during July and August will be deducted after August. NYCHA staff should encourage NYC Department of Education employees to make additional rent payments during the summer months if the minimum amount due has gone up during that period.

NYCHA tenants employed by the NYC Department of Education who enroll in the Payroll Rent Deduction Program during the summer months will not have deductions taken from their paycheck until after the summer. They will be responsible for making their rent payments until the deductions begin.

B. Setting Up Payroll Rent Deduction Program Plans

1. Payroll Rent Deduction Requests

Development management staff takes the following actions to initiate a Payroll Rent Deduction Program plan request:

- a. Determining that the employee is qualified to participate in the program.
- b. Resolving any outstanding balance in the household's rent account.

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- c. Obtaining the employee's most current pay stub to confirm that the net monthly pay is sufficient to cover the Minimum Amount Due.
- d. Requiring the employee to complete and sign NYCHA Form 040.646, *Rent: NYCHA Rent/Payroll Deduction Authorization*.

Development management staff lists the Minimum Amount Due on the form and divides that figure in half to calculate the amount of each payroll rent deduction. Staff can view the calculations on the RCS Payroll Rent Deduction Worksheet.

Development staff explains to the employee that each payroll rent deduction may fluctuate as the monthly Minimum Amount Due increases or decreases. Staff ensures that all employee information is accurate including the Social Security number.

The tenant (lessee) is required to sign the authorization section of the *Rent: NYCHA Rent/Payroll Deduction Authorization* form if the tenant is not the municipal employee who is enrolling in the Payroll Rent Deduction Program.

- e. Obtaining the property manager's approval by signing NYCHA Form 040.646, *Rent: NYCHA Rent/Payroll Deduction Authorization*.
- f. Commencing the payroll rent deductions by entering the information into the RCS. On the Tenant Rent Payment Payroll Deduction Summary screen, staff must press the **F6** key to start payroll deductions.
- g. Printing a computer generated worksheet and enrollment confirmation sheet, *Sample Worksheet and Enrollment Confirmation*. This worksheet indicates all relevant information, including the initial deduction amount and the month the deduction begins.

Development management staff gives or mails a copy of the worksheet to the tenant (or to the employee, if different from the tenant), and retains a copy in the tenant folder.

2. Initiating Payroll Rent Deduction in AS400

To initiate payroll rent deductions, development management staff accesses the Payroll Rent Deduction Worksheet choose **Option 13** on the RCS administrative Functions Menu and enters the following information:

- a. The tenant's account number.

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- b. The employee's Social Security number (any errors or inconsistencies concerning the Social Security number must be corrected in the system before proceeding).
- c. The date the tenant signed NYCHA Form 040.646, *Rent: NYCHA Rent/Payroll Deduction Authorization*.
- d. The employee's payroll number. If unknown, select the appropriate employer agency from the pop-up window.

This number **must** be changed by development management staff if the employee changes jobs and moves to a different municipal agency paid through the NYC Office of Payroll Administration. If the employee goes to any job not paid through the Office of Payroll Administration, the Payroll Rent Deduction stops.

- e. Select one (1) of the three (3) payroll rent deduction options (all other data is automatically entered by RCS):
 - **Rent Only:** This option only deducts future rent. Any past due rent balance must be resolved outside the Payroll Rent Deduction Program (the balance may be paid in one (1) lump sum or it may be the subject of a court proceeding, and will be resolved in court).
 - **Rent plus Ledger Card Balance:** This option deducts future rent **plus** all balances on the ledger card. The employee may not want to use this option if the total balance is high, since the RCS will deduct as much as necessary to pay the balance. This could be as much as the employee's entire net pay.
 - **Rent plus Payment Plan:** This option deducts the future rent **plus** the monthly minimum due from any payment plan existing in the RCS system. To modify an existing payment plan or create a new one, staff must:
 - Exit the Payroll Rent Deduction Worksheet by pressing the **F8** key.
 - Modify or create a payment plan.
 - Press the **F12** key to return to the Payroll Rent Deduction Worksheet screen to activate the Payroll Rent Deduction Plan.

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NOTE: If the payment plan balance is **less** than the total ledger card balance, the payroll rent deduction will be just the payment plan amount plus future rent. The RCS will **not** deduct any ledger card balance in excess of the payment plan amount. For more information on payment plans refer to Section VI., *Payment Plans*.

3. Rent Payment Deductions Effective Date for New Actions and Terminations

The payroll rent deductions start or stop when the property manager performs the appropriate action in the RCS.

The Lockbox Cut-Off Date is the 12th day of every month. If the entry in RCS is made before close of business on the Lockbox Cut-Off Date, then the payroll rent deduction commences or terminates with the next full calendar month. For example, if a payroll deduction is entered in on January 8th, it will be effective in February.

If the RCS entry is made after the 12th of the month, the payroll action will take effect in the second following month. For example, if a payroll rent deduction is entered in on January 19th, it will be effective in March.

C. Terminating Payroll Rent Deductions

Participation in the Payroll Rent Deduction Program is voluntary and either NYCHA or the tenant/employee may terminate payroll rent deductions.

Staff terminates the payroll rent deductions by entering the information into RCS.

On the Payroll Rent Deduction Worksheet screen press the **F23** key to remove (stop) payroll rent deductions.

1. NYCHA can terminate payroll rent deductions by completing NYCHA Form 040.647, *Rent: NYCHA Rent/Payroll Deduction Termination*, and providing a copy to the tenant.

The property manager **must** terminate the payroll rent deductions if:

- a. The employee is no longer employed by NYCHA, or is no longer paid through the NYC Office of Payroll Administration.
- b. The family no longer resides in a NYCHA apartment.
- c. The property manager confirms that, on an ongoing basis, the employee's salary will no longer be sufficient to cover the payroll rent deduction.

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2. The tenant/employee can terminate the payroll rent deductions by completing NYCHA Form 040.647, *Rent: NYCHA Rent/Payroll Deduction Termination*. Staff shall note the tenant's reason for termination on the form and in the Tenant Data System (TDS) electronic Interview Records program. Staff shall inform the tenant of the effective date of the payroll rent deductions termination.
 - a. If the tenant (lessee) **is** the employee enrolled in the Payroll Rent Deduction Program, he or she shall receive a signed copy of NYCHA Form 040.647, *Rent: NYCHA Rent/Payroll Deduction Termination*. This is sufficient notice that payroll rent deductions have stopped and that the tenant is obligated to pay rent directly to NYCHA.
 - b. If the tenant (lessee) **is not** the employee enrolled in the Payroll Rent Deduction Program, the tenant is required to countersign the *Rent: NYCHA Rent/Payroll Deduction Termination* form.

If the tenant refuses or is unable to do so, the property manager still processes the employee's payroll rent deduction termination request. In that case, the property manager sends a letter to the tenant, informing him or her of the obligation to pay the entire monthly rent directly to NYCHA, since the employee's payroll rent deductions have terminated.

NOTE: The tenant may have commenced the payroll rent deductions as part of the settlement of a prior Non-Payment of Rent or CRD case. Accordingly, termination of the payroll rent deductions by the tenant may be a violation of a prior case settlement.

Before processing a tenant's payroll rent deductions termination request, the property manager must confirm that no such prior settlement case exists. If a prior settlement case exists, the property manager must contact the Law Department and notify the case attorney of the requested termination of payroll rent deductions. The Law Department shall advise the property manager concerning any necessary action.

VI. PAYMENT PLANS

There are two (2) types of payment plans:

- A. Court Ordered Payment Plan

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A court ordered payment plan *includes all sums listed in a court order or L&T Court stipulation of settlement*. This includes all outstanding ledger card balances (may include rent and retroactive rent) provided the balance is included in a court order or court stipulation of settlement. The duration is for the period of time specified in the court order or stipulation.

B. Voluntary Payment Plan

Property management staff can improve rent collection by negotiating a voluntary payment plan with a tenant who cannot pay his or her entire ledger card balance at one (1) time.

A voluntary payment plan *includes retroactive rent and charges other than rent, but does not include rent*. Property management staff must have the tenant complete NYCHA Form 040.385, *Payment Affidavit*, when creating or modifying a voluntary payment plan.

1. Includable Amounts

- a. Recurring charges (utility reimbursement).
- b. Retroactive rent.
- c. Legal charges ('legal' in AS400).
- d. Miscellaneous charges ('Misc.' in AS 400) including sales and services charges and/or repair charges for tenant-caused damages which are beyond normal wear and tear.
- e. Security deposit charges ('Security' in AS400) and any other amount that could not be collected in L&T Court (where the money due, such as retroactive rent or recurring charges, was not specifically waived by the court).

2. Excludable Amounts

A voluntary payment plan does not include **rent** which should be paid entirely or collected through L&T Court. Once the monthly installment payment plan amount is established, only that monthly amount is due as an additional payment.

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3. Voluntary Payment Plan Negotiation

The property manager starts the payment plan process by sending NYCHA Form 040.893, *Rent Collection Letter*, to all tenants with outstanding includable balances.

In the event that the tenant's financial condition is such that immediate payment of the entire sum causes undue hardship, the property manager shall attempt to negotiate a payment plan with the tenant. The property manager must record the terms of the payment plan on NYCHA Form 040.385, *Payment Affidavit*, and the tenant must sign it.

NOTE: For misrepresentation of income cases referred to the Office of the Inspector General (OIG), the OIG attempts to negotiate a payment plan with the tenant. The payment plan terms are entered into an Oracle database by the Accounting and Fiscal Services Department, Revenue and Receivables Division. For more information refer to GM 3710 Revised, *Misrepresentation of Income*, and the Management Manual Chapter IV, *Termination of Tenancy*.

4. Voluntary Payment Plan Duration

It is generally desirable to set up a voluntary payment plan for no longer than twelve (12) months. Voluntary payment plans that last for twelve (12) months or less are approved by the property manager.

Voluntary payment plans may extend past twelve (12) months if the payment of current rent plus the monthly payments of retroactive rent constitute a hardship for the tenant. Voluntary payment plans with a payment period longer than twelve (12) months are approved by the property manager and the regional asset manager.

NOTE: Effective *December 1, 2016*, the maximum duration of a voluntary payment plan approved by the property manager, without requiring a regional asset manager's approval, was reduced from twenty-four (24) months to twelve (12) months. Any voluntary payment plan signed before *December 1, 2016* for a period of more than twelve (12) months remains valid as written, and does not have to be renegotiated for a lesser time period.

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5. Voluntary Payment Plan Affordability

As a general guide, a voluntary payment plan is considered affordable if a tenant's monthly rent payment plus the monthly payment plan installment amount does not exceed forty percent (40%) of a family's total net income.

A voluntary payment plan may exceed the forty percent (40%) threshold if the tenant agrees that they can afford to pay a percentage that is greater.

Please note that an amount that is incorporated in a court order or stipulation may be more or less than the forty percent (40%) threshold.

6. Adjusting a Voluntary Payment Plan for Affordability

If the family experiences a decrease in family income and the total payment is no longer affordable for the tenant, he or she may be allowed to renegotiate a lower payment plan amount.

When a family's sole source of income is public assistance, the family shall have their payment plan suspended until there is another source of income, unless the tenant agrees to continue payments.

7. Documenting Voluntary Payment Plan Affordability

The property manager must review and enter details of the approved voluntary payment plan in RCS.

Tenants who fail to pay retroactive rent pursuant to a voluntary payment plan are to be subject to non-payment summary proceedings or a Termination of Tenancy action for misrepresentation of income. For more information on establishing and terminating payment plans, refer to Section XVII., *Appendix 2: Payment Plans*.

VII. LOCKBOX

NYCHA uses a centralized Lockbox System to send monthly rent statements, and collect rent and other charges. Under the Lockbox System, tenants mail rent payments by check or money order to the Lockbox Provider. The Lockbox Provider mails monthly billing statements to tenants, and receives and deposits all payments for rent and charges in a NYCHA bank account.

The Lockbox Provider reports daily transactions to NYCHA electronically. These transactions are posted in RCS for each development on a daily basis.

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The Lockbox Unit is a centralized office managed by NYCHA's Accounting and Fiscal Services Department. It is in direct contact with the Lockbox Provider and all other payment option providers. The Lockbox Unit performs bookkeeping functions for all NYCHA developments for rentals, move-outs, petty cash funds, and charges and credits processing.

Important features of the Lockbox Unit include the following:

- Billing information is extracted from the development's TDS and RCS records.
- Tenants receive their billing statements prior to the first day of the coming month to allow tenants to make payments early.
- Tenants remit payments to the Lockbox Provider.
- The Lockbox Unit processes move-out refunds, uncollected accounts, balance transfers, security deposit payments, and account corrections, and resolves questions regarding unidentified payments.

A. Lockbox Cut-Off Date

The 12th calendar day of the month is designated as the Lockbox Cut-Off Date for the next month's billing statement. The period of time after the cut-off date through to the end of the month allows sufficient time for printing and mailing, so the tenants receive their monthly billing statements before the first day of the following month.

By 6:00 p.m. on the cut-off date, the property manager must approve all transactions in TDS that are effective on the first day of the following month, including all rent changes and retroactive rent charges and credits.

On the day after the cut-off date, NYCHA electronically forwards billing information to the Lockbox Provider for preparation of the tenants' monthly billing statements.

NOTE: If there is a change in the Lockbox Cut-Off Date, the Lockbox Unit will post a notification in TDS.

B. Transactions Entered After the Lockbox Cut-Off Date

1. Monthly Billing Statement

Miscellaneous charges and credits, sales and services, move-ins, move-outs, and transfers approved after the cut-off date appear on the following month's billing statement.

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2. TDS

Rent and retroactive rent charges and credits approved after the cut-off date are reflected on the first month after a full calendar month. For example, if October 12th is a cut-off date, rent changes approved in TDS on October 13th are reflected on the December 1st statement.

C. Lockbox Related Items

1. Monthly Billing Statement

The Monthly Billing Statement lists the previous month's account activity, amount owed (including payment plans) for the billing month, and the minimum amount due. It is mailed to each tenant approximately two (2) weeks prior to the first day of the month.

NYCHA also offers the tenants the option to receive their monthly rent statement electronically (eBill). Tenants can sign up to receive eBill online. Tenants who elect to receive eBill will not receive a paper bill.

A sample Monthly Billing Statement can be found in Section XIII., *Appendix 1: Tenant Data System (TDS) Change of Mailing Address*.

The Lockbox Unit maintains records of the date the Monthly Billing Statements are mailed and the addresses to which they are sent, and provides copies of the Monthly Billing Statements to development management staff, upon request.

2. Mailing Address Change

To change an address to which a Monthly Billing Statement is sent, development management staff must update the tenant's mailing address in TDS. Refer to Section XVII., *Appendix 1: Tenant Data System (TDS)-Change of Mailing Address*, for directions.

3. Remittance Slip

The bill's lower tear-off portion, the Remittance Slip, must accompany the tenant's payment. Mailing or in-person payment options require either a Remittance Slip or NYCHA Form 040.913, *Bank Acceptance Slip*.

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4. NYCHA Form 040.913, *Bank Acceptance Slip*

The *Bank Acceptance Slip* is a substitute for the Remittance Slip. Development management staff prints the *Bank Acceptance Slip* if a tenant lost or didn't receive a Remittance Slip. It is a computer-generated form that can be created only at a development office. This form is submitted to the Lockbox Provider along with the tenant payment.

When the payment is accepted and sent to the Lockbox Provider by the development office, a copy of the check or money order and the *Bank Acceptance Slip* are maintained in the property manager's files until confirmation is made that the payment has been applied to the tenant's account. The copy can be discarded once confirmation is made.

Development management staff may print the *Bank Acceptance Slip* by accessing the 'Work with Security and Lockbox Items' function on the RCS Administrative Functions Menu for the following:

a. Rental Fees for New Rentals

- After all rental information is entered and TDS has computed the new rent and charges, the *Bank Acceptance Slip* is used for payment of the first month's rent, security deposit, and smoke and carbon monoxide detectors.
- If the payment is made at the development management office, development management staff mails the payment with the *Bank Acceptance Slip* to the Lockbox Provider. **The development management office does not accept cash payments. All payments must be made by check or money order, payable to 'New York City Housing Authority'.**
- If the tenant attempts to pay in cash, development management staff gives the tenant a *Bank Acceptance Slip* and instructs him or her to submit the cash to an authorized bank or credit union, and return with a copy of the payment receipt to the development. The tenant must be advised that all rental fees must be paid before keys are issued to a new apartment.

NOTE: Staff is prohibited from maintaining or filing checks or money orders in the Management Office.

b. Pro-Rated Rent

If the move-in/transfer is approved after the cut-off date, the new tenant is provided with the *Bank Acceptance Slip* for the pro-rated rent due.

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c. Vacated Arrears

- If the balance has not been written off, the payment is sent to the Lockbox Provider with the *Bank Acceptance Slip* for the pro-rated rent due.
- If an account was written off, the payment and a copy of NYCHA Form 150.003, *Approval to Write-Off Uncollected Account*, are sent to the Accounting and Fiscal Services Department's Collection Unit for processing.

d. Miscellaneous Charges

- The *Bank Acceptance Slip* is used for services that are due immediately, e.g., lobby door keys.
- Development management staff must mail all checks and money orders received to the Lockbox Provider. Tenants who choose to pay in cash at an authorized bank or credit union must return with a copy of the payment receipt to the development before the issuance of apartment/lobby door keys, etc.
- Tenants can also use the ePayment option to make online payments for their miscellaneous charges.

NOTE: A Remittance Slip (the tear-off portion on the bottom of the monthly Billing Statement) or a *Bank Acceptance Slip* must accompany the payment when a payment is made as follows:

- A check or money order is mailed to the Lockbox Provider; or
- An in-person payment by cash is made to an authorized bank or credit union.

Information from the Monthly Billing Statement is required to make an ePayment on the NYCHA website or to make a telephone payment.

e. Public Assistance Checks

Development management staff must immediately mail any Public Assistance checks received from HRA to the Lockbox Provider with a *Bank Acceptance Slip*.

Upon receipt of the check, development management staff should review the tenant folder to confirm that the *Bank Acceptance Slip* is for the proper account before forwarding it to the Lockbox Provider.

Refer to Section IV.G., *HRA*, for information on converting vendor and two-party checks to Electronic Transfer Fund payments.

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f. Court Stipulations

After entering the court stipulation into RCS, the property manager prints the *Bank Acceptance Slips* for the payments due, as required by the terms of the stipulation.

The property manager may provide the tenant with one (1) *Bank Acceptance Slip* prior to each payment due date, or issue several at the same time.

g. CRDs

Housing assistants must print and distribute a copy of a *Bank Acceptance Slip* to all CRDs during rent collection field visits.

5. The 14-Day Notice of Right to Grievance and Affidavit of Service

a. The 14-Day Notice of Right to Grievance

The 14-Day Notice of Right to Grievance and Affidavit of Service is printed on the back of the Monthly Billing Statement that the Lockbox Provider mails to the tenant.

The billing statement is sent to every tenant approximately two (2) weeks prior to the beginning of the month in which rent is due. Since rent is due on the first day of the month, all 14-Day Notices expire on the fourteenth day of the month.

b. Preparation of the Affidavit of Service

Periodically, the L&T Court or NYCHA Law Department requires an Affidavit of Service, to certify that the 14-Day Notice was mailed. The preparation of a warrant request for the second time, after the first warrant request was rejected by the court due to failure to include a copy of the 14-Day Notice, also requires an Affidavit of Service.

- Development management staff shall access NYCHA Form 040.543, *Affidavit of Service, 14-Day Notice of Right to Grievance*, through Movaris in the NYCHA Forms and Reference Library and forward the completed form to the Lockbox Unit.
- Lockbox Unit staff confirms that an *Affidavit of Service, 14-Day Notice of Right to Grievance*, was sent to the tenant, notarizes the form electronically, and returns it to the development.

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6. Tenant Payments Received in Person at Development Management Offices

Whenever a housing assistant or supervisor receives tenant payments in the form of checks or money orders in person from, or on behalf of, an applicant, current tenant, transfer tenant, or vacated tenant, he or she must take the steps detailed below:

- a. Prepare NYCHA Form 040.765, *Payment Receipt*. The housing assistant must ensure that the following information is completed on the form:
 - The name of the person submitting tenant payment.
 - The appropriate box is checked indicating if payment is for an applicant, current tenant, transfer tenant, or vacated tenant.
 - The name of the lessee.
 - The address of the lessee.
 - The account number.
 - The amount paid.
 - The date of payment and the date it was mailed to the Lockbox Provider.
 - The appropriate box indicating the form of payment is checked: Check/Money Order Number, Check/Money Order Date, and Bank/Issuer Name.
 - The appropriate box for the nature of payment is checked.
 - The tenant, or other person submitting payment, prints and signs the *Payment Receipt* form.
 - The housing assistant, or supervisor receiving payment, prints and signs their name and enters their title.
 - The NYCHA employee witnessing the receipt of payment prints and signs their name and enters their title.

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- b. Give the tenant, or other person submitting the payment, the original copy of NYCHA Form 040.765, *Payment Receipt*, and file copies in the tenant folder and property manager's permanent file labeled Development Payment Receipts. If a vacated tenant folder is not available at the development, filing of the *Payment Receipt* in the property manager's permanent file is sufficient.
 - c. Make an appropriate tenant folder entry. For example: 'Received one (1) money order for \$800, M.O. # 200200200200 and one (1) bank check for \$675, check # 300300300300 for rental fees.' The entry includes the date received and the date mailed to Lockbox Provider.
 - d. File a copy of the electronic interview record in the property manager's permanent file, attached to the *Payment Receipt* copy if a vacated tenant folder is not available at the development.
 - e. File copies of all check and money order payments received from, or on behalf of, applicants or tenants in the tenant folder.
7. Tenant Payments Received by Mail at Development Management Offices

Whenever a housing assistant or supervisor receives tenant payments in the form of checks or money orders by mail from, or on behalf of, an applicant, current tenant, transfer tenant, or vacated tenant, he or she must:

- a. Prepare NYCHA Form 040.765, *Payment Receipt*, and ensure that the following information is completed on the form:
 - The phrase 'Payment Received by Mail' is entered in the 'Name of Person Submitting Payment' and 'Tenant/Payer Signature' fields on the form.
 - The employee receiving the payment prints and signs his or her name, and enters his or her title.
 - The NYCHA employee witnessing the receipt of payment prints and signs his or her name, and enters his or her title.
- b. Mail the original copy of NYCHA Form 040.765, *Payment Receipt*, to the tenant who submitted the payment and file copies in the tenant folder and property manager's permanent file.

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NOTE: If the housing assistant or supervisor cannot confirm whether a payment received at the development is for an applicant, current tenant, transfer tenant, or vacated tenant, he/she enters the check information on NYCHA Form 040.765, *Payment Receipt*, checks the “Unknown” box in the “Tenancy Status” section, and files the form in the property manager’s permanent file.

Both unknown and vacated tenant payments must be mailed immediately to the deputy director in the Accounting and Fiscal Services Department, Revenue and Receivables Division, 90 Church Street, 6th Floor, New York, N.Y, 10007, with a memo indicating the development name, the property manager’s name, and the reason for submission of payment (e.g., vacated tenant, or unknown payer).

8. Full Payments

The full amount of rent is due each month except if there is an approved payment plan or court stipulation in place. Tenants enrolled in the Payroll Rent Deduction Program or who receive public assistance will have their rent deducted twice a month (based on a preset schedule). Tenants who participate in NYCHA’s online ePayment Program are able to make on demand rent payments at any frequency during the month. For example, a tenant can make advanced weekly payments.

9. Partial Payments

Staff shall regularly review all RCS outstanding balances reports and advise all tenants with outstanding balances that they must be paid within the same month they are due.

Under the Lockbox System, the Lockbox Provider processes all payments. If there is a stop payment flag on the account, payment is not posted to the account until the flag is removed. This often results in partial rent payments being accepted. The Tenant Daily Payment Report on the RCS Administrative Menu Browse lists the amount paid and the balance due.

10. Stop Payment Flags

Stop payment flags are activated or deactivated on an account by the property manager or by RCS automatically, at the following stages of legal action:

- a. A holdover action (after an administrative hearing): In RCS, a stop payment flag is activated automatically when a 30-Day Notice to Vacate expires and is deactivated automatically after the first court date.

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- b. A holdover-licensee/squatter action: In RCS, a stop payment is activated automatically when a 10-Day Notice to Quit expires and is deactivated automatically after the first court date.
- c. A non-payment action: A stop payment flag is manually activated and deactivated by property management staff. This flag must only be set with approval from the Law Department's Landlord and Tenant Division.

The Lockbox Provider does not deposit payments for tenant accounts where a stop payment flag has been applied.

Once a stop payment flag is set on an account, the Lockbox Unit sends an email to the development advising if a payment was received by the Lockbox Provider for that account. The property manager must provide the Lockbox Unit with a determination if the flag should be removed, or the payment will be returned within five (5) days from the date of the email.

11. Proof of Payment

A receipt for proof of payment is issued for cash payments at an authorized bank or credit union and for electronic payments made through ePayment. A cancelled money order or check, or ePayment or phone payment confirmation number, may serve as proof of payment. In addition, the next Monthly Billing Statement after a payment is made may also serve as proof of payment.

Refer to Section VII.C.7., *Tenant Payments Received by Mail at Development Management Offices* regarding the issuance of NYCHA Form 040.765, *Payment Receipt*.

Refer to Section VII.C.14., *Unidentified Payments*, for information regarding the processing of unidentified payments.

12. Distribution of Payments

Payments are distributed to the tenant's account in the following order:

- a. **Security Deposit:** Money is applied to this field until the security deposit is fully paid. The security deposit is almost always paid at the start of a tenancy.
- b. **Payment Plan:** Money is applied to satisfy the monthly amount of a payment plan.
- c. **Rent:** Money is applied to this field to pay the oldest balance first.

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- d. **Retroactive Rent:** Money is applied to pay outstanding Retroactive Rent.
- e. **Recurring Charges:** These are utility charges to reimburse NYCHA for excess utility costs due to tenant-owned major appliances. Please refer to NYCHA Form 150.110, *Appliance Agreement*, for details regarding tenant-owned major appliances and a list of relevant utility charges. These charges are as follows:
 - Electricity charges for an air conditioner, dishwasher, or freezer in a master metered building.
 - Water charges for a washing machine.
- f. **Miscellaneous Charges:** This includes sales and service charges and key replacement fees.
- g. **Legal Fees:** This category includes money paid to reimburse NYCHA for the costs paid to a:
 - City marshal for processing and serving legal papers and performing evictions.
 - Moving company and storage warehouse to move and store the contents of an apartment after eviction.

13. Returned Payments

The Lockbox Provider returns the following payments to the Lockbox Unit for resolution:

a. Insufficient Funds

Checks returned for insufficient funds are automatically re-deposited. If the re-deposited check is returned again as “not payable,” the rejected check is sent to the Lockbox Unit for return to the tenant.

The Lockbox Unit generates a returned check letter specifying the reason the check is being returned, and mails the check and letter to the tenant, with a copy of the check and letter to the tenant’s development.

b. Closed Accounts

The Lockbox Provider does not re-deposit checks returned because of a closed or invalid account. These payments are sent to the Lockbox Unit for return to the tenant.

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NOTE: The Lockbox Provider transmits the *Checks Returned as Unpayable Report* to NYCHA on a daily basis. This report lists all checks that have failed to clear. **A returned check fee of \$15.00 is automatically posted to the tenant's account** in RCS when the Lockbox Provider returns a check to the Lockbox Unit.

14. Unidentified Payments

After depositing mailed checks or money orders in the Unidentified Payments account in the 'P' drive, the Lockbox Provider sends a copy of the payment to the Lockbox Unit for identification. Upon identifying a check or money order, the Lockbox Unit transfers the amount to the tenant's account.

The property manager must check the 'P' drive for unidentified payments five (5) business days prior to the end of each month. If the property manager is certain that an unidentified payment belongs to his or her development, he or she must send an email to the Lockbox Unit to claim the unidentified payment.

If a tenant claims that arrears indicated on the Monthly Billing Statement were paid, staff must obtain verification of payment from the tenant. Acceptable verification can be one (1) or more of the following items:

- a. An original cancelled check.
- b. A photocopy of the cancelled check (front and back).
- c. A photocopy of the cancelled money order (front and back).
- d. A receipt from an authorized In-Person Cash Payment Center.
- e. An ePayment or phone payment confirmation number.
- f. A receipt from an authorized bank or credit union.

If the payment is not on the Unidentified Payments list, the property manager must forward all available payment information to the Lockbox Unit by email (with scanned documents attached) for further investigation.

15. Miscellaneous Credits

Development management staff is prohibited from posting a miscellaneous rent credit to a tenant ledger card based on any Lockbox or In-Person Cash Payment receipt presented. Payments received by the Lockbox Provider or an authorized payment center will be automatically posted to the tenant's ledger card.

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The only exception is for court orders that waived the collection of a specific sum, such as a legal fee, or granted rent abatement. For more information refer to Section VIII.B.2., *Miscellaneous Charges, Credits, and Account Corrections*.

16. Disputed Payments

- a. If a tenant reports that a payment was made, but not credited, to the tenant's account, the property manager must take the following steps:
 - If the payment was mailed either to the Lockbox Unit, the development management office, or paid in cash to a bank, credit union, or payment center, the tenant is advised to:
 - Request a trace by contacting the bank, credit union, or payment center; and
 - Obtain a copy of the front and back of the cashed check or money order.
 - Immediately upon receipt of the cashed check or money order, staff should click on the 'Lockbox' folder found on the 'P' drive and then click on the 'Unknown Lockbox Payments' subfolder to search for the payment.
 - Development management staff must promptly email scanned copies of the check or money order to the Lockbox Unit to facilitate the correction.
 - If the unresolved payment is found on the 'P' drive in the 'Unknown Lockbox Payments' subfolder, the email to the Lockbox Unit must include all the information on the line of the spreadsheet pertaining to the disputed payment.
 - If a payment was applied to the wrong account in error, Lockbox staff must locate the payment and email the development a screen shot of where it is posted. Development management staff then formally requests a transfer of payment between accounts by submitting the Trintech (Movaris) NYCHA Form 040.519, *Account Correction Authorization*.
 - If the tenant reports that the payment was made by ePayment on the NYCHA website or by telephone payment, the tenant is advised to bring a copy of the ePayment confirmation email, or the telephone payment confirmation number to the management office.

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- Development management staff sends the information (including a copy of any documents sent by the tenant) to the Lockbox Unit, where the payment claim shall be investigated.
- b. If the tenant reports that the payment was made by HRA, the tenant must be advised to obtain one (1) of the following items from HRA:
- A copy (front and back) of any cashed paper check; or
 - A print out of all check numbers sent electronically by HRA as an Electronic Funds Transfer.

Development management staff sends the information obtained from HRA (including a scan of any document obtained), and a printout of the name and Social Security number of all household members, to the Lockbox Unit, who must investigate the payment claim.

D. Posting of NYCHA's Rent Payment and Refund Procedures

Staff in all development management offices must conspicuously post a sign in multiple languages inside every management office reception area that includes the following NYCHA rent payment information:

1. All checks and money orders submitted for tenant payments must be made payable to 'New York City Housing Authority'.
2. All checks and money orders must include the tenant's name, address, and apartment number written on the face of the check or money order.

Development management staff must also conspicuously post in every development management office reception area the poster *8 Ways You Can Pay Your Rent* (refer to Section XVII. Appendices, *Appendix 3: Rent Payment Methods – 8 Ways You Can Pay Your Rent*).

Development management staff is prohibited from issuing refunds. Refunds are only issued by the Accounting and Fiscal Services Department Lockbox Unit. Development management staff must advise tenants of this no-refund policy during interviews, Resident Association meetings, and in development newsletters.

E. Lockbox Unit

The Lockbox Unit may be contacted as follows:

1. Manhattan and Bronx developments - (212) 306-6593.

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2. Brooklyn, Queens, and Staten Island developments - (212) 306-6590

VIII. PROPERTY MANAGEMENT RENT COLLECTION GUIDELINES

A. RCS

The RCS, a subsystem of the Project Information Management System (PIMS), is an integral part of rent collection. In addition to maintaining tenant balances, it performs the following functions:

1. Creating computerized ledger accounts for tenants upon move-in.
2. Indicating the amount of rent and other charges due, the payment amount, date received, and the remaining balance on the ledger card screen.
3. Processing all payments electronically transmitted by the Lockbox Provider.
4. Posting all charges and credits approved by the property manager.

B. Entering Charges and Credits in RCS

The property manager enters charges and credits in RCS, in accordance with the following guidelines:

1. Sales and Services Charges

The property maintenance supervisor gathers all completed work orders that document charges to tenant accounts. Once per month, the property maintenance supervisor enters the sales and services charges on NYCHA Form 105.065, *Schedule of Sales and Services to Tenant*, and submits this form to the property manager. After approval, the property manager enters the sales and services charges in the RCS.

The property manager notifies the tenant of charges for sales and services and repairs by mailing NYCHA Form 040.192, *Sales and Services Charge Letter*, ten (10) days before the next rent payment date.

NOTE: Refer to Management Manual, *Chapter II - Appendix A, Schedule of Charges to Tenant Accounts*, for further details concerning sales and services charges to tenant accounts, including an itemized listing of actual amounts to charge.
Appendix A, Schedule of Charges to Tenant Accounts is not part of the Management Manual's Chapter II in the Forms and Reference Library (FRL). It is a separate document in the FRL named *Chapter II - Appendix A, Schedule of Charges to Tenant Accounts*.

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2. Miscellaneous Charges, Credits, and Account Corrections

a. Miscellaneous Charges and Credits

All miscellaneous credits, charges, or corrections to tenant accounts authorized via NYCHA Form 132.001, *Miscellaneous Charge/Credit*, must be approved by the property manager in RCS. Examples of miscellaneous credits include legal fees credits, sales and services credits, etc.

b. Account Corrections

All account corrections to tenant accounts submitted via NYCHA Form 040.519, *Account Correction Authorization*, to RCS must be approved by the property manager.

Examples of account corrections include redistribution of a payment on a tenant's ledger card, or transfer of a misappropriated payment from one tenant's account to another.

C. Rent Collection Responsibilities

The successful collection of rent and charges requires cooperation and coordination among all development management staff. The property manager directs the implementation of the Rent Collection Action Plan with special emphasis on multi-month delinquents and chronically late rent payers.

For more information on Rent Collection Action Plans, refer to Section IX., *Rent Collection Action Plan*. The property manager must stress the importance of timely and accurate rent collection activities.

1. Property Manager/Assistant Property Manager

The property manager or assistant property manager is responsible for performing the following rent collection activities:

a. Supervision

Supervising and monitoring staff that perform rent collection activities on a daily basis.

b. Training

Training staff to perform rent collection activities.

c. Setting and Attaining Goals

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- Setting monthly and annual rent collection performance and Tenant Accounts Receivable (TAR) goals.
- Monitoring and analyzing rent collection performance and TAR statistics on a regular basis to determine if goals are met.

d. Interviews

Arranging and conducting tenant interviews, including termination of tenancy interviews for CRDs.

e. Field Visits

Accompanying housing assistants during rent collection visits.

f. Computer Tasks

- Printing the End of Month Tenants Account Receivable Report – Tenants in Possession (DSTAR) with its two (2) addendums and distributing it to staff.
- Accessing rent collection reports and data on the Operations Dashboard.
- Setting and removing stop payment flags.
- Updating legal actions in RCS.

g. Notices and Legal Documents

- Preparing and mailing rent arrear notices to tenants.
- Reviewing and signing *10-Day Notices to Quit*, *30-Day Notices to Vacate*, *Dispossesses*, and requests for warrants of eviction.

h. Payment Plans

Arranging payment plans with tenants and ensuring compliance with the terms of the agreements. Refer to Section VI., *Payment Plans*, and Section XVII., *Appendix 2: Payment Plans*, for information about establishing payment plans.

i. Charges and Credits

Reviewing and approving charges and credits.

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j. Landlord and Tenant (L&T) Court

- Representing NYCHA in L&T Court proceedings.
- Monitoring court logs, stipulations, and court ordered repairs.
- Advising the L&T Court if there are any mental competency issues. Refer to GM 3742 Revised, *Mental Competence Assessment and Guardians Ad Litem*, for additional information.

k. Work Orders

Monitoring the progress of outstanding Work Orders related to rent delinquents and court cases.

l. City Marshal's Office

Coordinating with the City Marshal's office regarding the service of legal papers and the scheduling of physical evictions.

m. Law Department

Consulting with the Law Department on problem cases.

n. CRDs

- Identifying and processing CRDs, i.e., a tenant who pays his or her rent late (after the month in which it is due) four (4) times in any consecutive twelve (12) month period. CRDs are processed for Termination of Tenancy action.
- Monitoring payments from CRDs who are on probation.

o. Annual Income Reviews and Interim Rent Changes

Monitoring the timelines of Annual Income Review and Interim Rent Change processes to ensure their completion.

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2. Housing Assistant

The housing assistant has an important role in the rent collection process due to their frequent personal contact with the tenant. Personal contact provides the housing assistant with an opportunity to attempt to collect the rent that is due, improve upon the rent paying behavior of rent delinquents, and connect tenants to services provided by the Office of REES, HRA, or other community-based organizations for assistance.

The housing assistant also tries to identify a tenant's:

- Income or benefit loss that could result in a possible rent reduction; or
- Changes in employment that can result in an IRS Earned Income Credit for working families.

a. Initiating Personal Contacts

The purpose of personal contact is to obtain a commitment from the tenant to pay rent on a timely basis and to inform tenants of the consequences of late rent payment.

The housing assistant must:

- Attempt personal contact, as needed.
- Request/demand rent owed.
- Determine the reason for a late rent payment.
- Emphasize the requirement to pay rent on time.

b. Mechanics of Personal Contacts

- Guidelines

Housing assistants must adhere to the following general rent collection guidelines when performing rent collection duties deliver NYCHA Form 040.679, *Rent Demand*, for distribution to rent delinquents while making personal contact.

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NOTE: Development management staff must only use NYCHA authorized rent collection letters. Staff shall not affix or post rent collection notices or letters to a tenant's apartment door, or in the lobby or hallway. Rent collection notices are to be given to the tenant of record, co-lessee, or other adult household member in person, or slipped under the tenant's apartment door.

- Field Visits
 - Conduct field visits as early as the second business day of the month for chronic and multi-month rent delinquents.
 - Visit the apartments of multiple-month rent delinquents throughout the month.
 - Conduct conversations regarding rent.
 - Do **not** accept rent from tenants during the field visit.
 - If an apartment is suspected of being abandoned, staff should:
 - Check if rent is paid.
 - Call the tenant (or emergency contacts if the tenant cannot be reached) using contact numbers indicated in the tenant's folder to determine the tenant's whereabouts.
 - Consult the Law Department Landlord and Tenant Division.
 - Confer with their respective regional asset manager for further instructions.
- Appropriate Subject Matter
 - Advise rent delinquents that any current rent arrears must be paid immediately and that future rent payments are due on the first business day of the month.
 - Obtain a commitment date for payment from the tenant.
 - Advise tenants who receive public assistance that they are responsible for contacting HRA regarding a rent problem.
 - Provide tenants who receive public assistance with a computer-generated family composition letter and a written rent arrears breakdown for HRA.
 - Remind tenants that continued delinquency can result in court actions for non-payment of rent, termination of tenancy for CRD, and possible eviction.

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c. Recording Interview Records

Make an electronic interview record in TDS detailing all contacts with the tenant regarding rent collection issues.

d. Repairs

Monitor repair issues relating to non-payment of rent. The property manager and assistant property manager must be notified if a tenant refuses to pay rent due to an alleged lack of repairs or due to a dispute regarding charges. The property manager must review the matter and call in the tenant if the housing assistant and assistant property manager are unable to resolve the issue.

e. Making Family Partnerships Referrals

Make referrals to NYCHA's Family Partnerships Department for tenants who request social service assistance, or appear to have social or at-risk factors.

f. Noncompliance Follow-Up

Follow-up if the tenants fail to make promised payments.

g. Notifying Tenants of a HRA Case Closing or Sanction

HRA notifies NYCHA by email of closed or sanctioned Public Assistance cases. Designated development management staff may also electronically access and verify the status of Public Assistance cases, using the Data Verification System through the NYCHA Intranet.

Once notified of a case closing, the property manager must contact the tenant immediately to advise him or her that HRA will no longer pay their rent, and that the tenant is now responsible for rent payment.

3. Regional Asset Manager

The responsibilities of the regional asset manager relating to the rent collection process are as follows:

- a. Conducting onsite reviews of rent collection performance, to determine rent delinquency and rent collection trends.
- b. Review the development's action plan to ensure that it complies with policy and procedure, and addresses the issue.

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- c. Re-directing the course of action, when appropriate, for difficult cases, i.e., a current non-payment action and pending non-desirability case.
 - d. Providing necessary assistance for maintenance related issues that impact the rent delinquency rate.
 - e. Meeting with the Law Department and development management staff, as needed, to discuss rent delinquent cases.
4. Law Department

The responsibilities of the Law Department staff relating to the rent collection process are as follows:

- a. Notify development management staff of court dates.
- b. Represent NYCHA in L&T court, and other courts as needed.
- c. Negotiate court stipulation agreements between NYCHA and tenant in L&T court.
- d. Advise development management staff of proper methods of legal action.
- e. Meet with Property Management Department and development management staff, on a quarterly basis, to review multiple-month rent delinquency cases.
- f. Provide ongoing training to development and Property Management Department staff regarding legal action.

IX. RENT COLLECTION ACTION PLAN

The property manager shall use the following rent collection action plan for planning and scheduling rent collection activities. This plan includes early intervention strategies and weekly meetings between the property manager, assistant property manager, and housing assistant for detailed discussion of rent delinquency issues. In addition, each housing assistant is given an individual monthly rent collection goal.

The rent collection action plan includes the following guidelines:

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A. First Business Day of Every Month: Current Legal Action

1. On the first business day of the month, housing assistants identify all current rent delinquents that failed to pay the prior month's rent, on the Legal Action Log Report, by accessing the 'Work with Rent Delinquents' option on the RCS Administrative Functions Menu. This computer function permits the housing assistant to have a working list of rent delinquents by indicating the following:
 - a. Name and account number of each rent delinquent.
 - b. Tenant's monthly rent (without charges).
 - c. Amount of rent owed.
 - d. Amount of charges owed.
 - e. Public assistance households.
 - f. At-risk households.
 - g. Eligibility for CRD.
 - h. Violation of probation.
2. The housing assistant must ensure that there is current legal action for all rent delinquents. Every rent delinquent must be contacted in person, or by telephone, in order to:
 - a. Obtain a payment commitment date.
 - b. Determine if the tenant intends to vacate the apartment shortly, or has already vacated the apartment.

B. Second Business Day of Every Month: Early Intervention for Current and Chronic Rent Delinquents

1. Working List of Current and Chronic Rent Delinquents

The housing assistant, in conjunction with the assistant property manager, creates and maintains a working list of current rent delinquents and CRDs based upon previous rent collection activities. The housing assistant should closely monitor this list to ensure that each tenant on the list pays rent by the due date. For information on rent payment due dates refer to Section IV., *Overview of Rent Payment Methods*.

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Any tenant on the working list who has not paid rent by the due date is contacted immediately to determine the cause. As a supplement to this early intervention activity, the housing assistant must access the RCS Administrative Functions Menu to obtain a list of rent delinquents indicating the following:

- a. The name and account number of each rent delinquent.
 - b. The tenant's monthly rent.
 - c. The amount of rent, charges, and fees owed.
 - d. The households receiving public assistance.
 - e. The households containing at-risk family members.
2. Written Rent Demand Notice (3-Day Notice)

The housing assistant prints and hand delivers NYCHA Form 040.679, *Rent Demand* and NYCHA Form 040.913, *Bank Acceptance Slip* to all current and chronic rent delinquents. These notices are personally delivered, or conspicuously placed under the tenant's apartment door.

3. Telephone Contact

Housing assistants continue to personally contact tenants who are current, and/or CRDs with an oral demand, by telephone, at their jobs to obtain a payment date. If tenants request a cessation of telephone calls at their jobs, staff must comply with the request.

C. Fifth Business Day of Every Month

1. CRDs

If a tenant is a CRD, i.e., rent delinquent four (4) times in any consecutive twelve (12) month period, the housing assistant submits a list of all new CRD candidates, by the fifth business day of the month, to the property manager or assistant property manager who shall:

- a. Check PIMS CRD Report monthly for new candidates and follow-up with the Office of Tenancy Administrator and Law Department on the status of pending CRD cases.

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- b. Before property management staff can commence an administrative case to terminate a tenancy, staff must first call the tenant into the management office to give him or her an opportunity to discuss the issue. If the issue cannot be resolved or cured, the case can be referred for termination action.

The following forms are used, in the order listed, for the purpose of calling in a tenant and for referring the tenancy for termination.

- **040.185:** Call **all** new CRDs into the management office to conduct a termination of tenancy interview using NYCHA Form 040.185, *Termination of Tenancy & Possible Subsidy - Call-In Letter: Public Housing and Section 8: Tenant or Project Based*.
 - **040.186:** If the tenant failed to appear for the first call-in interview, send a follow-up call-in letter using NYCHA Form 040.186, *Termination of Tenancy & Possibly Subsidy - Follow-Up Call-In Letter: Public Housing & Section 8: Tenant or Project Based*.
 - **040.187:** If property management is planning to commence a termination of tenancy action, notify the tenant by using NYCHA Form 040.187, *Termination of Tenancy and Possibly Subsidy - Notice to Tenant of Manager's Recommendation to Terminate: Public Housing & Section 8: Tenant or Project Based*.
 - **040.276:** A termination of tenancy action is commenced by sending NYCHA Form 040.276, *Transmittal to Office of Tenancy Administrator – Terminations of Tenancy/Grievances*.
- c. Discuss automatic payment options with the tenant as an alternative to an administrative hearing for CRD. This includes HRA electronic payments, NYC Office of Payroll Administration payroll rent deductions, NYCHA online ePayment, and HRA APS Financial Management Program.

For more information on automatic rent payments, refer to Section IV., *Overview of Rent Payment Methods*.

- d. Periodically monitor rent payment to determine the effectiveness of the automatic rent payment plan on deferred submission of CRD cases for termination action due to tenant enrollment in an automatic rent payment plan.

If the automatic rent payment plan does not cure the tenant's CRD, the property manager initiates termination of tenancy.

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- e. Check the new list of CRD candidates against the list of all CRDs who are currently on probation. If a probationary tenant appears on the new list of CRD candidates, the property manager must resubmit the case to Office of Tenancy Administrator for termination of tenancy action, on the grounds of violation of probation.

2. Rent Arrears Notification to HRA for Public Assistance Recipients

Every month the NYCHA IT Department automatically generates a computer file and sends it to HRA in order to provide notice to HRA of tenants who:

- Owe more than one month's rent; or
- Have public assistance as a component of their income.

Note that the old method of providing notice to HRA by sending NYCHA Form 040.448, *Rent Arrears Notice*, and the form itself, have been made obsolete.

D. Seventh Through Ninth Business Day of Every Month

The housing assistant:

1. Hand delivers NYCHA Form 040.679, *Rent Demand*, to all remaining delinquents. This notice is personally delivered, or conspicuously placed under the tenant's apartment door.
2. Continues to personally contact (as an oral demand) employed tenants who are remaining delinquents at their jobs, by telephone, to obtain a payment date unless the tenant requests that no calls be made to their place of employment.

E. Fifteenth Day of Every Month

1. HUD Required Right to Grievance

Development management staff can commence a non-payment case against a tenant on or after the fifteenth day of the month, since the HUD-required 14 Day Notice of Right to Grievance – incorporated on the back of the Lockbox rent bill which is mailed before the first day of every month – expires on the fourteenth day of the month.

Once the fourteen (14) day grievance period expires (as of the 14th day of the month), property management staff can commence a non-payment of rent proceeding. Note that staff must make a rent demand before issuing a non-payment Petition and Notice of Petition.

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2. Personal Demand

Housing assistants may make personal demands either orally or written as a 3 day notice.

- Oral Personal Demand

Housing assistants must attempt to make oral personal demands by contacting employed tenants who are first time rent delinquents, and/or CRDs.

This is done by visiting tenants at home, or by calling tenants at their jobs to obtain a payment date.

- Written Personal Demand

Written personal demands can be made by using NYCHA Form 040.679, *Rent Demand*.

It is preferable to give this notice to the tenant personally (personal service). If personal service is not obtainable, the *Rent Demand* must be served at the apartment by conspicuous or substitute service.

Rent must be demanded after the fourteenth day of the month before the service of the non-payment Dispossess, per legal requirement, even if previous oral or written demands were made.

3. Non-Payment Summary Proceedings

Housing assistants identify rent delinquents to commence non-payment summary proceedings.

4. Non-Payment Referral to Family Partnerships Department for “At-Risk” Tenants

Housing assistants complete a Family Partnerships Department referral if the tenant (lessee) is “at-risk” and is subject to a non-payment case with certain criteria. For details about “at-risk” referrals, see Section XV.A.2.a., “*At-Risk*” Referrals.

5. NYCHA Form 040.893, *Rent Collection Letter*

The property manager must send NYCHA Form 040.893, *Rent Collection Letter*, to all tenants with outstanding security deposit charges, retroactive rent, legal, and miscellaneous charges.

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F. Nineteenth Through Last Business Day of Every Month

The housing assistant continues to personally contact (as an oral demand) all remaining delinquents, by telephone or field visits unless the tenant requests that no calls be made to their place of employment.

G. Twenty-First Through Twenty-Fifth Days of the Second Month

The property manager prepares and delivers to the City Marshal a Dispossess (non-payment Petition and Notice of Petition, and Special Court Notice if applicable) for any tenant who owes at least two (2) months of rent and has no pending legal action.

X. RENT DELINQUENCY RESOLUTION

A. Rent Delinquency Resolution Process

While most rent collection activity involves the collection of past due rent and other charges, rent delinquency resolution is designed to resolve problems that might hinder the payment of future rent. This section highlights methods to:

1. Provide notification to new and existing tenants regarding the importance of timely rent payment and the availability of multiple rent payment options.
2. Encourage tenants to enter into a “*Rent Resolution Agreement*” that will provide them with an opportunity to voluntarily engage in a rent payment plan to avoid legal action and/or CRD proceedings.
3. Formalize a development based “*Rent Resolution Conference*” with ***an emphasis on resolving the rent delinquency*** as an alternative to termination of tenancy action for rent delinquents.

B. Early Rent Payment Focus

1. Rental Interview Presentation

During the rental interview process with a new tenant, staff must emphasize the importance of timely rent payments, and how non-payment of rent adversely affects the development and its services to tenants.

Development management staff must present and read the Rent Payment Script to new tenants at the rental interview. For more information on rent payment methods and the Rent Payment Script, refer to:

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- Section XVII. Appendices, *Appendix 3: Rent Payment Methods – 8 Ways You Can Pay Your Rent.*
- Section XVII. Appendices, *Appendix 4: Rent Resolution – Rent Payment Script.*

2. New Tenant Visit

The housing assistant must emphasize the importance of prompt rent payment while discussing the following items with the new tenant during the new tenant visit:

- a. NYCHA Form 040.821, *Highlights of House Rules, Lease, Law and NYCHA Policy* is given to new tenants and then distributed annually as part of the Annual Income Review. Housing assistants shall carefully review the 'Financial Information' section of this document with the tenant, including the various rent payment options.
- b. Enrollment in one (1) of the automatic rent payment options as soon as possible, if one is available based on the tenant's source of income.
- c. Other rent payment options if an automatic rent payment option is not available.

If the new tenant is a transferee from another development who owes a rent balance, staff must insert the amount of the unpaid rent in the new lease, and discuss with the tenant how this rent can be paid.

C. Rent Resolution Conference

Development action is required for rent delinquents missing **one (1)** month's payment in the form of early intervention. Action can be taken by calling the tenant in to discuss his or her rent payment record and the causes of his or her rent delinquency.

1. Timing

Early intervention to address rent delinquency applies to any time after the tenant failed to pay rent (including recurring charges) within the month that rent is due.

Property management staff begins early intervention during the month following the month that the tenant missed paying any rent (including recurring charges, if any).

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2. Criteria

Staff should **not** sign a Rent Resolution and In-House Probation Agreement if:

- a. There is a pending non-payment of rent case in L&T Court.

Even if there is a pending non-payment case, the tenant should still be called in for a rent resolution conference before sending the case for termination of tenancy as a CRD.

Staff, however, shall not require the tenant to sign NYCHA Form 040.845, *Rent Resolution and In-House Probation Agreement*.

- b. The tenancy has been terminated.
- c. There is a pending termination of tenancy case. 'Pending' means that the tenancy was referred by development management staff to the Office of the Tenancy Administrator for termination of tenancy, but that the case was not yet resolved (resolution by either stipulation with the Law Department or by hearing before an impartial hearing officer).
- d. If there are grounds to start a termination of tenancy case but property management staff did not start one yet. Staff shall initiate the termination of tenancy proceeding instead of signing a *Rent Resolution and In-House Probation Agreement*.

3. Location

The location of the Rent Resolution Conference can be either at the:

- a. Development management office; or
- b. Offices of the Borough Property Management, Next Generation Operations, or Mixed Finance departments.

4. Notifying Tenants

Staff must send the tenant NYCHA Form 040.844, *Rent Resolution Call-In Letter*.

5. Mechanics of the Rent Resolution and In-House Probation

- a. During the Rent Resolution Conference

At the Rent Resolution Conference, staff tries to resolve the delinquency problem by:

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- Enrolling the tenant in an automatic rent payment option, if available, for future rent payment.
- Explaining to the tenant the various rent payment options (if an automatic rent payment option is not available), and emphasizing that rent must be paid in full on the first day of the month.
- Making necessary changes to the tenant's record based on events that affect rent and rent payment.

Examples of possible changes are an Interim Rent Change due to a loss of employment or an income-producing family member leaving the household. Refer to the Management Manual, Chapter III, Section XIV.A., *Interim Rent Reduction*, for detailed information.

- Requiring the tenant's payment of all past due money, as specified below:

NOTE: Any past due money owed by the tenant (including rent, retroactive rent, recurring charges, sales and services charges, other miscellaneous charges, legal fees, or an unpaid security deposit) must be included in the *Rent Resolution and In-House Probation Agreement* provided that:

- There are no pending Non-Payment of Rent cases in L&T Court; and
- The tenant agrees to pay all past due money within forty-five (45) days.

b. Initiation of Rent Resolution and In-House Probation Agreement

Staff completes and requires the tenant to sign NYCHA Form 040.845, *Rent Resolution and In-House Probation Agreement*. This agreement:

- Details a payment schedule for the tenant to pay past due rent within **forty-five (45) days**.
- Advises the tenant of rent payment options for future rent.
- Advises the tenant that he or she will be placed on an in-house probation for a period of six (6) months.

In addition, if the tenant becomes delinquent during the in-house probation period and misses monthly rent payments, qualifying as a CRD, then staff shall start an administrative termination of tenancy case for CRD and will count any months of rent payment missed during the in-house probation period.

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c. The Rent Resolution Conference Database: Access and Documentation

- The Rent Resolution Conference Database can be accessed in the following ways:
 - By typing the following address into the internet browser:
<http://webspacesites/le>
 - From the Employee Homepage (NYCHA Connect) at 250 Broadway and 90 Church Street, click on the following:
 - Collaboration (top bar).
 - SharePoint Apps.
 - Development Applications (top menu bar).
 - Rent Resolution Conference Database.
 - From the Employee Home page at non-NYCHA Connect locations, click on the following:
 - Applications Login (menu on right).
 - SharePoint Apps.
 - Development Applications.
 - Rent Resolution Conference Database.
- Rent Resolution Conference Database Documentation:
 - Fill-in information as needed under the 'Case Details' and 'Resolution of Issue' tabs. See Section XVII., *Appendix 5: Rent Resolution Conference Data Base Screen Shots*, for screen shots.
 - Review rent payments on a monthly basis for tenants in the database or those subject to in-house probation to determine if there is ongoing compliance with the probation agreement.

D. Referrals

1. Staff may refer the tenant to the Family Partnerships Department (see Section XV., *Referrals*) for assistance if they suspect that the difficulty paying rent is related to mental or physical disability or other 'at-risk' factors. This excludes cases that are solely based on financial mismanagement.
2. Staff can refer cases that are solely based on financial mismanagement to Non-NYCHA Service Providers as described in Section XV.B.3., *Referral by Development Management Staff to the Non-NYCHA Service Provider*.

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XI. COMMENCING NON-PAYMENT LEGAL ACTION (OVERVIEW)

A. Purpose of Legal Action

The goal of initiating a Non-Payment of Rent action is to collect outstanding rent arrears.

B. Legal Action Procedures

If monthly rent collection efforts are not successful, non-payment summary proceedings must be commenced in L&T Court, unless the tenancy was terminated and a holdover after administrative termination proceeding is pending in L&T Court.

If the tenancy was terminated but a holdover after the administrative termination case did not yet commence, the property manager must consult with the Law Department to determine the most appropriate course of action to follow, either:

- Continue with the Non-Payment of Rent case and delay the commencement of the Holdover case; or
- Abandon the Non-Payment of Rent case and start the Holdover case.

The property manager must:

- Ensure that the applicable 14-Day Notices (note that the 14 Day Notice of Grievance language is part of the Lockbox bill and is sent to each tenant prior to each month) and Rent Demand Notices have expired before commencing non-payment summary proceedings.
- Print Dispossesses for all delinquents on or around the fifteenth day of the second month that rent is due. Rent for past and current months must be included in the Dispossess.
- Print the Special Court Notice along with the Dispossess. A Special Court Notice will print only in cases where staff marks a 'Y' in RCS indicating that the tenant has mental competency issues.
- Ensure that Dispossesses are prepared on a timely basis and that they are accurate, properly signed, and notarized. The Dispossess and the Special Court Notices are sent to the City Marshal for service and filing in court.
- Note that the City Marshal does not serve the Special Court Notice on the tenant. The Special Court Notice together with the Dispossess must be filed with the L&T Court.

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- Ensure that personal contact with rent delinquents continues, whether or not legal action has commenced, as follows:
 - Field visits are made to all rent delinquents.
 - Employed tenants are called at their jobs to obtain a payment date unless the tenant requests that no calls be made to their place of employment.

1. City Marshal

Legal action is initiated by requesting the City Marshal to serve Notices of Petition and Petitions ('Dispossesses') upon tenants.

2. L&T Number

The City Marshal obtains an L&T number from the court for each Dispossess, and faxes a list of all L&T numbers, served tenants, and dates of service to the development.

3. Warrant Requests

Refer to the Management Manual, Chapter IV, *Termination of Tenancy*, for instructions on the preparation of a warrant.

a. No Response by Tenant

A warrant for an eviction can be requested **eleven (11) days** after the service date of the Dispossess if the tenant has not responded to the Dispossess in court and rent arrears are still outstanding.

Development management staff prepares NYCHA Form 040.085A, *Non-Military Affidavit of Investigator*, in addition to the warrant request, for all tenants who still owe rent included in the original petition and have not obtained an Order to Show Cause. The forms are then sent to the City Marshal for issuance of a warrant of eviction.

b. Court Stipulation

- If the tenant signs a court stipulation to pay rent owed by a certain date, the housing assistant must:
 - Keep a written record of the scheduled payment dates and amounts.
 - Monitor the payment schedule.

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- Ensure NYCHA's compliance with the terms and conditions of the stipulation, e.g., court-ordered repairs, and rent adjustments.
- If the tenant fails to comply with the terms of a court stipulation:
 - **Final Judgment:** If the stipulation indicates that a final judgment in favor of NYCHA will issue due to tenant noncompliance, then the property manager prepares NYCHA Form 040.324, *Affidavit of Noncompliance*, in addition to a warrant request. The forms are then sent to the City Marshal for submission to L&T Court for a judge's signature.
 - **No Final Judgment:** If the stipulation does not indicate that a final judgment in favor of NYCHA will issue due to tenant noncompliance, and the stipulation only requires that the case be restored to the court calendar, then the property manager prepares NYCHA Form 040.688, *Affidavit in Support of Motion*.

The affidavit is then sent to the Law Department's Landlord and Tenant Division for case restoration. The case in L&T Court must first be restored and a final judgment must be obtained before a warrant can be requested.

NOTE: The property manager must review all legal forms prepared by staff to ensure that they are completed accurately. Timely follow-up to noncompliance issues is critical for effective rent collection.

The City Marshal informs development management staff if the warrant request has been issued or rejected.

If the warrant has been issued and rent arrears are still outstanding, the property manager instructs the City Marshal to serve the Notice of Eviction (formerly called the '72 Hour Notice of Eviction'). The property manager must monitor and follow-up on the status of requested warrants.

An eviction date is selected and staff completes NYCHA Form 040.885, *Permission to Evict – All Residential Apartment Evictions*, forwards it to the Property Management Department at least ten (10) business days prior to the eviction date, and places a copy in the property manager's file.

4. Court Proceedings

Whenever a court appearance is required for a Non-Payment of Rent case, the housing assistant must bring the following items to court:

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- The tenant's lease.
- The latest NYCHA Form 040.623, *Public Housing Lease Addendum and Rent Notice*.
- NYCHA Form 150.108, *Non-Payment Confidential Court Case Worksheet*.
- The tenant's ledger card (showing payments and balance due).
- The tenant folder, if requested by a NYCHA attorney, or if an inquest or trial is scheduled.
- Evidence of a rent demand (if requested by the NYCHA attorney):
 - Electronic folder entries of an oral demand, specifying the number of months owed and amount demanded.
 - NYCHA Form 040.679, *Rent Demand* (the written rent demand or 3 Day Notice), and the Affidavit of Service.
 - Copy of other rent demand letter or notice.
 - Copies of all relevant work orders. Any repair claims made by the tenant and their status should be noted on NYCHA Form 150.108, *Non-Payment Confidential Court Case Worksheet*.

5. Scheduled Court Date

a. Tenant Does Not Appear (Default)

If the tenant does not appear, the civil court judge may:

- Adjourn the case.
- In holdover cases, conduct an inquest at which the housing assistant may be required to testify.
- Direct that a final judgment by default be entered in favor of NYCHA. The issuance of the warrant is usually stayed for five (5) days, which means that NYCHA must wait five (5) days before requesting the court to issue a warrant, or issue a default judgment five (5) business days after the default decision.

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b. Tenant Appears

If the tenant appears, the civil court judge may:

- Adjourn the case.
- Conduct a trial at which the housing assistant or other staff that has personal knowledge (i.e., the property maintenance supervisor or a maintenance worker) may be required to testify.
- Direct that a final judgment be entered on behalf of NYCHA and wait five (5) days before requesting the court to issue a warrant, or issue a judgment five (5) business days after the court decision.
- Sign a court stipulation after the housing assistant has conferred with the tenant and NYCHA Law Department regarding the rent arrears.

Development management staff must initiate follow-up action if the tenant fails to pay rent arrears by stipulated dates.

- Require the development to complete certain actions, e.g., making specified repairs, reviewing the calculation of a tenant's rent, or issuing miscellaneous credit.

c. Legal Fees Waived

If legal fees are waived, a miscellaneous credit is processed on NYCHA Form 132.001, *Miscellaneous Charge/Credit*. The *Miscellaneous Charge/Credit* form must be signed by the property manager and filed in the tenant folder and the property manager's files.

d. Trial

If a stipulation cannot be agreed to in court, the judge may conduct a trial. The housing assistant or other staff that has personal knowledge (i.e., the property maintenance supervisor or a maintenance worker) may be required to testify at the trial.

e. Decision Reserved

If the judge reserves decision, the Law Department is notified of the decision, and in turn, notifies Property Management Department staff.

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f. Judgment In Favor of the Tenant

If the judge renders a decision in favor of the tenant, the judge's decision shall determine the course of action.

g. Judgment in Favor of NYCHA

Terms of the court order or stipulation determine the course of action. If a tenant does not make payments, as specified by the court decision, staff promptly prepares NYCHA Form 040.324, *Affidavit of Noncompliance*, and contacts the Law Department to initiate further action.

NOTE: For additional information about legal procedures, refer to the Management Manual, Chapter IV., *Termination of Tenancy*, Section V., *Legal Procedures*.

XII. TERMINATION OF TENANCY FOR CHRONIC RENT DELINQUENCY

CRD is the tenant's failure to pay a minimum of 89 percent (89%) of the rent (including recurring charges, if any) within the month that it is due, at least four (4) times during the twelve (12) month period prior to the commencement of a termination of tenancy proceeding. The rent need not be in arrears at the time the action is instituted.

A. Referral for Termination of Tenancy

Staff shall commence a termination of tenancy proceeding with NYCHA Form 040.185, *Termination of Tenancy & Possible Subsidy - Call-In Letter: Public Housing and Section 8: Tenant or Project Based*, if the tenant:

1. Meets the CRD criteria for termination of tenancy (specified below); **and**
2. Staff attempted to resolve the rent delinquency through a rent resolution conference.

B. Documentation for CRD Referral

When submitting the case to the Office of the Tenancy Administrator, NYCHA Form 040.276, *Transmittal to Office of Tenancy Administrator: Terminations of Tenancy/Grievances*, must be accompanied by the following supporting documents:

1. NYCHA Form 040.845, *Rent Resolution and In-House Probation Agreement*; **or**
2. NYCHA Form 040.844, *Rent Resolution Call-In Letter*, and the Electronic Interview Record documenting either:

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- The date the tenant failed to appear; or
- The date the Rent Resolution conference was held with the tenant, but no *Rent Resolution and In-House Probation Agreement* was signed, due to pending L&T Court Non-Payment of Rent case, or because the tenant refused to sign.

NOTE: If the tenant fails to comply with the terms of the rent resolution agreement and the rent delinquency continues, the months both before and after the attempted resolution should be counted in determining whether the tenant violated the '4 in 12' criteria of CRD.

Only one (1) rent resolution conference is required in a twelve (12) month period, which includes residents who failed to appear and/or refused rent resolution. If the tenant meets the CRD criteria of '4 in 12' and has had a conference in the prior twelve (12) months, a new conference is not necessary to process a CRD termination of tenancy action. Staff can commence with NYCHA Form 040.185, *Termination of Tenancy & Possible Subsidy - Call-In Letter: Public Housing and Section 8: Tenant or Project Based*.

XIII. UNCOLLECTED ACCOUNTS

It is the property manager's responsibility to initiate the collection process for uncollected accounts. The property manager must utilize the following collection methods before authorizing the write-off of an uncollectible account:

A. Tenants in Occupancy

1. Attempts to Collect Funds

- Making an oral demand, or mailing NYCHA Form 040.679, *Rent Demand (also known as a written demand)*, to tenants demanding payment of outstanding balances.
- Mailing NYCHA Form 040.893, *Rent Collection Letter*, to all tenants owing retroactive rent, security deposit charges, legal, and miscellaneous charges (see Section VI., *Payment Plans*, for more information).
- Negotiating a payment plan using NYCHA Form 040.385, *Payment Affidavit*, and entering and monitoring payment plans in RCS.

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- Initiating non-payment summary proceedings in L&T Court **and** a termination of tenancy action for outstanding retroactive rent for tenants who refuse to enter into an approved payment plan (if available), or fail to comply with an approved payment plan, in accordance with Management Manual, Chapter IV, *Termination of Tenancy*.

Retroactive charges may not be written off if a final determination in a termination of tenancy action is pending.

- Referring to the collection attorney all outstanding balances that meet the criterion noted in SP 150:99:2, *Uncollected Accounts of Current and Former Public Housing Tenants*, Section XII.A.2., if there is no approved repayment plan sixty (60) days after submission of a termination of tenancy case.

Development management staff contacts the Law Department to determine if a payment plan has been agreed upon between the tenant and the Law Department.

2. Write-Offs

If attempts to collect funds are not successful, and the balance fits one of the categories specified below, the property manager authorizes a write-off. This is done only if the balance falls within one (1) of the following categories specified below, regardless of the amount, **less** the amount of any cash security deposit or NYCHA Security Agreement (if discharged by a bankruptcy court, write off the **full** amount):

- Debt that was discharged by a bankruptcy court.
- Retroactive rent for which the tenant has made no payment within the past twelve (12) months.
- Charges for sales and services, legal fees, and recurring or miscellaneous charges that are more than twelve (12) months old (excluding rent).
- Rent or retroactive rent balances more than twelve (12) months old **owed by a welfare recipient**, and **only** after efforts to collect from HRA or Summary Proceedings in L&T Court have failed.

The property manager signs NYCHA Form 150.003, *Approval to Write-Off Uncollected Account*, and forwards it for processing immediately.

a. Accounts **NOT** Sent to the Collection Unit

After write-off, collection activity ceases for the following types of accounts:

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- Debt that was discharged by a bankruptcy court. This category applies to all tenants.
- Retroactive rent for which the tenant (unless a current NYCHA employee) has made no payment within the last twelve (12) months, as follows:
 - Any amount if the tenant is not currently employed or has no known assets.
 - **Under \$500** if the tenant is employed or has known assets.
- Charges, **excluding rent**, for which the tenant (unless a current NYCHA employee) has made no payment within the last twelve (12) months, that resulted from sales and services, legal fees, recurring, or miscellaneous charges, as follows:
 - Any amount if the tenant is not currently employed or has no known assets.
 - **Under \$500** if the tenant is employed or has known assets.
- Rent or retroactive balances more than twelve (12) months old **owed by a welfare recipient**, and **only** after efforts to collect from HRA or through Summary Proceedings in L&T court have failed.

b. Accounts Sent to the Collection Unit

After write-off, the property manager submits any account that has charges, **excluding rent** that is more than twelve (12) months old to the Collection Unit.

These charges must total **\$500 or more** and have resulted from sales and services, legal fees, recurring or miscellaneous charges, or from retroactive rent for which the tenant has made no payment within the last twelve (12) months. The property manager submits the account **only** if the tenant is employed or has known assets.

Please note the following exception: if the tenant is a current NYCHA employee, the property manager must send the account to the Accounting and Fiscal Services Department Collection Unit regardless of the amount owed.

The property manager must submit these forms using NYCHA Form 040.010, *Uncollected Account Transmittal*, and check the box indicating '**Tenant in Occupancy**'.

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B. Vacated Tenants

The property manager must begin the collection process for all unpaid balances upon receipt of NYCHA Form 132.039, *Vacating Tenant Final Refund/Balance Due*, from the Accounting and Fiscal Services Department, Revenue and Receivables Division, as follows:

1. NYCHA Does Not Have Possession of the Apartment

If the tenant moves out of the apartment but the apartment is still occupied by a remaining family member, licensee, or squatter, the former tenant's charge through date is the date he or she vacated.

The property manager determines the tenant's vacate date based on verification submitted by the former tenant. In the absence of any verification, the date on which NYCHA became aware that the tenant vacated must be used.

The property manager must prepare NYCHA Form 132.039, *Vacating Tenant Final Refund/Balance Due*. He or she must cross out the section that pertains to apartment preparation, and check the 'Other' box in the 'Bookkeeping Office' section, and specifying Remaining Family Member/Licensee. The property manager must prepare this form without processing the move-out.

2. NYCHA Has Possession of the Apartment

If the tenant moved out and NYCHA has possession of the premises, the former tenant is responsible for charges up to the charge through date. The property manager must submit NYCHA Form 040.033, *Notice of Apartment to be Vacated*, to the Lockbox Unit bookkeeper as soon as a charge through date is determined.

The property manager must not wait for the new tenant's move-in date to process the move-out.

For all vacated tenants other than those deceased, the Lockbox Unit mails the *Vacating Tenant Final Refund/Balance Due* form as soon as it is prepared, and a copy is forwarded to the development to be placed in the tenant's folder.

If the former tenant makes contact, negotiate a repayment agreement, in writing if possible. If not, detail the repayment terms on NYCHA Form 040.006, *Interview Record*.

Please note that property managers no longer need to send a payment request for an HRA recipient's security deposit. These requests are made automatically through the Accounting and Fiscal Services Department.

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3. Write-Off

Thirty (30) calendar days after mailing the *Vacating Tenants Final Refund/Balance Due* form, the property manager may authorize the write-off of any remaining balance due, regardless of the amount, by signing NYCHA Form 150.003, *Approval to Write-Off Uncollected Account*. The Lockbox Unit processes the write-off form once it is received from the property manager.

Despite the write-off of the balance due, the former tenant still owes the money and is obligated to pay, unless the amount is reduced by the court, or an amount is forgiven as part of a settlement with NYCHA's collection attorney.

The property manager or property maintenance supervisor prepares NYCHA Form 040.033, *Notice of Apartment to be Vacated*, and sends it to the Lockbox Unit. The Lockbox Unit must return the form to the development once it has been processed, and sends a copy to the Applications and Tenancy Administration Department.

The property manager processes accounts as follows:

a. Continuing Collection Activity on Accounts Not Sent to the Accounting and Fiscal Services Collection Unit

Continue collection activities on an account for which the tenant has agreed to pay, or where payments continue to be made by an estate or third party. If the tenant defaults in three (3) consecutive months, determine if collection activity should cease or continue as indicated below in sections b. and c.

b. Cease Collection Activity on Accounts and Do Not Send to the Accounting and Fiscal Services Collection Unit

Cease collection for any accounts where the tenant:

- Has his or her debt discharged by a bankruptcy court.
- Is not employed as of the vacate date and has no known assets.
- Is deceased and leaves no estate.
- Has no known assets, is on Public Assistance, and HRA fails to pay the debt.
- Has no assets, and Social Security and/or Social Security Disability (SSI) is his or her only source of income.

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- Owes less than \$500 and is not a current NYCHA employee.
- c. Continue Collection Activity by Sending Accounts to the Accounting and Fiscal Services Collection Unit

After write-off, the property manager submits any account with a balance that totals \$500 or more to the Collection Unit if the tenant is employed, has known assets, receives a pension (other than Social Security or SSI), or is deceased and left an estate.

If the tenant is a current NYCHA employee, the property manager must submit the account even if it totals less than \$500, and indicate the tenant's work location in the appropriate space.

The property manager submits these accounts using NYCHA Form 040.010, *Uncollected Account Transmittal*, and checks the box indicating the tenant is vacated.

- d. Payments Received After Transmittal of the Account

If a vacated tenant submits a payment after the account has been transmitted to the Accounting and Fiscal Services Collection Unit, the property manager must forward the check to the Collection Unit, and attach identifying information to the check to ensure proper recording.

- e. Recordkeeping

The property manager must create a permanent (year-to-year) write-off file as part of his or her files using three (3) folders labeled as follows:

- NYCHA Form 040.010B, *Uncollected Account Write-Off Control*
The property manager must detail each account as indicated.
- NYCHA Form 150.003, *Approval to Write-Off Uncollected Account*, for accounts not sent to the Collection Unit.
- NYCHA Form 150.003, *Approval to Write-Off Uncollected Account*, for accounts sent to the Collection Unit.

- f. Accounting and Fiscal Services Collection Unit

- Intake

Immediately upon receipt of the uncollected account transmittal, Collection Unit staff must:

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- Enter the account information, which includes the development, the tenant's name, address, apartment number, account number, and balance due on the control sheet in the APEX database.
 - Review the account upon receipt and return to the development those sent in error, recording the return on the control sheet.
 - Send all accounts to the collection attorney by forwarding a copy of the uncollected account transmittal.
 - Enter the date the account was sent to the collection attorney on the control sheet.
- Follow-Up

Accounting and Fiscal Services Collection Unit staff must:

- Process and record all payments received. If the payment is received directly from a development after the account has been sent to the collection attorney, the collection attorney's fee is due.
- Close accounts based upon the recommendation of the collection attorney to discontinue collection activity, e.g., settlement, full satisfaction of the debt amount, continued collection effort uneconomical.
- Consult with the Law Department for review once the collection attorney recommends the discontinuance of collection activities if there is a question regarding the appropriateness of the collection attorney's legal decision to discontinue collection, or an account has an outstanding balance of \$20,000 or more.
- Notify the Applications and Tenancy Administration Department Income Verification Unit and the development when collection activity has been discontinued by using NYCHA Form 040.010A, *Collections: Uncollected Account: Collection Attorney's Final Disposition*. This form is on the back of NYCHA Form 040.010, *Uncollected Account Transmittal*.
- Prepare and submit periodic reports as directed that show the status of accounts, These reports must include the:
 - Name of the development sending the account.
 - Date the account was received.
 - Amount owed at the time of intake.

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- Current balance.
- Accounts closed during the month with the reason for closing noted.

4. Collection Attorney

Pursuant to agreement, the collection attorney is responsible for the following:

- Pursuing accounts submitted for collection through appropriate legal action.
- Remitting NYCHA's collections monthly accompanied by a statement of funds collected detailing the amounts.
- Submitting a report to NYCHA semi-annually, or as otherwise directed, that indicates the status of all accounts currently held.
- Settling of an account or recommending discontinuance of collection activity, and providing the reason for such recommendation using NYCHA Form 040.010A, *Collections: Uncollected Account: Collection Attorney's Final Disposition*.

5. Audit Department

The audit department must audit the collection attorney annually or as otherwise directed.

XIV. RENT COLLECTION REPORTING AND METRICS

A. End of Month Reporting

Development management staff creates and maintains the following reports and logs:

1. End of Month *Tenants Account Receivable Report – Tenants In Possession* (Commonly Known as DSTAR), with two Addendums

The end of month DSTAR is printed by selecting Option 2 in RCS. DSTAR lists the names of all tenants who owe one (1) month's rent, or more, and any charges as of the last day of the previous month.

2. Delinquency Status Report Update - RCS Option 8: The normal monthly routine of sending Dispossesses is automatically recorded into the DSTAR reports. Staff must still update all legal action dates in RCS for accurate reporting, e.g., court appearances. The Delinquency Status Report Update is accessed by selecting Option 8 in RCS on the first business day of the month.

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NOTE: Printing the Delinquency Report (DSTAR) Delinquency Report - RCS Option 9: This report is printed by selecting Option 9 in RCS and is available only on the first business day of the month. This log lists rent, recurring charges, retroactive surcharges, and miscellaneous charges owed.

a. Legal Action Log Report - RCS Option 10

The Legal Action Log Report is available to all staff on any day of the month by selecting Option 10 in TDS. This report lists tenants who owe the selected number of months' rent, with any legal actions, payment plans, and court stipulations recorded in RCS.

A copy of the Legal Action Log Report must be printed on the last day of the month, and sent to each development's respective management office.

NOTE: Property managers must ensure the Legal Action Log is updated, as necessary, throughout the month.

b. Tenant Arrears Logs

In order to effectively monitor the rent collection and legal action process, the following logs are maintained by each development:

- Legal Action Log Report (Nonpayment, Holdover after Termination, Holdover Licensee): **RCS Option 10.**
- Administrative Action Log (Termination of Tenancy Cases): **TDS Option 13.**
- *End of Month Tenants Account Receivable Report – Tenants In Possession* (Commonly Known As DSTAR): **RCS Option 9.**
- Delinquency List: **RCS Option 5.**

B. Rent Collection Metrics

Rent collection metrics reports are generated to give each development a performance guide to their rent collection efforts. TAR is one metric, or performance indicator, that NYCHA reports to the US Department of Housing and Urban Development (HUD) as part of HUD's Public Housing Assessment System.

TAR indicators are calculated by the Accounting and Fiscal Services Department, Revenue and Receivables Division. The TAR indicators are reported to HUD annually, and are made available to each NYCHA development monthly.

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Rent collection reports include:

1. *End of Month Tenant Accounts Receivable Report – Tenants in Possession* (Commonly known as DSTAR).

This report shows balances due for each tenant, including rent, retroactive rent, recurring charges, miscellaneous charges, and legal fees for residential tenants in possession.

2. **Addendum 1: Month End (TAR) Collection Performance Report**

This report shows beginning and ending balances for each tenant, the total sums collected, and a percentage of the sums collected, as well as the number of months a tenant owes. The report shows the number of tenants who are one (1) month delinquent and the number of tenants who are more than one (1) month delinquent.

The “Monthly” Percent Collected Formula is the Total Collected *divided by* the Amount Due.

Amount Due is *Beginning Balance* (monies owed at the beginning of the reporting period), or the monthly payment plan amount due **plus** *Monthly Sums Due* (rent **plus** other than rent, **plus** retroactive rent charges in the current month, **plus** miscellaneous charges, **minus** miscellaneous credits).

NOTE: “Monthly” Percent Collected Formula Example

Beginning Balance: \$200

Monthly Sums Due: \$275 (\$250 in rent **plus** \$25 miscellaneous charges)

Amount Due: \$475 (\$200 Beginning Balance **plus** \$275 Monthly Sums Due)

Total Collected: \$300

“Monthly” Percent Collected Formula: The Total Collected (\$300) **divided by** the Amount Due (\$475) **equals** 0.63 (or 63% of the Amount Due)

The Ending Balance Formula equals the Total Due **minus** the Total Collected.

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3. The HUD Public Housing Assessment System, TAR percentage formula ***equals*** Accounts Receivable (for current and move-out tenants) ***divided by*** Total Tenant Revenues for twelve (12) months.

Based on the TAR ratio, the HUD scoring guidelines for each development is as follows:

- TAR ratio less than 1.5% - 5 Points (Grade A)
- TAR ratio more than 1.5% and less than 2.5% - 2 Points (Grade B)
- TAR ratio equal or more than 2.5% - 0 Points (Grade F)

NOTE: TAR Ratio Example

Accounts Receivable (for current and move-out tenants): \$985,000
divided by:

Total Tenant Revenues for twelve (12) months: \$900,000 ***equals:***
1.09%

Grade ***equals*** A

4. **Addendum 2:** End Of Month Tenants Account Receivable Report – Move-Outs

This report shows tenants who moved out owing a balance, where the balance has not yet been written off. Refer to Section XIII., *Uncollected Accounts*, for guidelines concerning uncollected accounts for tenants in occupancy and vacated tenants.

The goal is to maximize the collection of all amounts owed to NYCHA.

XV. REFERRALS

A. Family Partnerships Department Referrals

The Family Partnerships Department (FPD), formerly the Family Services Department, provides social services assistance in conjunction with non-NYCHA partner organizations, to those tenants who are unable to connect to community resources on their own.

1. Reasons for Referrals to the FPD

- The property manager must make a FPD referral for tenants who request social service assistance, or appear to have mental or physical disabilities, or other at-risk factors.

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- FPD referrals can be made if the tenant (lessee) is a hoarder or a CRD, accompanied by other risk factors. **A FPD referral must not be used as a means to collect rent.**

NOTE: Before making a FPD referral, the resident must be informed that a referral is being made, if possible. If the resident refuses, do not make the referral. See Section XVII., *Appendix 8: Referrals to Family Partnerships Department: Guidelines for Referrals and Clutter Image Rating Scale* for guidelines for making an appropriate referral.

2. Family Partnership Referral Types

a. 'At-Risk' Referrals

'At-risk' factors include tenants with physical or mental disabilities, frail elderly tenants, tenants dependent on life-sustaining equipment, and other vulnerable populations. The individual may be receiving SSI payments or other disability income.

A referral for a non-payment of rent proceeding must only be made if the tenant (lessee) is 'at-risk' of being evicted (the tenant has been served a warrant of eviction).

- At least four (4) months in arrears; or
- The tenant has been served a warrant of eviction.

NOTE: If a tenant is 'at-risk' of causing immediate harm to him or herself or others, or if a child is in danger of neglect or abuse, do not submit a referral. Instead:

- Call 911 for emergencies
- Call the NYS-Wide Child Abuse and Maltreatment Hotline at 1-800-342-3720 for cases of suspected child abuse

b. Guardian Ad Litem (GAL) Referrals

This referral is for a tenant who may exhibit mental competence concerns, and:

- Is a tenant (lessee) subject to a NYCHA administrative tenancy termination proceeding;
- Is a remaining-family-member claimant who is entitled to an administrative grievance hearing on his or her remaining-family-member claim; or

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- Is in rent arrears or has an active Non-Payment of Rent case.

Refer to GM 3742 Revised, *Mental Competence Assessment and Guardians Ad Litem*, for additional information.

3. Documenting the Referral

When making a referral to FPD, the referral source must provide on the referral:

- a. A brief explanation of the referral concern in the 'Reason for Referral' section; and
- b. A summary of the efforts made by the referral source to address the concern with the tenant/family prior to referring them for intervention. Write the summary notes in the 'Summary of Referring Department's Actions to Date' section.

4. Reasons for Not Making a Referral

Do not make a FPD referral if:

- There is criminal activity in the apartment.
- The tenant (lessee) is no longer in the apartment (e.g., is in a nursing home).
- The tenant (lessee) has an active APS case. This can be found by checking the monthly APS listing.

5. Mechanics of Processing a Referral

- a. A referral may be made to FPD by using the Family Services Case Management System (FSCMS).
- b. Only authorized users can make referrals to the FSCMS. To become an authorized user submit NYCHA Form 088.130, *Family Services Case Management System (FSCMS) Access Request*.
- c. Authorized users can access FSCMS from the NYCHA Connect Homepage by clicking on the 'Family Service Referrals' link under the 'Apps' heading at the top of the page. Users updating or creating new referrals must follow these steps:
 - Click on 'FSD Refer' to make a general referral to FPD. If initiating a non-payment at-risk referral check the 'at-risk' box.

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- Click on 'GM 3742' to make a Guardian Ad Litem referral.
- Enter the tenant's account number, first or last name or Social Security number, and click on 'Look Up'.
- If there are no open cases, proceed to 'Create a New Referral'.
- If there is an open case, click on 'Update Case'.
- Carefully review the referral for completeness and accuracy. Incomplete and/or inaccurate requests are rejected and a new referral will be required. Be sure to include the referring staff member's telephone number and email address, the reason for the referral, and a summary of action taken.

The property manager must receive a copy of all referrals made for tenants in his or her development. To copy the manager staff must check the box next to 'YES – Copy the following ONE individual on any system emails related to this case.'

- Print a copy of the referral for the Manager's Confidential File.
- Once all the information is entered, click 'Submit'. If the referral was properly submitted, FSCMS generates a Case ID on a confirmation page. Print the confirmation page and file it together with the referral in the Manager's Confidential File. Make a notation in the electronic tenant folder that an FSCMS referral was made.

6. Receipt of a Referral and Processing by the FPD

Upon receipt of a referral, a FPD borough administrator reviews and determines if the referral is appropriate.

- See Section XVII., *Appendix 7: Family Partnerships Department Borough Offices* for a list of FPD borough offices.
- See Section XVII., *Appendix 8: Referrals to Family Partnerships Department: Guidelines for Referrals and Clutter Image Rating Scale* for guideline for an appropriate referral and the Clutter Image Rating Scale.

FPD may take any of the following steps, as appropriate, to address the problem or to link the referred tenant to needed services:

- a. Conduct a risk assessment to assess and evaluate the reasons that are causing problematic behavior.

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- b. Develop and implement a course of action in an attempt to remedy the situation.

The course of action may include any of the following referrals, including referral(s) through an Office of REES partner (see Section XV.B.3., *Referral by Development Management Staff to the Non-NYCHA Service Provider*):

- For benefit programs, such as Social Security, SSI, Medicare, Medicaid, Food Stamps, Public Assistance, Elderly Pharmaceutical Insurance Coverage (EPIC), etc.
- For APS for financial management, heavy duty apartment cleaning, appointment of a guardian, or other appropriate services.
- For mental health service(s).
- For employment and training opportunities through the Office of REES.
- For budget management and education, or financial and income opportunities through the Office of REES.
- For eviction prevention services.

FPD must follow-up with property management regarding the referral and pending strategies to address or remedy the problem.

B. Office of Resident Economic Empowerment and Sustainability Referrals

The Office of REES partners with Non-NYCHA Service Providers to further the goals of increasing tenant financial stability by resolving outstanding rent arrears and other lease violation issues through the use of Non-NYCHA Service Providers.

1. Non-NYCHA Service Providers

Non-NYCHA Service Providers are assigned to accept referrals from one (1) or more developments. The services offered will vary per service provider and may include financial management counseling, bank account maintenance, employment assistance, job training, adult education, comprehensive public benefits screening and enrollment, NYCHA rent arrears and payment strategies, and lease violation resolution.

NYCHA's goal in providing these services to its tenants is to help their families:

- a. Avoid crisis by resolving rent payment or other tenancy issues; and,

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- b. Alleviate barriers that prevent them from increasing income and assets.

2. Computerized Referral System

A computerized system of referrals to Non-NYCHA Service Providers has been developed.

The referral system:

- a. Identifies participating developments.
- b. Indicates the service provider assigned to a particular development.
- c. Indicates the types of services available from the specific service provider.

3. Referral by Development Management Staff to the Non-NYCHA Service Provider

- a. Referrals are voluntary. No referral is made if the resident does not agree to be referred.

Development management, Office of REES, or Family Partnerships Department staff may refer a tenant to a Non-NYCHA Service Provider designated for that development, if the service provider offers the needed assistance. For example, do not refer a tenant with a lease violation issue for an unregistered dog to a service provider that only offers financial counseling, or only offers assistance in resolving rent payment problems.

Referrals can be made for either of the following instances, if the development's assigned service provider offers the specific service that is needed. Section XVII. *Appendix 9: Economic Opportunities and Lease Violation Resolution - Referral to Non-NYCHA Service Providers – Referral Moments* suggests times during a person's tenancy when referral to a service provider may be helpful.

- **General Assistance:** Enrollment in a financial counseling, work readiness, job training, or other service that can benefit the tenant. General assistance referrals can be made at any time during a tenancy and specifically to prevent lease violations.
- **Resolution of Financially Related Lease Violations:** Obtaining help in curing rent delinquency, income verification, or other financially related lease violation issues. Referrals for the attempted resolution of financially related lease violations can be made at the time the problem is identified, and even at the time of the call-in interview for termination of tenancy.

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Referrals are initiated with NYCHA Form 040.185, *Termination of Tenancy & Possibly Subsidy - Call-In Letter: Public Housing and Section 8: Tenant or Project Based*, or NYCHA Form 040.186, *Termination of Tenancy & Possibly Subsidy - Follow-Up Call-In Letter: Public Housing & Section 8: Tenant or Project Based*. If a referral cures the lease violation, termination of tenancy may not be necessary.

- b. Referrals are made when development management staff completes the necessary information in the computerized referral system. The referral system can be accessed from the NYCHA employee home page by clicking on 'Data Warehouse' from the Apps tab, and selecting 'Non-NYCHA Service Providers.'

NOTE: Development management staff must be trained before using the computerized referral system.

Alternatively, staff may initiate a referral by completing on paper NYCHA Form 136.016, *REES Partner Referral*, including the tenant's signature consenting to the referral. The referral is only complete however after all data is entered into the computerized referral system. A scanned copy of the paper form must be attached to the computerized referral.

- c. Staff must indicate in the referral system whether or not the issue is that of possible tenancy termination. The referral is not complete and tenancy information shall not be transmitted by NYCHA unless the tenant signs the necessary consent forms or other referral documents.

NOTE: NYCHA staff is prohibited from sending any document or computer printout that originates from the HUD Enterprise Income Verification System to any non-NYCHA service provider.

- d. **One-Month Termination Grace Period:** In lease violation cases, in order to allow the service provider an opportunity to interact with the resident and develop a solution to the problem, NYCHA staff shall allow the tenant a **one month** grace period before referring a tenant for tenancy termination. This grace period starts from the date of referral to the service provider.

The One-Month Termination Grace period:

- Can be extended by the property manager on a case-by-case basis to allow the service provider the opportunity, if needed, to resolve the tenancy problem.

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- Can be extended for a specific service provider if consented to in advance by NYCHA.
 - Does not apply if a tenancy case includes both a non-financially related lease violation or action and a financially related lease violation. For example, if termination of tenancy charges include both CRD and non-desirability.
 - Does not apply if a tenancy case has already been referred to NYCHA's Law Department for termination of tenancy processing.
 - Does not apply to any other litigation, either pending or proposed, that NYCHA may have with the tenant. For example, the grace period shall not delay the initiation or continuance of a Non-Payment of Rent case brought in the Housing Part of the Civil Court.
- e. Tenant Self-Referrals: A tenant that independently approaches a service provider for assistance is **not** considered to have been referred under this procedure. NYCHA staff shall not give tenancy documents to a service provider or grant a tenant any termination of tenancy grace period, unless the tenant signs the necessary consent documents and is referred to the service provider by NYCHA staff, according to this procedure.

4. Consultation with the Non-NYCHA Service Provider

After receipt of a referral, the Non-NYCHA Service Provider shall consult with the tenant, NYCHA development management staff, and FPD as appropriate, in an attempt to pinpoint the issue, with the goal of crafting a workable resolution.

5. Adjustments to the Tenant Rent Account

If the issue referred involves rent payment or rent arrears, the Non-NYCHA Service Provider shall review the tenant's family and financial circumstances and identify situations that can possibly change the tenant rent account balance through the application of existing NYCHA rules. Some of the following can apply:

- a. Interim Rent Reductions: The tenant may qualify for an interim rent change that will reduce the rent earlier during the annual review year, instead of having to wait for the next annual review period. For a rent reduction example see Management Manual Chapter III, Section XIV.A.6.a. These situations can include:
- Public Assistance - Where a family member begins or stops receiving public assistance.

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- Permanent Loss of a Family Member with Income – When the family member moves out or dies.
 - Long-term Unemployment or Worker's Compensation.
 - Enlistment in the United States Armed Services.
 - Rent Hardship.
- b. Interim Rent Increases: The tenant may be subject to a situation that would require an interim rent increase. (See Management Manual Chapter III, Section XIV.B.). The situations can include:
- A permanent permission request for someone to join the household.
 - The Occupant's Affidavit of Income filed late.
 - An Interim Rent Reduction with rent subsequently restored.

6. Payment of Rent Account Balances

If the issue referred involves rent payment or rent arrears, and after clarifying or attempting to have the owed rent balances reduced, the Non-NYCHA Service Provider explores various payment options with the tenant to resolve the rent balance, as follows:

a. Full Payment

Full payment of all outstanding rental arrears (all sums identified on the tenant's rent ledger card) is preferable. Possible funding sources can be savings, bank loans, pension loans, private borrowing, private grants, or Public Assistance payments.

b. Partial Payments

A new plan to make partial payments shall **not** be considered if it conflicts with a stipulation previously negotiated by NYCHA and the tenant, or conflicts with an order or decision previously issued by a court or administrative hearing officer. The conflicting new payment plan shall only be considered if consented to by the property manager, after consultation with the Law Department, as needed.

- **Existing Payment Plans** (see Section VI., *Payment Plans*, for more information).

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- **Court Order Payment Plan:** For any amount and any payment duration, provided the terms are incorporated in a court order or court stipulation.
- **Voluntary Payment Plan:** For ledger card balances other than rent, payable within twelve (12) months, unless an extension is consented to by the regional asset manager.
- **Special Circumstances Payment Plan -** Payment plan for all balances, including current rent, negotiated in conjunction with a non-NYCHA service provider.

NOTE: A referral for a ‘Special Circumstances Payment Plan’ is best when made to a service provider who will accompany it with financial counseling, or as part of addressing all of a family’s lease violations. The *Jobs Plus* service providers are particularly trained in using the Special Circumstances Payment Plan for tenants in their assigned developments.

A payment plan for rent account balances including current rent can be implemented only for special circumstances as needed, if the following conditions are met:

- **Emergency Situation:** The current rent arrears stem from a onetime family or financial emergency (examples include burial costs, unexpected medical expense, travel for family emergency, car repairs, etc.), which must be documented in writing.
- **Previous Satisfactory Payment History:** The tenant had a satisfactory rent payment history (payment before the fifteenth of the month in which the money was due) for the twelve (12) months prior to the emergency situation.
- **Extended Payment Plan Terms:** Neither the Voluntary Payment Plan nor the Special Circumstances Payment Plan can extend beyond twelve (12) months without the approval of the regional asset manager.
- **Automatic Rent Payments:** Must be established for tenants whenever possible. For more information on automatic rent payments refer to Section IV., *Overview of Rent Payment Methods*.

7. Suggested Problem Resolution by Non-NYCHA Service Provider

- a. If the service provider proposes a resolution to the lease violation issue that formed the basis for the referral, the service provider informs development management, in conjunction with the tenant and FPD, as appropriate.

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The service provider also sends to the development any related documents or resolution agreements (for example, payment plan agreements) which must be signed by the tenant.

Suggested resolutions from the service provider can be rejected, and are not binding on NYCHA unless they are specifically agreed to by the property manager.

- b. Development management shall review the lease violation resolution suggested by the service provider, taking into consideration:
- A new plan to make partial payments **cannot** conflict with a stipulation previously negotiated by NYCHA and the tenant, or conflict with an order or decision previously issued by a court or administrative hearing officer, unless the conflicting provisions are considered and are consented to, after consultation with the Law Department, as needed.
- Property management staff are cautioned not to consent to a Special Circumstances Payment Plan for rent or retroactive rent where payment will extend beyond forty-five (45) days, without first consulting an attorney from the Law Department Landlord and Tenant Division.***
- If the lease violation was based on a Misrepresentation of Income, GM 3710 Revised, *Misrepresentation of Income* must be followed and necessary referrals to the NYCHA OIG made, before the proposed resolution is accepted.
- c. Development management can accept the lease violation resolution suggested by the service provider if it reasonably resolves the problem according to NYCHA's interests. If so, development management staff:
- Countersigns necessary documents (for example, payment plan agreements) and sends a copy to the tenant, the service provider, and FPD, if appropriate.
 - Makes necessary entries in NYCHA's computer systems to implement the changes.
 - Monitors tenant compliance with the agreed resolution.
 - Contacts the tenant and the service provider if the tenant misses the **first** compliance step in the agreement (for example, misses the first payment of a payment plan), and notifies them of the missed compliance.

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Staff shall grant the tenant a **one (1) week cure period** for the tenant to cure the missed compliance. This one (1) week cure period starts once staff notifies the tenant of the noncompliance. If the tenant cures the initial non-compliance, he or she shall be allowed to continue with the accepted resolution.

- Can continue with necessary action if the tenant fails to cure after one (1) week (for example, referral for termination of tenancy).
 - Does not have to refer the tenancy for commencement of termination of tenancy proceedings if the tenant is in compliance with the accepted resolution or cures the lease violation.
- d. If development management staff rejects the lease violation resolution suggested by the service provider, or if no resolution is suggested, then development management continues with necessary action (for example, referral for termination of tenancy).

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XVI. REVIEW/REVISION HISTORY PAGE

MANAGEMENT MANUAL CHAPTER II: RENT AND RENT COLLECTION

Review/ Revision	Review/ Revision Date	Sections Amended
1.	6/7/17	Section II. Policy
2.	6/7/17	Added Section III. Rent and Other Charges
3.	6/7/17	Added Section IV. Overview of Rent Payment Methods
4.	6/7/17	Added Section V. Payroll Rent Deduction Program
5.	6/7/17	Added Section VI. Payment Plans
6.	6/7/17	Added Section VII. Lockbox
7.	6/7/17	Added Section VIII. Property Management Rent Collection Guidelines
8.	6/7/17	Section IX. Rent Collection Action Plan
9.	6/7/17	Added Section X. Rent Delinquency Resolution
10.	6/7/17	Section XI. Commencing Non-Payment Legal Action (Overview)
11.	6/7/17	Added Section XII. Termination of Tenancy for Chronic Rent Delinquency
12.	6/7/17	Section XIII. Uncollected Accounts
13.	6/7/17	Added Section XIV. Rent Collection Reporting and Metrics
14.	6/7/17	Added Section XV. Referrals
15.	6/7/17	Added Section XVI. Review/Revision History Page
16.	6/7/17	Added Section XVII. Appendices
17.	6/7/17	Revisions approved by SVPs B. Clarke and J. Abrahams

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XVII. APPENDICES

APPENDIX 1: TENANT DATA SYSTEM (TDS) – CHANGE OF MAILING ADDRESS

The mailing address on the tenant's *Monthly Billing Statement* is the address of the tenant's stairhall plus the tenant's apartment number. If the *Monthly Billing Statement* is to be mailed to a different address, the alternate address must be entered in TDS.

Entering Change of Mailing Address

A tenant's mailing address can be changed from the stairhall address to any other mailing address while completing an Annual Income Review, Interim Rent Change, or Post Approval Adjustment in TDS.

The **F4 - Mail. Addr.** option is at the bottom of the **Move In/Income Review (Emergency Contacts/Life Sustaining Equipment)** screen. Staff must:

- Press the **F4** key. The **Family Mailing Address Window** appears.
- Enter the mailing address information.
- Press **ENTER** to continue.

The Annual Income Review, Interim Rent Change, or Post Approval Adjustment must be completed and approved, even if there is no change in income or rent.

Changing or Deleting an Alternate Mailing Address

Subsequent to entering an alternate mailing address in the '**Family Mailing Address Window**', the mailing address can be changed or deleted. Staff must:

- Choose **Option 16 – Table Maintenance Menu.**
- Choose **Option 3 – Mailing Address Maintenance.**
If an account does not appear in **Mailing Address Maintenance**, it does not have an alternate mailing address.
- The options are to:
 - View the Mailing Address **(X) to View Data**
 - Change the Mailing Address **(C) to Change Data**
 - Delete the Mailing Address **(D) to Delete Data**

Deleting data will default the mailing address to the tenant's stairhall and apartment number.

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APPENDIX 2: PAYMENT PLANS

A. Payment Plan Details

1. **Total Payment Plan Amount:** Add the includable amount fields on the RCS tenant ledger card to determine the Total Payment Plan Amount.

Example: John Davis owes \$900 in Retroactive Charges, \$310 in Legal Charges and \$86 in Miscellaneous charges. His Total Payment Plan Amount = \$900 + \$310 + \$86 = \$1296

2. **Payment Plan Calculation:** Managers can let the Payment Plan program calculate equal payments for the 'Total Other Than Rent Charges'. Enter the last Payment Plan date or a monthly payment plan payment amount in the RCS Payment Plan Program
3. **Payment Plan Duration:** Property managers can approve payment plans for up to twelve (12) months. Payment plans in excess of twelve (12) months need the approval of the respective Borough Property Management, Next Generation Operations, or Mixed Finance Department Director.
4. **Tenant Fails to Agree to a Payment Plan:** If the tenant fails to come in for an appointment and fails to schedule another appointment, fails to pay the money or fails to agree to installment payments in a payment plan within seven (7) days of the appointment date, the property manager can take legal action to collect this money, including:
 - a. Referring the amount to the collection attorney for collection; or
 - b. Starting a termination of tenancy case against the tenant for the unauthorized action/breach of rules that led **to the additional charges**.
5. **Tenant Fails to Make Ongoing Payments:** If the tenant fails to make **two (2)** or more consecutive monthly payment plan payments, the property manager must:
 - a. Refer the total Other than Rent Charges amount to collection attorney for collection; or
 - b. Start a termination of tenancy case against the tenant for the unauthorized action/breach of rules that led to the additional charges.

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APPENDIX 2: PAYMENT PLANS CONTINUED

6. **Tenant Completes Payment Plan Payments:** The property manager shall notify the tenant when all Other Than Rent Charges have been paid in full and make an entry in TDS Electronic Interview Record Program.

B. Using RCS Payment Plan Program

1. **Access RCS:** Using the Rent Collection Administrative Functions Menu, **Select Option 2 ‘Work With Payment Plans’.**

Menu options:

- a. For Current Tenants are:

- Work with Active Plans
- Create Plan – Voluntary
- Create Plan – Court Order
- View Plan History

- b. For Move-Out tenants:

- Work with Active Plans
- View Plan history

2. **Create a List of All Accounts with Payment Plans**

To create a list of all accounts with payment plans, place a ‘1’ in the option line to select the **‘Work with Active Plans’** option. Leave account and name fields blank and press **ENTER**.

The system will return all accounts that currently have a payment plan. You can enter an account for exact account search or a partial account for partial listing of accounts.

Each payment plan account detail line has the tenant account, name, the plan type (**‘V’**=Voluntary, **‘C’**=Court Order), the date the plan was created, the expiration date of the plan, the plan amount, the amount paid to date, and the current amount due.

In the option line place an:

APPENDIX 2: PAYMENT PLANS CONTINUED

- **(X) To View the Plan Detail.**
- **(L) To View the Ledger Card.**
- **(C) To Cancel the Active Plan.**

a. Option Selection X: View Details of the Plan:

You can see the tenant account, name, the plan number, the plan type, date due, the amount due, and the balance due for each date due. Payments made for the date due, will reduce the balance to zero (0).

b. Option Selection L: View the Tenant’s Ledger Card:

The tenant’s ledger card is displayed.

On the top right side of the screen the type of the payment plan (**V**=Voluntary and **C**=Court Order) is displayed. Use function key **F16** (PPLAN).

This function key will be active if you are not viewing the ledger card from the payment plan menu. If the account has a payment plan, the payment plan details will be displayed.

c. Option selection ‘C’: CANCEL the Active Plan

The active plan will be removed from the account and placed in the history file. All balance amounts under this plan will become due immediately.

When the SCR/LCK=HELP is shown on a screen, additional online information about the contents of the screen is available.

To view the additional information Press the **SCR/LCK** key. Press **ENTER** to exit the help screen.

C. Voluntary Payment Plans

Use Menu Option 2 – Create Plan - Voluntary

Place a **‘2’** in the option line to create a Voluntary Payment Plan.

Enter the tenant account number.

You can also search by last name. Leave the account blank and enter the first two (2) or three (3) letters of the tenant’s last name in the Tenant Name field. Then press **ENTER**.

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APPENDIX 2: PAYMENT PLANS CONTINUED

A list of all current tenants with last name matching the two (2) or three (3) letters will be shown. Place an 'X' to select the account and return to this option and press **ENTER**.

The screen shows the tenant account number, social security number, the amount owed in each one of the six rent fields (Rent, Recurring, Retroactive, Legal, Miscellaneous, and Security), the tenant's monthly rent, and a total of the amount owed.

If this is the tenant account that you want to select, place a 'Y' on the line and press **ENTER**. If this is NOT the correct tenant account, place an 'N' on the line and you will be returned to the prior screen to select another account.

The next screen will show the tenant's name, account, and the amount due for each one of the rent fields.

If the tenant has a legal action activity, the L&T number will be shown under the account.

Enter an amount on the 'Plan Amount' field you want to include in the plan for each one of the rent fields. The amount entered cannot exceed the actual amount due. **You cannot include Rent in a Voluntary plan.**

Press **ENTER**.

The system will validate the amounts entered and ask for a confirmation. Press **F10** to confirm and continue, or **F5** to refresh and select different amounts.

Once the amount entered has been accepted, proceed with the payment plan creation.

The next screen will show the tenant's account, the first payment plan due date, the plan number, and the total amount.

If you want the system to calculate the payments for you, you must change the 'N' to 'Y'.

If you leave 'N' and press **ENTER**, you shall enter the due date and the amount due for each date. Type in the dates in MMDDYY format, and the amounts for each date. If you need more lines, press the **PAGE/DOWN** key for another blank page. When all details are entered, press the **ENTER** key.

The system will validate the dates and the amounts.

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APPENDIX 2: PAYMENT PLANS CONTINUED

If the date is correct, the system will change the date into MM-DD-CCYY format. The total amount entered should be equal to the plan amount.

By default, the first date due is the current date. You can change it to any other future date. Dates prior to the current date are not accepted.

Press **F10** to confirm and create the plan, or **F5** to clear the details and start again.

If you want the system to calculate the amount due for the plan, enter 'Y' in the 'Calculate Equal Payments' field and press **ENTER**.

Enter either the last payment date of the plan in MMDDYY format, OR the payment amount to be paid every month. The system will calculate dates and amounts.

Press **ENTER**.

View the calculated dates and amount due.

Press **F10** to confirm and create the payment plan or press **F5** to clear the screen and start again with a new end date OR new amount.

When the plan is created, the system will go back to the main payment plan menu screen. Enter **Option 1** and press **ENTER**.

The 'Work with Active Payment Plans' screen will show the newly created plan for the account. This is your confirmation that the plan is created.

Place an 'X' in the option line to view the detail of the plan. Press **ENTER**.

The top part shows when the plan was created, the first and last payment dates, the plan amount, and the remaining balance due of the plan.

The bottom part of the screen shows dates, amounts due, and the balance outstanding. Press **PAGE/DOWN** to see the additional page details.

D. Involuntary or Court Ordered Payment Plans

1. Use Menu Option 3 - Create Plan - Court Order (Stipulation Plan)

In order to use **Menu Option 3: Create Plan – Court Order**, you must first log the legal action activity through the legal action log option of the RCS. If no legal action activity exists, you will get the message 'Must Enter L&T Number'.

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APPENDIX 2: PAYMENT PLANS CONTINUED

Follow the same instructions above in the section on creating a Voluntary Plan to create the Court Order Plan. **When creating a court order payment plan – Include all sums included in the court order (stipulation) (e.g. including rent).**

2. **Menu Option 6 – View Plan History** will show all plans for current tenants that are no longer active:

Place an 'X' in the option line to view the details for each plan. All history plans are either terminated or completed.

Terminated means that not all plan payments were made. Completed means that the tenant made all plan payments.

3. **Menu Option 7 – Work with Active Plans for Moved Out Tenants** will display all move out tenants that have active payment plans.

The move out process does not move an active plan to history when the tenant moves out. Use option **C** to cancel (move to history) any active plans after a tenant has moved out.

4. **Menu Option 8 – View Plan History** will display the history of plans for move out tenants.

E. Glossary of Payment Plan Terms

Account Tot Owed (*Line Report*): Current balance on tenant's account.

Active Plan: Any plan that still has payments due.

Amnesty Payment Plan: An amnesty payment plan is an agreement between a tenant and NYCHA to pay monies currently due over a period of time, which has been entered under the Amnesty Program pursuant to SP 040:01:7, *Rental Assistance Amnesty Program* (**NOTE: Amnesty Payment Plans are not being used**).

Amt. Paid To Date (*Line Report*): Total payments made to date towards the payment plan's Opening Balance.

C (*Historical Report*): A code appearing in the right-hand column of the Historical Report which indicates Current at the end of the month. Current means that the tenant's scheduled plan payments are up to date.

Closing Balance (*Historical Report*): Balance on tenant's account at the end of a month.

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APPENDIX 2: PAYMENT PLANS CONTINUED

Completed Plan: A plan under which a tenant has satisfied the full agreement.

Court Order: A court order is a stipulation entered in court between a tenant and NYCHA to pay monies currently due over a period of time, which has been approved and signed by a judge. In order to enter a Court Ordered payment plan into RCS, you must first enter the P&P service date and L&T number of the Dispossess in the Legal Action Log.

Current Amt. Due (Line Report): Minimum Amount currently due including Monthly Payment, current month's rent and any unpaid charges added since the payment plan was created.

D (Historical Report): A code appearing in the right-hand column of the Historical Report which indicates Delinquent at the end of the month. Delinquent means that the tenant's scheduled plan payments are not up to date. Each account starts the month as **D**, but will change to **C** when the tenant makes the Monthly Payment for that month.

End Date (Historical Report): The month during which the last payment is scheduled to be made.

Expired Plan: A plan that has reached the Last Payment Date and money is still owed.

Historical Report: A report which shows the month by month details of a plan for an individual account.

Initial Payment: Any current month's rent due and any "down payment" and/or additional payment due during the month when the payment plan is created.

Last Payment Date: The date the full Opening Balance of the payment is scheduled to be paid off, or the scheduled end date of the payment plan.

Line Report: A report of all accounts with payment plans that can be organized by status and type; it shows status, type, current balances and current payments.

Monthly Payment: The monthly amount that the tenant agrees to pay towards the payment plan Opening Balance. This amount is in addition to current rent and charges.

Opening Balance (Historical Report): The total amount included in the plan at the creation of the payment plan. It includes all money owed by the tenant when the plan is created.

Payments (Historical Report): The total of all payments made during a month.

Plan End Date (Line Report): The last Payment Date of the payment plan.

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APPENDIX 2: PAYMENT PLANS CONTINUED

Plan Status: The status of a payment plan based on the tenant's meeting the requirements of the plan. A plan can be **Active, Completed, Terminated** or **Expired**.

Plan Type: The type of payment plan created. A plan can be voluntary, court ordered or amnesty.

PP Bal. Due (*Historical Report*): Amount due on a payment plan at the end of a month; it includes monthly payment, current rent, and unpaid charges.

PP Min. Due (*Historical Report*): Minimum amount due at the beginning of a month on the Monthly Billing Statement.

PP Run Total (*Historical Report*): Total of additional payments which were scheduled to have been made by the end of a month. This is a cumulative amount based on the Initial Payment, plus additional monthly payments as they come due.

Start Date (*Historical Report*): The month the payment plan was created.

Terminated Plan: A plan that has been cancelled by NYCHA.

Total Add Payment (*Historical Report*): The Opening Balance of the payment plan.

Total Paid (*Historical Report*): Total of additional payments that the tenant has made by the end of a month. This is a cumulative total of all additional payments that the tenant has made since the plan was created. It includes only the amounts paid toward the Opening Balance, in addition to current rent and charges.

Type of Payment Plan: Same as plan type. A plan can be voluntary, court ordered or amnesty.

Voluntary Payment Plan: A voluntary payment plan is an agreement between a tenant and NYCHA to pay monies currently due over a period of time.

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APPENDIX 3: RENT PAYMENT METHODS – 8 WAYS YOU CAN PAY YOUR RENT

8 Eight Ways You Can Pay Your Rent



1

E-payment on NYCHA website

- Available 24/7
- Use an e-check (automatic transfer between accounts), or debit card
- 30-cent fee for e-checks; free if you sign-up for e-billing
- Using a debit card may incur convenience fee
- Can arrange automatic weekly, biweekly or monthly payments



2

Your Bank's Website

- Use your bank's online system or online bill payer.
- Make monthly or recurring payments directly from your bank account (usually free).



3

By Phone

- Call NYCHA Phone Payment at 1-866-315-6355
- Monthly payments using e-check or debit card
- Available 24/7
- 30-cent fee for e-check; using a debit card may incur a convenience fee



4

An Authorized Bank or Credit Union

- Your Property Management Office has a list of banks and credit unions that will take cash rent payments.
- You can also find the list on nyc.gov/nycha



5

The Mail

- Mail check or money order using the pre-addressed envelope, and be to include your remittance slip.
- Don't forget to write your nine-digit NYCHA account number on the check or money order.



6

Payroll Deduction

- Are you a NYCHA resident and a City employee? You may be eligible to have your rent deducted from your paycheck twice a month.
- Apply at your property management office.



7

Human Resources Administration

- If you receive public assistance, New York City Human Resources Administration may pay your rent.
- Review your monthly rent billing statement to be sure NYCHA received your rent and no other charges are due.



8

Authorized Third Party Payors

- If you are a senior or disabled, an authorized third party can pay your rent for you.
- Please contact your property management office for more information.



nyc.gov/nycha

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APPENDIX 4: RENT RESOLUTION – RENT PAYMENT SCRIPT

Welcome to the New York City Housing Authority as a new tenant of _____ Houses. I would like to take a few minutes to explain rental payments.

Rent is due on the first day of each month. Paying your rent, and paying it on time, is the most important thing you can do each month. There are a number of convenient ways you can pay your rent: online, through Automatic Rent Deduction if you are a New York City employee, by phone, by mail, in person at an authorized payment site, and through a third party (refer to the '8 Ways You Can Pay Your Rent' poster for more information).

Paying rent on time is important and will keep you in good standing with NYCHA. Tenants who do not pay their rent on time are subject to court action, legal fees and possible eviction. If you have an unexpected change in your income, please see your development housing assistant to get financial counseling or adjust your rent, if needed.

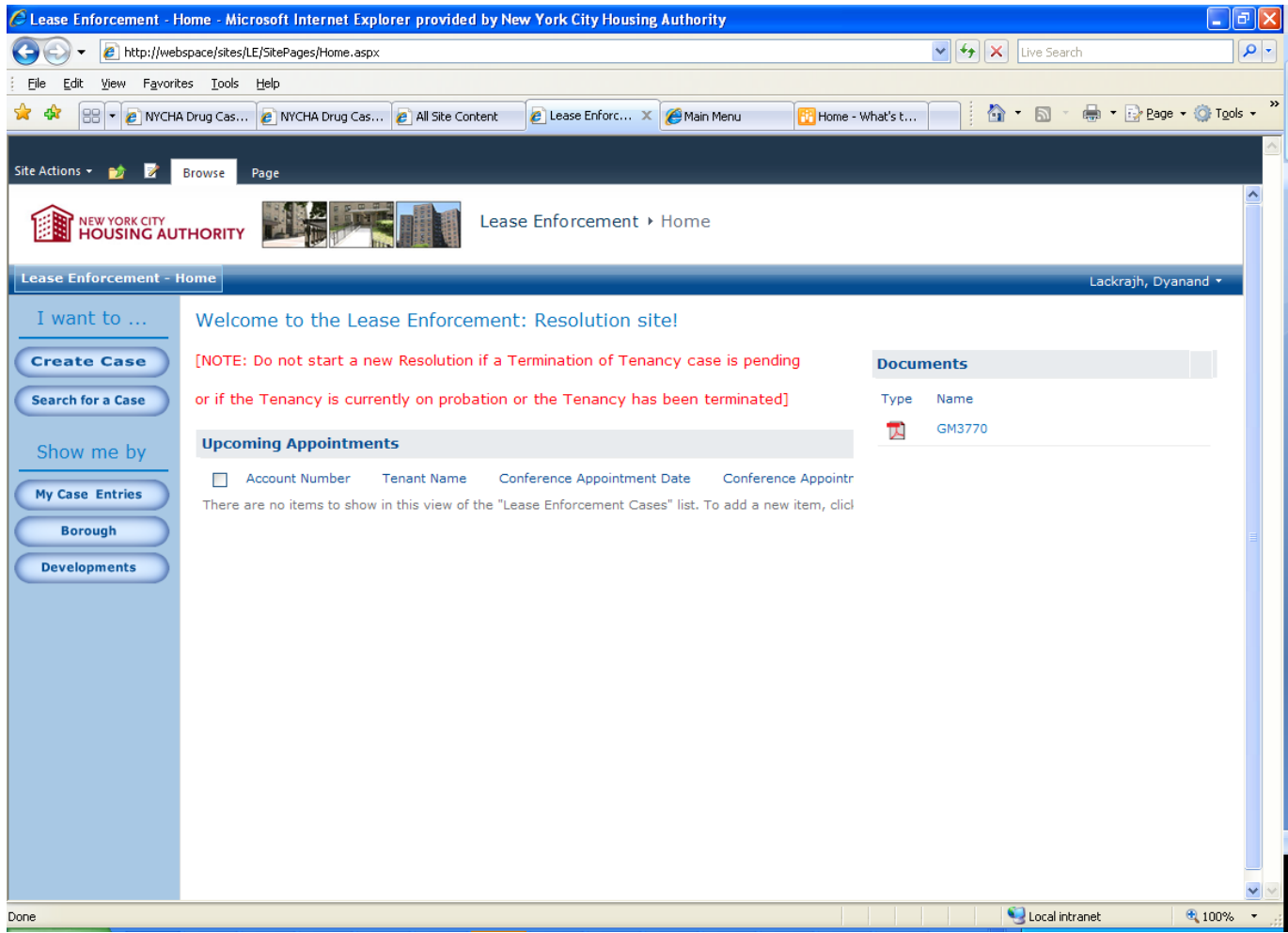
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APPENDIX 5: RENT RESOLUTION CONFERENCE DATA BASE SCREEN SHOTS

Access the database at <http://webspacesites/le>

To create a new Rent *Resolution Conference* case, click on 'Create Case'.



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APPENDIX 5: RENT RESOLUTION CONFERENCE DATA BASE SCREEN SHOTS CONTINUED

Complete the information required under 'Case Details'.

The screenshot shows a Microsoft Internet Explorer browser window displaying a web form. The browser's address bar shows the URL: <http://webspacesites/LE/Lists/LeaseEnforcement/NewForm.aspx?Action={edf22273-7d68-4bce-98f0-c9d8f39eebda}&Source=/sites/LE%25>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows several open tabs, including 'NYCHA Drug ...', 'All Site Content', and 'Main Menu'. The main content area features a 'Site Actions' menu with options like 'Browse' and 'Edit'. Below this is a toolbar with icons for Save, Cancel, Paste, Copy, and Attach File. The form itself is titled 'Case Details' and contains the following fields:

Account Number *	133-031-05J
Please enter account # in format: 999-999-99A	
Conference Appointment Date *	9/12/2012 12 AM 00
Conference Appointment Location *	Boro Office
Reason for Conference *	<input checked="" type="checkbox"/> Rent Delinquency

At the bottom right of the form, there are two buttons: 'Save' and 'Cancel'. The browser's status bar at the bottom shows 'Done', 'Local intranet', and a zoom level of 100%.

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APPENDIX 5: RENT RESOLUTION CONFERENCE DATA BASE SCREEN SHOTS CONTINUED

When the case is resolved, complete the “Resolution of Issue” section.

The screenshot shows a Microsoft Internet Explorer browser window displaying a web application. The address bar shows the URL: <http://webspacesites/le/Lists/LeaseEnforcement/DispForm.aspx?id=70>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also contains a search box with the text "Live Search".

The web application interface features a navigation pane on the left with "Site Actions" and "View" tabs. Under "Site Actions", there are options for "Version History", "Manage Permissions", and "Delete Item". Under "View", there are options for "Alert Me", "Edit Issue Resolution", and "Edit Case Details".

The main content area displays a form with two tabs: "Case Details" and "Resolution Of Issue". The "Case Details" tab is active, showing the following information:

Account Number	133-031-05A
Tenant Name	DOMITA GARRETT
Conference	9/12/2012 12:00 AM
Appointment Date	
Conference Appointment Location	Boro Office
Reason for Conference	Rent Delinquency
Boro	BRONX
Development	MURPHY CONSOLIDATION

Below the table, the version information is displayed: "Version: 1.0", "Created at 9/10/2012 3:25 PM by Ladjrajh, Dyanand", and "Last modified at 9/10/2012 3:25 PM by Ladjrajh, Dyanand". A "Close" button is located at the bottom right of the form area.

The browser's status bar at the bottom shows "Done" and "Local intranet" with a zoom level of 100%.

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APPENDIX 5: RENT RESOLUTION CONFERENCE DATA BASE SCREEN SHOTS CONTINUED

Lease Enforcement Cases - 133-031-05A - Microsoft Internet Explorer provided by New York City Housing Authority

http://webpace/sites/LE/Lists/LeaseEnforcement/EditForm.aspx?ID=70&Action={f9a8960d-b7a9-4b37-92fc-c9c28466dcea}&Source=%2Fsites%2F... Live Search

File Edit View Favorites Tools Help

NYCHA Dr... NYCHA Dr... All Site Co... Lease Enf... Main Menu Home - W... Lease ... Employee ...

Site Actions Browse Edit

Save Cancel Paste Cut Copy Delete Item Attach File

Commit Clipboard Actions

Resolution Of Issue

Did Tenant Appear for Conference *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Resolution Probation Signed *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Date Resolution Probation Expires *	12/26/2012
Automatic Rent Agreement *	Yes
Outstanding Rent Paid *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Pending Non-Payment of Rent Case *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Comments/Notes	<p>closing</p>

Version: 9.0
Created at 9/10/2012 3:25 PM by Lackrajh, Dyanand
Last modified at 9/10/2012 3:27 PM by Lackrajh, Dyanand

Save Cancel

Done Local intranet 100%

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APPENDIX 5: RENT RESOLUTION CONFERENCE DATA BASE SCREEN SHOTS CONTINUED

Once a case is created it appears in list format.

The screenshot shows a web browser window titled "Lease Enforcement - Find - Microsoft Internet Explorer provided by New York City Housing Authority". The address bar shows the URL "http://webspaces/sites/LE/SitePages/Find.aspx". The page content includes the NYCHA logo, a search bar, and a table of lease enforcement cases.

Search Tenancy
Account Number: Tenant Name:

Lease Enforcement Cases

<input type="checkbox"/>	Account Number	Tenant Name	Conference Appointment Date	Conference Appointment Location	Boro
<input type="checkbox"/>	133-031-05A <small>NEW</small>	DOMITA GARRETT	9/12/2012 12:00 AM	Boro Office	BRONX

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APPENDIX 6: ELIGIBLE NYC OFFICE OF PAYROLL ADMINISTRATION AGENCIES

AGENCY PAYROLL NUMBER	AGENCY NAME	AGENCY SHORT DESCRIPTION	PAY CYCLE CODE	PAY PERIODS
67	ADMIN FOR CHILDREN'S SVCS	ACS	D	Bi-weekly - Friday
73	BOARD OF CORRECTIONS	BD CORRECTNS	D	Bi-weekly - Friday
743	BOARD OF EDUCATION-E BANK	ED OF ED-E B	E	Bi-weekly -Thursday
3	BOARD OF ELECTION	BD ELECT	D	Bi-weekly - Friday
467	BOARD OF HIGHER EDUCATION	BD HGHR EDUC	D	Bi-weekly - Friday
11	BOROUGH PRESIDENT-BRONX	BORO PRES-BX	D	Bi-weekly - Friday
12	BOROUGH PRESIDENT-BROOKLYN	BORO PRS-BKN	D	Bi-weekly - Friday
13	BOROUGH PRESIDENT-QUEENS	BORO PRS-QNS	D	Bi-weekly - Friday
14	BOROUGH PRESIDENT-STATEN IS	BORO PRES-SI	D	Bi-weekly - Friday
381	BRONX COMMUNITY BOARD #1	BX COM BD #1	D	Bi-weekly - Friday
390	BRONX COMMUNITY BOARD #10	BX COM BD 10	D	Bi-weekly - Friday
391	BRONX COMMUNITY BOARD #11	BX COM BD 11	D	Bi-weekly - Friday
392	BRONX COMMUNITY BOARD #12	BX CM BD #12	D	Bi-weekly - Friday
382	BRONX COMMUNITY BOARD #2	BX COM BD #2	D	Bi-weekly - Friday
383	BRONX COMMUNITY BOARD #3	BX COM BD #3	D	Bi-weekly - Friday
384	BRONX COMMUNITY BOARD #4	BX COM BD #4	D	Bi-weekly - Friday
385	BRONX COMMUNITY BOARD #5	BX COM BD #5	D	Bi-weekly - Friday
386	BRONX COMMUNITY BOARD #6	BX COM BD #6	D	Bi-weekly - Friday
387	BRONX COMMUNITY BOARD #7	BX COM BD #7	D	Bi-weekly - Friday
388	BRONX COMMUNITY BOARD #8	BX COM BD #8	D	Bi-weekly - Friday
389	BRONX COMMUNITY BOARD #9	BX COM BD #9	D	Bi-weekly - Friday
902	BRONX DISTRICT ATTORNEY	BX DA	D	Bi-weekly - Friday
471	BROOKLYN COMMUNITY BOARD #1	BK COM BD #1	D	Bi-weekly - Friday
480	BROOKLYN COMMUNITY BOARD #10	BK COM BD 10	D	Bi-weekly - Friday
481	BROOKLYN COMMUNITY BOARD #11	BK COM BD 11	D	Bi-weekly - Friday

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APPENDIX 6: ELIGIBLE NYC OFFICE OF PAYROLL ADMINISTRATION AGENCIES CONTINUED

AGENCY PAYROLL NUMBER	AGENCY NAME	AGENCY SHORT DESCRIPTION	PAY CYCLE CODE	PAY PERIODS
482	BROOKLYN COMMUNITY BOARD #12	BK COM BD 12	D	Bi-weekly - Friday
483	BROOKLYN COMMUNITY BOARD #13	BK COM BD 13	D	Bi-weekly - Friday
484	BROOKLYN COMMUNITY BOARD #14	BK COM BD 14	D	Bi-weekly - Friday
485	BROOKLYN COMMUNITY BOARD #15	BK COM BD 15	D	Bi-weekly - Friday
486	BROOKLYN COMMUNITY BOARD #16	BK COM BD 16	D	Bi-weekly - Friday
487	BROOKLYN COMMUNITY BOARD #17	BK COM BD 17	D	Bi-weekly - Friday
488	BROOKLYN COMMUNITY BOARD #18	BK COM BD 18	D	Bi-weekly - Friday
472	BROOKLYN COMMUNITY BOARD #2	BK COM BD #2	D	Bi-weekly - Friday
473	BROOKLYN COMMUNITY BOARD #3	BK COM BD #3	D	Bi-weekly - Friday
474	BROOKLYN COMMUNITY BOARD #4	BK COM BD #4	D	Bi-weekly - Friday
475	BROOKLYN COMMUNITY BOARD #5	BK COM BD #5	D	Bi-weekly - Friday
476	BROOKLYN COMMUNITY BOARD #6	BK COM BD #6	D	Bi-weekly - Friday
477	BROOKLYN COMMUNITY BOARD #7	BK COM BD #7	D	Bi-weekly - Friday
478	BROOKLYN COMMUNITY BOARD #8	BK COM BD #8	D	Bi-weekly - Friday
479	BROOKLYN COMMUNITY BOARD #9	BK COM BD #9	D	Bi-weekly - Friday
831	BUSINESS INTEGRITY COMMISSION	BIC	D	Bi-weekly - Friday
4	CAMPAIGN FINANCE BOARD	CMPGN FIN BD	D	Bi-weekly - Friday
103	CITY CLERK	CITY CLERK	D	Bi-weekly - Friday
102	CITY COUNCIL	CITY COUNCIL	D	Bi-weekly - Friday
62	CITY SHERIFF	CITY SHERIFF	D	Bi-weekly - Friday
134	CIVIL SERVICE COMMISSION	CIV SER COM	D	Bi-weekly - Friday
54	CIVILIAN COMPLAINT REVIEW BD	CCRB	D	Bi-weekly - Friday
135	COMM ON PUB INFO AND COMMUN	PUBLIC INFO	D	Bi-weekly - Friday
220	COMMUNITY ASSISTANCE UNIT	COMM ASST UN	D	Bi-weekly - Friday
463	COMMUNITY COLLEGE (BRONX)	COM CL BRONX	D	Bi-weekly - Friday
468	COMMUNITY COLLEGE(HOSTOS)	CM CL HOSTOS	D	Bi-weekly - Friday
465	COMMUNITYCOLLEGE(KINGSBORO)	COM CL KINGS	D	Bi-weekly - Friday

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APPENDIX 6: ELIGIBLE NYC OFFICE OF PAYROLL ADMINISTRATION AGENCIES CONTINUED

AGENCY PAYROLL NUMBER	AGENCY NAME	AGENCY SHORT DESCRIPTION	PAY CYCLE CODE	PAY PERIODS
469	COMMUNITY COLLEGE (LAGUARDIA)	CM CL LAGUAR	D	Bi-weekly - Friday
466	COMMUNITY COLLEGE (MANHATTAN)	COM CL MANH	D	Bi-weekly - Friday
464	COMMUNITY COLLEGE (QUEENSBORO)	CM CL QUEENS	D	Bi-weekly - Friday
460	COMMUNITY COLLGE(MEDGAR EVERS)	COM CL MD EV	D	Bi-weekly - Friday
312	CONFLICTS OF INTEREST BOARD	CONF OF INT	D	Bi-weekly - Friday
866	CONSUMER AFFAIRS	CONSMR AFFRS	D	Bi-weekly - Friday
126	CULTURAL AFFAIRS	CULTURL AFFR	D	Bi-weekly - Friday
453	CUNY-MELANI PROJECT	MELANI PROJ	D	Bi-weekly - Friday
125	DEPARTMENT FOR THE AGING	DFTA	D	Bi-weekly - Friday
810	DEPARTMENT OF BUILDINGS	DPT OF BLDGS	D	Bi-weekly - Friday
801	DEPARTMENT OF BUSINESS SERV.	D BUS SERV	D	Bi-weekly - Friday
30	DEPARTMENT OF CITY PLANNING	DEP CTY PLAN	D	Bi-weekly - Friday
72	DEPARTMENT OF CORRECTION	CORRECTION	D	Bi-weekly - Friday
740	DEPARTMENT OF EDUCATION ADMIN	ED ADMIN-D	D	Bi-weekly - Friday
740	DEPARTMENT OF EDUCATION ADMIN	ED ADMIN-D	Q	Semi-Monthly
836	DEPARTMENT OF FINANCE	FINANCE	D	Bi-weekly - Friday
32	DEPARTMENT OF INVESTIGATION	DEPT INVEST	D	Bi-weekly - Friday
130	DEPARTMENT OF JUVENILE JUSTICE	DEPT JUV JUS	D	Bi-weekly - Friday
31	DEPARTMENT OF PERSONNEL	DOP	D	Bi-weekly - Friday
827	DEPARTMENT OF SANITATION	SANITATION	D	Bi-weekly - Friday
841	DEPARTMENT OFTRANSPORTATION	DEPT TRANSP	D	Bi-weekly - Friday
868	DEPT OF CITYWIDE ADMIN SVCS	DCAS	D	Bi-weekly - Friday
745	DEPT OF ED HRLY SUPPORT STAFF	ED HR SUP E	E	Bi-weekly - Thursday
745	DEPT OF ED HRLY SUPPORT STAFF	ED HR SUP E	Q	Semi-Monthly
744	DEPT OF ED PARA PROFESSIONALS	ED PARA PRF	E	Bi-weekly - Thursday
744	DEPT OF ED PARA PROFESSIONALS	ED PARA PRF	Q	Semi-Monthly
742	DEPT OF ED PEDAGOGICAL	ED PEDAGO Q	Q	Semi-Monthly

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APPENDIX 6: ELIGIBLE NYC OFFICE OF PAYROLL ADMINISTRATION AGENCIES CONTINUED

AGENCY PAYROLL NUMBER	AGENCY NAME	AGENCY SHORT DESCRIPTION	PAY CYCLE CODE	PAY PERIODS
826	DEPT OF ENVIRONMENT PROTECTION	DEP ENV PROT	D	Bi-weekly - Friday
816	DEPT OF HEALTH/MENTAL HYGIENE	DOH & MH	D	Bi-weekly - Friday
71	DEPT OF HOMELESS FAC & SERV DE	DHFSD	D	Bi-weekly - Friday
858	DEPT OF INFO TECHNOLOGY & TELE	DOITT	D	Bi-weekly - Friday
846	DEPT OF PARKS & RECREATION	DPR	D	Bi-weekly - Friday
860	DEPT OF RECORDS & INFO SERVICE	DEP REC INFO	D	Bi-weekly - Friday
261	DEPT OF YOUTH & COMM DEV SRVS	Y & C DVLPMT	D	Bi-weekly - Friday
850	DEPT. OF DESIGN & CONSTRUCTION	DDC	D	Bi-weekly - Friday
903	DISTRICT ATTORNEY KINGS COUNTY	DA KINGS	D	Bi-weekly - Friday
904	DISTRICT ATTORNEY QNS COUNTY	DA QUEENS	D	Bi-weekly - Friday
905	DISTRICT ATTORNEY RICHMOND COU	RICHMOND DA	D	Bi-weekly - Friday
901	DISTRICT ATTORNEY-MANHATTAN	NY DA	D	Bi-weekly - Friday
906	DISTRICT ATTORNEY-SPECIAL NARC	SPECIAL NARC	D	Bi-weekly - Friday
133	EQUAL EMPLOY PRACTICES COMM	E.E.P.C	D	Bi-weekly - Friday
127	FINANCIAL INFO SVCS AGENCY	FISA	D	Bi-weekly - Friday
57	FIRE DEPARTMENT	FIRE DEPT	D	Bi-weekly - Friday
29	GAMBLING CONTROL COMMISSION	GMBLNG CNTRL	D	Bi-weekly - Friday
806	HOUSING PRESER & DVLPMNT	HPD	D	Bi-weekly - Friday
69	HRA/DEPT OF SOCIAL SERVICES	HRA/DSS	D	Bi-weekly - Friday
226	HUMAN RIGHTS COMMISSION	HUMAN RTS CM	D	Bi-weekly - Friday
470	HUNTER COLLEGE HIGH SCHOOL	HCHS	D	Bi-weekly - Friday
132	INDEPENDENT BUDGET OFFICE	IND BUDGET	D	Bi-weekly - Friday
136	LANDMARKS PRESERVATION COMM	LANDMARKS	D	Bi-weekly - Friday
25	LAW DEPARTMENT	LAW DEPT	D	Bi-weekly - Friday
341	MANHATTAN COMMUNITY BOARD #1	MCB 1	D	Bi-weekly - Friday
350	MANHATTAN COMMUNITY BOARD #10	MCB 10	D	Bi-weekly - Friday
351	MANHATTAN COMMUNITY BOARD #11	MCB 11	D	Bi-weekly - Friday

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APPENDIX 6: ELIGIBLE NYC OFFICE OF PAYROLL ADMINISTRATION AGENCIES CONTINUED

AGENCY PAYROLL NUMBER	AGENCY NAME	AGENCY SHORT DESCRIPTION	PAY CYCLE CODE	PAY PERIODS
352	MANHATTAN COMMUNITY BOARD #12	MCB 12	D	Bi-weekly - Friday
342	MANHATTAN COMMUNITY BOARD #2	MCB 2	D	Bi-weekly - Friday
343	MANHATTAN COMMUNITY BOARD #3	MCB 3	D	Bi-weekly - Friday
344	MANHATTAN COMMUNITY BOARD #4	MCB 4	D	Bi-weekly - Friday
345	MANHATTAN COMMUNITY BOARD #5	MCB 5	D	Bi-weekly - Friday
346	MANHATTAN COMMUNITY BOARD #6	MCB 6	D	Bi-weekly - Friday
347	MANHATTAN COMMUNITY BOARD #7	MCB 7	D	Bi-weekly - Friday
348	MANHATTAN COMMUNITY BOARD #8	MCB 8	D	Bi-weekly - Friday
349	MANHATTAN COMMUNITY BOARD #9	MCB 9	D	Bi-weekly - Friday
185	MUNICIPAL WATER FIN AUTHORITY	WATER AUTH	W	Bi-weekly - Friday
9	NYC EMPLOYEES RETIREMENT SYS	NYCERS	W	Bi-weekly - Friday
996	NYC HOUSING AUTHORITY	NYCHA	H	Bi-weekly - Friday
256	NYC POLICE PENSION FUND	PD PENSION	W	Bi-weekly - Friday
131	OFF OF PAYROLL ADMINISTRATION	OPA	D	Bi-weekly - Friday
313	OFFICE OF COLLECTIVE BARGAINING	OFF COL BARG	D	Bi-weekly - Friday
17	OFFICE OF EMERGENCY MANAGEMENT	OEM	D	Bi-weekly - Friday
214	OFFICE OF LABOR RELATIONS	OLR	D	Bi-weekly - Friday
19	OFFICE OF MANAGEMENT & BUDGET	OFF MGMT BDG	D	Bi-weekly - Friday
781	OFFICE OF PROBATION	OFF PROBATION	D	Bi-weekly - Friday
8	OFFICE OF THE ACTUARY	ACTUARY	D	Bi-weekly - Friday
15	OFFICE OF THE COMPTROLLER	COMPTROLLER	D	Bi-weekly - Friday
2	OFFICE OF THE MAYOR	MAYORALTY	D	Bi-weekly - Friday
33	PERSONNEL MONITORS	PERSON MONT	D	Bi-weekly - Friday
56	POLICE DEPARTMENT	NYC PD	D	Bi-weekly - Friday
10	PRESIDENT BOROUGH OF MANHATTAN	BORO PRES MA	D	Bi-weekly - Friday
943	PUBLIC ADMINISTRATOR-KINGS	PUB ADM-KING	D	Bi-weekly - Friday
942	PUBLIC ADMIN-BRONX	PUB ADM-BX	D	Bi-weekly - Friday

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APPENDIX 6: ELIGIBLE NYC OFFICE OF PAYROLL ADMINISTRATION AGENCIES CONTINUED

AGENCY PAYROLL NUMBER	AGENCY NAME	AGENCY SHORT DESCRIPTION	PAY CYCLE CODE	PAY PERIODS
941	PUBLIC ADMINISTRATOR-NEW YORK	PUB ADM-NY	D	Bi-weekly - Friday
945	PUBLIC ADMINISTRATOR-RICHMOND	PUB ADM-RICH	D	Bi-weekly - Friday
944	PUBLIC ADMIN-QUEENS	PUB ADM-QNS	D	Bi-weekly - Friday
101	PUBLIC ADVOCATE	PUBLIC ADV	D	Bi-weekly - Friday
210	PUBLIC SERVICE CORPS	PUB SER CORP	D	Bi-weekly - Friday
431	QUEENS COMMUNITY BOARD #1	QN COM BD 1	D	Bi-weekly - Friday
440	QUEENS COMMUNITY BOARD #10	QN COM BD 10	D	Bi-weekly - Friday
441	QUEENS COMMUNITY BOARD #11	QN COM BD 11	D	Bi-weekly - Friday
442	QUEENS COMMUNITY BOARD #12	QN COM BD 12	D	Bi-weekly - Friday
443	QUEENS COMMUNITY BOARD #13	QN COM BD 13	D	Bi-weekly - Friday
444	QUEENS COMMUNITY BOARD #14	QN COM BD 14	D	Bi-weekly - Friday
432	QUEENS COMMUNITY BOARD #2	QN COM BD 2	D	Bi-weekly - Friday
433	QUEENS COMMUNITY BOARD #3	QN COM BD 3	D	Bi-weekly - Friday
434	QUEENS COMMUNITY BOARD #4	QN COM BD 4	D	Bi-weekly - Friday
435	QUEENS COMMUNITY BOARD #5	QN COM BD 5	D	Bi-weekly - Friday
436	QUEENS COMMUNITY BOARD #6	QN COM BD 6	D	Bi-weekly - Friday
437	QUEENS COMMUNITY BOARD #7	QN COM BD 7	D	Bi-weekly - Friday
438	QUEENS COMMUNITY BOARD #8	QN COM BD 8	D	Bi-weekly - Friday
439	QUEENS COMMUNITY BOARD #9	QN COM BD 9	D	Bi-weekly - Friday
491	STATEN ISLAND COMMUNITY BD #1	SI COM BD #1	D	Bi-weekly - Friday
492	STATEN ISLAND COMMUNITY BD #2	SI COM BD #2	D	Bi-weekly - Friday
493	STATEN ISLAND COMMUNITY BD #3	SI COM BD #3	D	Bi-weekly - Friday
21	TAX COMMISSION	TAX COMM	D	Bi-weekly - Friday
156	TAXI & LIMOUSINE COMMISSION	TXI & LIMO C	D	Bi-weekly - Friday
41	TEACHERS RETIREMENT SYSTEM	TRS	W	Bi-weekly - Friday

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APPENDIX 7: FAMILY PARTNERSHIPS DEPARTMENT BOROUGH OFFICES

BOROUGH	ADDRESS	TELEPHONE #	FAX #
Bronx	1200 Waters Place, 2nd Floor Bronx, NY 10461	(718) 409-8647 (Administrator) (718) 409-8699 (General)	(718) 824-0798 (Administrator) (718) 829-2170 (General)
Brooklyn	816 Ashford Street, 2nd Floor Brooklyn, NY 11207	(718) 688-8223 (Administrator) (718) 688-8254 (General) (718) 688-8204 (Vacant)	(718) 922-4087
Manhattan	45 Allen Street, Ground Floor New York, NY 10002	(212) 334-2506	(212) 334-2505
Queens	70-30 Parsons Boulevard, Ground Floor, Flushing, NY 11365	(718) 969-6240	(718) 969-9193
Staten Island	Cassidy/Lafayette Houses 90 Lafayette Avenue, Ground Floor Staten Island, NY 10301	(718) 816-1521	(718) 816-9810

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APPENDIX 8: REFERRALS TO FAMILY PARTNERSHIPS DEPARTMENT: GUIDELINES FOR REFERRALS AND CLUTTER IMAGE RATING SCALE

- A. **Appropriate Referrals** – Examples of situations that may be the basis for a referral include:
1. GAL and mental health assessments.
 2. At-risk eviction and CRD with at risk factors (i.e. mental and/or physical impaired tenant (lessee)/Head of Household only).
 3. Poor housekeeping / safety hazards/hoarding: with a clutter with a rating scale of 5 +. To see the Clutter Image Rating Scale refer to Section XVII., *Appendix 8: Referrals to Family Partnerships Department: Guidelines for Referrals and Clutter Image Rating Scale*.
 4. Elder abuse/neglect /frailty.
 5. Mentally and/or physically disabled.
 6. Substance abuse.
 7. Other vulnerable populations which may need supportive services (i.e., youth aged out of foster care).
- B. **Property Management Direct Referral to Providers**
1. DV/ IV/ IW.
 2. Incident response.
 3. Medical and/or mental health crisis.
 4. Crime victims (sexual and physical assaults, harassment, etc.).
 5. Child abuse - NYCHA staff and neighbors must report directly to NYS-Wide Child Abuse and Maltreatment Hotline 1-800-342-3720. **FPD staff cannot make 2nd or 3rd hand reports.**
 6. Conflict resolution.
 7. Eviction prevention.

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**APPENDIX 8: REFERRALS TO FAMILY PARTNERSHIPS DEPARTMENT:
GUIDELINES FOR REFERRALS CONTINUED**

C. **Inappropriate Referrals** - Examples of tenant issues that are not social service related include:

1. Rent arrears or delinquency with no risk factors and/or 2 or more previous FPD referrals.
2. Non-verifiable income/annual reviews.
3. Criminal activity - i.e. drug sale, trafficking cases or cases involving other types of criminal activity. Arrest of tenant of record due to assault or other violent acts. (These are law enforcement cases not social service cases).
4. Unauthorized occupants.
5. Major incident response (hostage, suicide, drug activity, etc.).
6. NYCHA employee incidents.
7. Apartment violations – i.e. Illegal appliance, improper installation of AC, pets, etc.
8. Inaccessibility to gain entrance to tenant’s apartment to conduct inspections.
9. Apartment repairs and cases of vermin and insect infestations including bedbugs.

In addition, if there are no at-risk factors associated with rent referral cases, they may not be accepted by the FPD.

NOTE: Before making a referral, the tenant should be informed that a referral is being made, if possible. If the tenant refuses, do not make the referral.

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Clutter Image Rating Scale: Kitchen

Please select the photo below that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

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Clutter Image Rating: Bedroom

Please select the photo that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

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Clutter Image Rating: Living Room
Please select the photo below that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

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APPENDIX 9: ECONOMIC OPPORTUNITIES AND LEASE VIOLATION RESOLUTION – REFERRAL TO NON-NYCHA SERVICE PROVIDERS: REFERRAL MOMENTS

Referral Moments (Times during tenancy when referral to a service provider may be helpful)	Type of Referral	
	Economic Opportunity	Lease Compliance
Start of Tenancy: Housing Assistants review key information with new tenants, which include an overview of services provided by NYCHA	X	
Transferring Tenant: For most tenant transfers where the tenant needs employment assistance	X	
Relocated Tenant: When a tenant transfers due to development renovation or personal crisis (e.g., domestic violence issues) and needs assistance in schooling availability or neighborhood familiarity		X
Changes in Family Composition: When an income earning person enters or leaves the household	X	
Changes in Sources of Income: When a tenant's source of income changes, such as from employment to unemployment or to public assistance, or vice-versa	X	
Family Productivity: While conducting home visits and observing adult children who are unemployed or not in school	X	
Economic Opportunity: Engaging a tenant who requests assistance with: <ul style="list-style-type: none"> • Education/job training • Employment • Finances/money management/cash flow 	X	
Financial Difficulty: If a tenant is not meeting financial obligations; is not paying bills	X	
Rent Payment Difficulty: If a tenant is not paying rent on time meaning the tenant: <ul style="list-style-type: none"> • Has not paid current rent but has no legal action pending • Is currently up to date but has missed months during the past year • Consistently pays rent late at the end of the month • On probation for CRD 	X	
Rent Payment – Legal Problems: If a tenant is not paying rent on time and is facing any of the following: <ul style="list-style-type: none"> • Non-Payment of rent case in Housing Court • Default of a previously negotiated payment plan • Being referred for tenancy termination for CRD 		X